



STAFF REPORT #T2021-23
Standing Committee 12/7/2021
Council 12/20/2021
Amendments: no

Submitted to: Strategic Initiatives Standing Committee | Council
Submitted by: Monica Quinlan, Treasurer
Subject: 2022 Municipal Budget – 3rd Draft – Results of Public Engagements

PURPOSE

The purpose of this report is to provide Council with an overview of the following items:

- a) The 3rd Draft of the 2022 Municipal Budget;
- b) The results of the Public Survey;
- c) Comments received through the Engage Collingwood Sight and from the virtual and in-person sessions that occurred November 30th, 2022.

RECOMMENDATION

THAT Council receive staff report T2021-23 for information;

AND THAT Council provide staff direction to move forward to the public meeting on December 13th, 2021.

AMENDMENTS

None

1. BACKGROUND

As part of the 2022 budget process a report was brought forward at the November 17th, 2021 SIC Meeting. This report outlined the second draft of the budget and provided the following updates from the first draft:

- 1) New announcement from OCIF – double funding for 5 years;
- 2) Final Supplementary Billing complete;
- 3) Vaccine verification timing to be completed March/April 2022;
- 4) Additional review Engineering Review Fees Deposit; and
- 5) Additional review of the Facilities Operator Coordinator Position.

These updates meant that the tax rate increase would move from 2.79% to a 1.00% overall increase as the following changes were made:

- 1) OCIF funding for Minnesota Storm Sewer and the Financial Analyst Position – (\$375k);
- 2) 2021 Business Accelerator Funding – due to the change in the 2021 Proj. Surplus – (\$150k);
- 3) Vaccine Verification to end in Spring of 2022 – (\$50k);
- 4) Development Engineer funding at 100% - (\$35k); and
- 5) Facilities Operator Coordinator position – (\$9.5k).

In addition to these, other changes were included:

- 1) Affordable Housing placeholder of \$150k updated to \$80k for proposed staffing position – (\$70k);
- 2) Council Grants updated to reflect actual amounts – (\$75k); and
- 3) Council Compensation review has been included - +\$25k.

Following these changes two resolutions were passed at the November 17th meeting:

- 1) That \$350k be added for an Affordable Housing Reserve Fund; and
- 2) That \$1500 per council member be added to the council-related expenses amounts including for professional development.

These changes were then incorporated into the third draft of the 2022 Municipal budget bringing the **municipal tax rate increase to 2.01%**, the table below provides an overview of the tax levy and the tax rate that have been charged for the past four years including the proposed 2022 rate and levy:

Year	Total Taxes Charged	Yr over Yr % Change	Local Municipal Tax Rate	Yr over Yr % Change
2019	\$ 32,472,653	4.81%	0.71953%	-2.03%
2020	\$ 33,933,028	4.50%	0.70543%	-1.96%
2021	\$ 35,181,570	3.68%	0.70417%	-0.18%
2022 Draft 3	\$ 36,785,076	4.56%	0.71832%	2.01%

This equates to the following impact on the median assessed home (note once again that MPAC will be holding the current assessed values):

Year	Median Household Assessment	Local Municipal Tax Rate	Local Municipal Tax Amount	Local Municipal Taxes Change Amount
2019	\$ 319,000	0.71953%	\$ 2,295	-\$ 46.59
2020	\$ 327,000	0.70543%	\$ 2,307	\$ 11.46
2021	\$ 327,000	0.70417%	\$ 2,303	-\$ 4.12
2022 Draft 3	\$ 327,000	0.71832%	\$ 2,349	\$ 46.27

Additionally, a \$30,000 increase is being proposed for the Special Capital Levy, which would result in a median assessed home paying an additional \$1.87 per year.

* Note that each percentage point of taxation equates to approximately \$370,000 in taxes collected.

The [current budget book located on the Town’s website \(Draft #3\)](#) and produced for members of Council provides an overview of what this budget will deliver for Collingwood, including its residents, businesses and visitors. In addition to continuing with all of the Town’s Programs and Services, the budget book on pages 18 to 22 (pdf pages 21-25) outlines:

- Strategic transformations that when delivered will close in on completion of the 2020-2023 Community-based Strategic Plan;
- Items upon which the Town has a laser focus for delivery, recognizing that these items are Council priorities, and
- Preparations for refreshing our Community-based Strategic Plan.

What follows is a summary of the information gathered at the November 30th public engagement sessions (one virtual session from 3:00pm to 5:00pm and the other in-person from 7:00pm to 9:00pm) with members of Council and staff, along with the results of the EngageCollingwood public survey.

2. INPUT FROM OTHER SOURCES

N/A

3. APPLICABLE POLICY OR LEGISLATION

Municipal Act, 2001
FIN-004-02 Budget Principles Policy

4. ANALYSIS

1. Results of the Public Survey

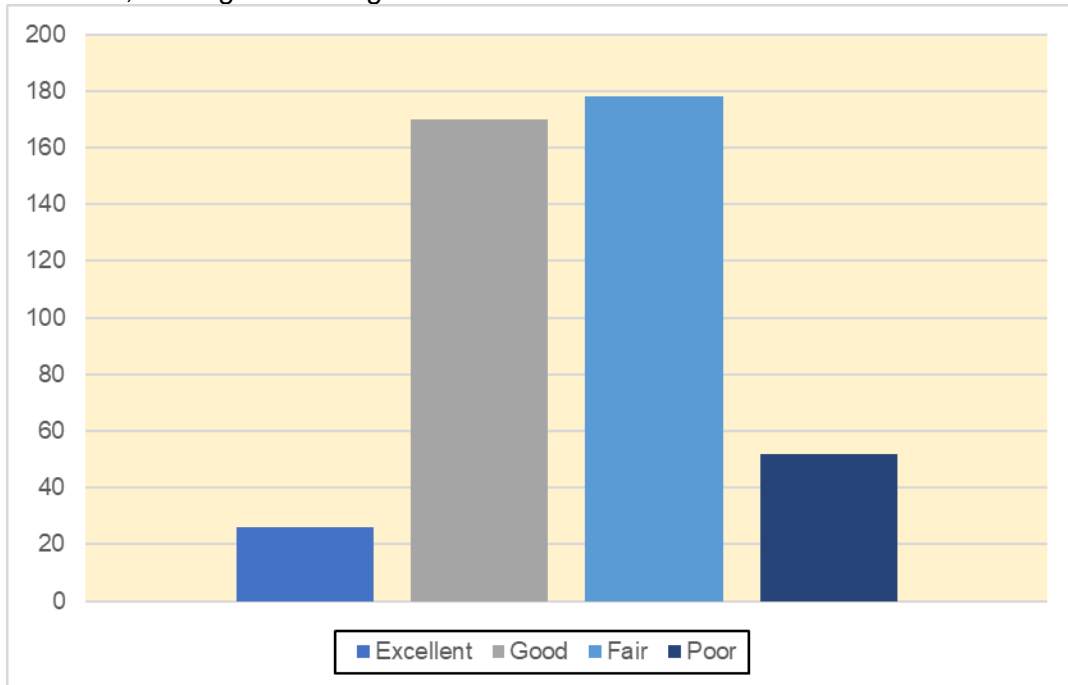
The Public Survey was launched in August and subsequently closed in September. The Town received **425 responses** to this survey and is not considered to be statistically significant. Each question that was included was intended to gauge the public’s interest on the types of services/programs that are offered as well as their general satisfaction of those services, additionally it was requested that they rate the importance of components of the Community Based Strategic Plan and make comments and suggestions. The survey is included as Appendix A. Of the respondents 95% note Collingwood as their primary residence and 91% were property owners (9% - tenants). A summary of the results of each question is included below.

Questions 1 through 4

These were intended to collect demographic data and help staff understand the best way to communicate with the public.

Question 5 – “Given the large number of programs and services provided by the Town of Collingwood how would you rate the value/service you are receiving for your tax dollars?”

The results of this question were that 88% of respondents rated the services as Fair to Excellent, leaving 12% rating as Poor.



Question 6 – “How important are each of the goals and objectives set out in the Community Based Strategic Plan to our community?”

Staff interpret the results to this that overall the respondents feel that the CBSP is significant and that the main pillars continue to be important. Additionally, as staff have presented the current 2022 Budget ([see pages 21 – 25 in the budget book on the Town website](#)) includes direction to continue to achieve and deliver services and programs in-line with the CBSP. The table below shows the response to each Objective under each of the five Goals (pillars).

CBSP Pillar	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Continuously improve the Town's financial context and build sustainability	255	148	19	4
Enhance public trust	262	120	28	1
Work collaboratively with health care, social services and community groups	236	149	30	11
Update our land use planning and regulatory framework	213	165	37	9
Preserve the Town's environment and take action on climate change	261	113	29	22
Seek economic development that attracts youth, supports existing business and entrepreneurship	209	162	44	10
Update waterfront master plan for grain terminals and spit and take action	197	155	47	26
Encourage and where needed support community events and festivals that enhance the experience of Collingwood	140	177	88	21
Encourage and grow the arts and culture community by facilitating networks and helping to find and align resources	101	172	109	40

Based on the results noted above the level of importance of each Objective is categorized as follows:

CBSP Pillar	% of Respondents who rated as Very/Somewhat Important
Continuously improve the Town's financial context and build sustainability	94.6%
Enhance public trust	92.9%
Work collaboratively with health care, social services and community groups	90.4%
Update our land use planning and regulatory framework	89.2%
Preserve the Town's environment and take action on climate change	88.0%
Seek economic development that attracts youth, supports existing business and entrepreneurship	87.3%
Update waterfront master plan for grain terminals and spit and take action	82.8%
Encourage and where needed support community events and festivals that enhance the experience of Collingwood	74.4%
Encourage and grow the arts and culture community by facilitating networks and helping to find and align resources	64.7%

Question 7 – “What do you feel are the most important issues facing the community? Please rank the items below from most important (1) to least important (12)”

In this question staff were trying to measure what respondents felt to be significant issues so that they could be related back to the 2022 Municipal Budget. The results of the average ranking are included in the table below and sorted from the highest ranking to the lowest (low rank numbers mean a higher ranking or significance):

	Average Rank
Housing/accommodations	4.1
Economy/jobs/economic issues	4.7
Environment/climate change/sustainability	5.9
Infrastructure/transportation	6.0
Property taxes	6.2
Community Spaces (i.e. Parks and Recreation Facilities)	6.3
Waterfront Master Plan	6.4
Governance and transparency (eg bylaws, resident-government relation)	6.6
Provision of recreational facilities	7.1
Crime/criminal activity	8.1
Arts, culture and heritage	8.2
Active Transportation	8.4

With respect to the top 5 issues, the following items are included in the third draft of the 2022 Municipal budget to address each:

- 1) Housing/Accommodations:
 - a. \$350,000 for an affordable housing reserve fund;
 - b. \$80,000 for an affordable housing planning specialist; and
 - c. Continued investment in the High Street social housing agreement as well as the Birch Street complex.
- 2) Economy/Jobs/Economic Issues:
 - a. \$150,000 included for the Business Accelerator.
 - b. Continued funding of the Business Development Centre
- 3) Environment/Climate change/sustainability:
 - a. While not allocated in this Budget, using the asset sale proceeds from the public utility and the airport in 2021 Council set up a Greening Legacy Reserve of \$1M that can be used in-year should Council decide to make transformational investments to combat climate change and enhance Collingwood’s environment;
 - b. Development of the Climate Action Plan - \$30k (Grant Dependent for Program Resources);
 - c. Full year inclusion of Climate Action Change Specialist - \$100k;
 - d. The new official plan will include climate change mitigation, adaptation and resiliency along with sustainable development policies and those will be implemented through the zoning by-law update;
 - e. Inflow at WWTP - \$250k:
 - i. Conduct flow monitoring in sanitary system to identify problem areas during rain events;

- ii. Develop capital program to reduce inflow and infiltration in the sanitary system; and
 - iii. Determine if storage at WWTP is required to prevent overflows/by-passes.
 - f. WTP Expansion and Upgrade:
 - i. Improve shoreline protection around WTP;
 - ii. Site drainage improvements;
 - iii. Frazil ice response measures;
 - iv. Consideration for changing lake water quality/additional treatment requirements; and
 - v. Infrastructure Canada Climate Lens Assessment during preliminary design.
 - g. Aerator at Central Park Arena (reduces GHG) - \$45k; and
 - h. Activating tree donation of \$100k – equates to additional tree planting.
- 4) Infrastructure/Transportation:
- a. The capital budget includes \$15.4 Million in transportation projects, including many asset renewal/rehabilitation programs.
- 5) Property Taxes:
- a. Keeping the Tax rate increase at a modest 2.01%.

Question 8 – “If the most important local issue to you that is not listed above (Qu#7), please tell us what it is.”

165 responses were received with respect to this question and are included as Appendix B, note that many of the above noted local issues were commented on once again, however highlights of the comments received are included below of those that did not form part of Question #7:

- 1) Grain Terminals - some were in favour of preservation of them, while others commented on removing them and keeping the property for public space (as Council is aware a separate public engagement project has been completed with respect to the Terminals);
- 2) More green space and expansion of parks and recreation facilities and services – note that the Sunset Point Park and Splashpad are two major projects included in the 2022 Municipal Budget;
- 3) Development - some were in favour of reducing these numbers but there was also many comments related to including waterfront and watershed preservation, as well as affordable housing mandates within planning applications – note that the update to the Official Plan and Zoning Bylaw are included in the 2022 Municipal Budget;
- 4) Accessibility – improving accessibility of town facilities and in parks and recreation;
- 5) Speed Reduction – many areas of Town were identified – note that a speed study is included in the budget.

Question 9 – “How important do you feel each of the Town Services are?”

Question 9 was included to understand and measure the level of importance of many of the services/programs that the Town provides. The table below shows the ranking from most important to least important according to the respondents.

Service/Program	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Sewers, water, stormwater management	342	77	5	2
Managing tax dollars	331	86	3	6
Providing/maintaining green spaces	262	138	20	6
Environmental protection, green projects	221	130	48	27
Policing/OPP	220	157	43	6
Fire prevention	218	167	37	4
Transportation infrastructure for walking and cycling	191	147	64	24
Recreation facilities and programming	170	193	58	5
Providing information, customer service, public engagement	156	192	69	9
Economic development promotion	132	199	81	14
Residential, commercial, industrial development	127	184	84	31
Transportation infrastructure for transit and vehicles	114	212	78	22
Permits, inspections and enforcement	105	225	81	15

As you will note once again many of the major projects in the 2022 Municipal Budget address and or direct attention and funding towards the top 5 services rated here. These include:

- 1) Sewers, water, stormwater management: Water Treatment Plant Expansion and Upgrades, Minnesota Storm Sewer Repair and Wastewater Treatment Plant equipment rehabilitations and replacements.
- 2) Managing Tax dollars: maintaining a moderate tax rate increase.
- 3) Providing/maintaining green spaces: Sunset Point Park and Splash pad completion, along with additional funding towards tree planting and the continuation of the parks maintenance program.
- 4) Environmental Protection, green projects: Development of a Climate Action Plan, incorporation of many green aspects to major capital projects as noted in detail under question # 7.
- 5) Policing/OPP – continuation of the OPP contract along with service enhancement continuation with the School Resources Officer.

Question 10 – “How well do you feel the Town delivers each of the following services?”

The table below breaks down the ranking based on the highest level of satisfied residents under each program.

Service/Program	Completely Satisfied	Satisfied	Somewhat Unsatisfied	Very Unsatisfied	% of respondents that were either "Completely Satisfied" or "Satisfied"
Fire prevention	152	252	15	7	94.8%
Policing/OPP	107	259	46	14	85.9%
Transportation infrastructure for walking and cycling	63	247	83	33	72.8%
Permits, inspections and enforcement	34	275	88	29	72.5%
Recreation facilities and programming	43	247	102	34	68.1%
Economic development promotion	21	267	111	27	67.6%
Providing/maintaining green spaces	53	234	109	30	67.4%
Providing information, customer service, public engagement	36	248	113	29	66.7%
Sewers, water, stormwater management	61	219	104	42	65.7%
Environmental protection, green projects	28	246	113	39	64.3%
Transportation infrastructure for transit and vehicles	37	236	110	43	64.1%
Residential, commercial, industrial development	18	188	142	78	48.4%
Managing tax dollars	15	176	147	88	44.8%

Overall it appears that in general at least 67.9% of respondents were either “Completely Satisfied” or “Satisfied” with the level of service they received for the 13 options provided. However, it is noted that the least amount satisfaction was with respect to the management of taxes and development in the community.

Question 12 – “What are the top three (3) areas (i.e. Roads, Water, Parks, Library and etc.) you would like to see an improvement of service in? Please add commentary or any details you feel appropriate. (With the understanding that service enhancements may result in a tax rate increase)”

There were 425 responses to this question as it was a required component of the survey (note that some just included that they had no comment), with many comments and suggestions that are included for review as Appendix C. Additionally, note that many were very complimentary and provided insight as to the services our residents have come to love and appreciate. Once again the emphasis on the services included the following:

- 1) Parks and green space;
- 2) Active Transportation;
- 3) Environmental – Climate Change Improvements; and
- 4) Openness and Transparency.

2. Engage Site – Comments and Questions Received

The Engage site has proven to be a very useful tool for staff to manage questions and commentary with respect to the budget. All questions are included in Appendix D with the staff responses as well. 17 questions were received and overall many of the questions were specific to the process however many also highlighted particular areas where the respondent felt great concern for, these include:

- Affordability of property taxes;
- Grain terminals and what should happen to them;
- Requestion focus on delivering basic municipal services – water/ww/storm water and etc.;
- Removing the Maple Street Bicycle priority project; and
- Understanding of the new staffing being requested.

In addition to the questions included there were also two comments received that are included below:

- 1) *Trying to keep a budgetary tax increase to 1% in a time of 4.5% inflation is unrealistic. It is also misleading as the impact on most homeowners is nominal. Even though the average increase is a miniscule \$23.00, depending on the assessed value, this will range from an increase of \$14 for an assessed value of \$200,000 and \$141 for an assessed value of \$2M.*

I find that the budget is not very visionary, in that it doesn't paint a picture of the future our Council wants for our community. For example, in spite of the establishment of the Affordable Housing Task Force and receiving their report and agreeing to all the main recommendations provided, there is little in the budget other than the hiring of an Affordable Housing Specialist in the 2nd quarter. No mention is made to set up a housing reserve fund or to develop a Community Improvement Plan which was agreed to in July 2021.

I encourage Councilors to be visionary in that to address the unique needs of our community to become a sustainable, healthy and inclusive community, to share that vision and then allocate the resources necessary to realize that vision.

Response from staff:

Thank you for your feedback and interest in the 2022 Budget!

At the Special SIC meeting on November 17th, members of Council requested that staff include an additional \$350,000 into Affordable Housing funding. This is on top of the already included \$80,000 for an Affordable Housing Planning Specialist.

The updated Draft budget was included in the important documents link on the Town's Engage Page (Draft #3). This brings the updated proposed tax rate to a 2.01%

increase over 2021. This document is what will be presented/discussed at the public consultation meeting on November 30th, 2021.

I hope you find this information helpful, but please do not hesitate to reach out should you have any questions or concerns and thank you once again for your interest.

- 2) *We are in the midst of a climate crisis. BC is having a horrible year with wildfires followed by flooding and we are feeling the effects here in Collingwood too with more volatile and unpredictable weather events. Our enormous rainfall event this September caused plenty of damage and overwhelmed our WWTP resulting in a 'straight-pipe discharge' to the bay for several hours. I worry we are going to suffer going ahead if we don't start to plan and deal with this problem directly. It will not be wished away I'm afraid!*

Our town has declared a climate emergency and I think most if not all residents would agree that climate change is a real problem and that we need to address it here locally. I would like to see climate change action spoken for in the town budget.

3. Comments and Suggestions from the Public Engagement Sessions

Public engagement sessions were held on November 30th, which were unfortunately not well attended, however for those that did attend the most pressing issue was Climate Change and how the 2022 budget addresses these ongoing concerns. Members of Council requested a list of projects/services that are included for next year and they are included above under Question #7.

Overall, many significant and important ideas, comments and suggestions were received through the public engagement that has occurred thus far in the 2022 Budget Process. Staff are committed to preparing a budget that meets Council's direction and moves it forward in achieving our Community-based Strategic Plan's Vision for the community and staff believe that the current draft of the 2022 Municipal Budget addresses Council's vision and the interests of the public.

5. EFFECT ON TOWN FINANCES

Any additional budget changes Council wishes to include or exclude will be incorporated as part of the fourth draft budget to be presented at the December budget meetings.

6. CONSIDERATIONS

Community Based Strategic Plan:	<input checked="" type="checkbox"/> N/A or <input type="checkbox"/> Explain: Choose an item.
Climate Change / Sustainability:	<input checked="" type="checkbox"/> N/A or <input type="checkbox"/> Explain: Choose an item.
Accessibility:	<input checked="" type="checkbox"/> N/A or <input type="checkbox"/> Explain: Choose an item.
Communication / Engagement:	<input checked="" type="checkbox"/> N/A or <input type="checkbox"/> Explain: Choose an item.
Accountability / Transparency:	<input type="checkbox"/> N/A or <input checked="" type="checkbox"/> Explain: Enhances Accountability and Transparency

7. APPENDICES & OTHER RESOURCES

Appendix A	2022 Budget Survey
Appendix B	Survey Responses to Question #8
Appendix C	Survey Responses to Question #12
Appendix D	Questions received on the Engage Site

SIGNATURES

Prepared by:		Endorsed by:
Monica Quinlan, Treasurer		Sonya Skinner, CAO
Town of Collingwood		Town of Collingwood

2022 Municipal Budget - Join The Conversation

Engage Collingwood

2022 Municipal Budget Survey

Your input is important to us! Please take a few minutes to fill out this survey and tell us what is important to you in how we invest your tax dollars. Deadline to fill out survey is September 20, 2021

Please verify you are a Collingwood Resident by entering your postal code below.

(Required)

Is Collingwood your primary residence?

(Choose any 1 options) (Required)

Yes

No

Do you own or rent your residence?

(Choose all that apply) (Required)

Own

Rent

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How do you receive information regarding the Town of Collingwood budget and budget process?

(Choose any 8 options) (Required)

- Tax Bill Inserts
- Town Website www.collingwood.ca
- Engage Collingwood <https://engage.collingwood.ca/>
- Member of Council
- Newspaper
- Social Media
- Radio
- Other (please specify

Given the large number of programs and services provided by the Town of Collingwood, how would you rate the value/service you are receiving for your tax dollars?

(Choose any 1 options) (Required)

- Excellent
- Good
- Fair
- Poor

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How important are each of the goals and objectives set out in the Community Based Strategic Plan to our community ?

Questions	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Continuously improve the Town's financial context and build sustainability				
Enhance public trust				
Update waterfront master plan for grain terminals and spit and take action				
Update our land use planning and regulatory framework				
Seek economic development that attracts youth, supports existing business and entrepreneurship				
Work collaboratively with health care, social services and community groups				
Preserve the Town's environment and take action on climate change				
Encourage and grow the arts and culture community by facilitating networks and helping to find and align resources				
Encourage and where needed support community events and festivals that enhance the experience of Collingwood				

2022 Municipal Budget - Join The Conversation

Engage Collingwood

What do you feel are the most important issues facing the community? Please rank the items below from most important (1) to least important (12)

(Rank each option) (Required)

- Housing/accommodations
- Environment/climate change/sustainability
- Economy/jobs/economic issues
- Infrastructure/transportation
- Crime/criminal activity
- Provision of recreational facilities
- Property taxes
- Governance and transparency (eg bylaws, resident-government relations, community engagement activities)
- Arts, culture and heritage
- Active Transportation
- Community Spaces (i.e. Parks and Recreation Facilities)
- Waterfront Master Plan

If the most important local issue to you is not listed above, please tell us what it is.

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How important do you feel each of the following Town Services are?

(Required)

Questions	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Sewers, water, stormwater management				
Fire prevention				
Policing/OPP				
Recreation facilities and programming				
Providing/maintaining green spaces				
Permits, inspections and enforcement				
Residential, commercial, industrial development				
Transportation infrastructure for walking and cycling				
Transportation infrastructure for transit and vehicles				
Environmental protection, green projects				
Managing tax dollars				
Economic development promotion				
Providing information, customer service, public engagement				

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How important do you think each of the goals and objectives set out in the Community Based Strategic Plan are to our community?

(Required)

Questions	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Continuously improve the Town's financial context and build sustainability				
Enhance public trust				
Update waterfront master plan for grain terminals and spit and take action				
Update our land use planning and regulatory framework				
Seek economic development that attracts youth, supports existing business and entrepreneurship				
Work collaboratively with health care, social services and community groups				
Preserve the Town's environment and take action on climate change				
Encourage and grow the arts and culture community by facilitating networks and helping to find and align resources				
Encourage and where needed support community events and festivals that enhance the experience of Collingwood				

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How important do you feel each of the following Town services are?

(Required)

Questions	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant
Sewers, water, stormwater management				
Fire prevention				
Policing/OPP				
Recreation facilities and programming				
Providing/maintaining green spaces				
Permits, inspections and enforcement				
Residential, commercial, industrial development				
Transportation infrastructure for walking and cycling				
Transportation infrastructure for transit and vehicles				
Environmental protection, green projects				
Managing tax dollars				
Economic development promotion				
Providing information, customer service, public engagement				

2022 Municipal Budget - Join The Conversation

Engage Collingwood

How well do you feel the Town delivers each of the following services?

(Required)

Questions	Completely Satisfied	Satisfied	Somewhat Unsatisfied	Very Unsatisfied
Sewers, water, stormwater management				
Fire prevention				
Policing/OPP				
Recreation facilities and programming				
Providing/maintaining green spaces				
Permits, inspections and enforcement				
Residential, commercial, industrial development				
Transportation infrastructure for walking and cycling				
Transportation infrastructure for transit and vehicles				
Environmental protection, green projects				
Managing tax dollars				
Economic development promotion				
Providing information, customer service, public engagement				

2022 Municipal Budget - Join The Conversation

Engage Collingwood

What are the top three (3) areas (i.e. Roads, Water, Parks, Library and etc.) you would like to see an improvement of service in? Please add commentary or any details you feel appropriate. (With the understanding that service enhancements may result in a tax rate increase).

Untitled question

(Required)

What are the top three (3) areas you feel the Town of Collingwood does well in or needs little to no improvement?

(Required)

	Q8 (If the most important local issue to you is not listed above, please tell us what it is.)
1	Healthcare and community mental health - this comes in boosting socioeconomic status for marginalized communities in Collingwood and making this area accessible for individuals identifying as a minority
2	I feel we need to focus on jobs and housing along with building infrastructure to substan
3	Need
4	improving our roads
5	Roads need to be repaired ASAP, we have to many cracks and pot holes on all of our roads in Collingwood. We also need a splash park for kids to use.
6	Splashpad
7	Affordable housing and too much development
8	Crowding of Collingwood
9	Safe roads got biking
10	affordable, attainable housing
11	Very definitely, the lack of affordable housing is the number one issue that Collingwood, and most municipalities, is facing. It is at the point of crisis and it's impact on all other elements within the community cannot be understated.
12	I don't think any public money should be spent on preserving the grain terminals
13	Expansion of wastewater service to my postal code
14	Affordable housing
15	Loss of green space & restrictive access to waterfront plus sprawl & lack of integrative affordable housing
16	I think it's extremely unfair that someone can build a monster home beside someone who may have lived in Collingwood all their life and the monster home blocks their view and their light and challenges their privacy.
17	Slow down/curtail building, & over development
18	We need to re-examine the Growth and Population targets set by Simcoe County in favour of a smaller more historic and charming town with more modest growth.
19	Fire, police, ambulance service
20	fix the roads!
21	Over building and taxing available resources
22	Housing for low wage earners
23	Lack of Dr's, new hospital immediately
24	Active, outdoor transportation and recreational facilities, and limiting urban sprawl
25	Roads and infrastructure
26	Waste management
27	The need for Strategic Financial Plan with accurate multi-year budgeting. Budgets should not include an Unfinanced Expenditure like Council approved for the Collingwood Judicial Inquiry. Accurate budgeting is a foundation to overcoming all known issues.
28	We do NOT need a rainbow sidewalk to ever be repainted again!
29	To clarify my "1" above....we need to focus more on infrastructure improvements. Many streets need repaving and many are missing sidewalks. Storm water catch basins are frequently situated where they do not drain the surrounding area, resulting in flooding
30	Affordable housinh

31	Retaining Community Culture and Heritage, the destruction of trees, too many lights, too much asphalt and concrete, too many look-alike subdivisions
32	
33	
34	How the country town of Collingwood is being destroyed by over-development and sprawling subdivisions. The strain on the resources and utilities could be avoided by a planning department that uses the word No more often. Collingwood is dying !
35	
36	
37	
38	
39	
40	Water and roads
41	
42	
43	
44	Creating an effective and properly managed short term rental program.
45	
46	Traffic flow
47	
48	
49	Preserve the natural environment
50	Limit new development and cancel these huge garbage bins!!!!
51	Keep taxes low, not all Collingwood people are rich
52	Finding ways to increase the tax benefit to the town from out of region residents. The parking fees at sunset were a great idea. More benefit for being taxed and paying locally, and more fees to come and use services we are paying for
53	Sewers, particularly for streets close to the lake
54	Providing dedicated pickleball courts for the town
55	Saving our wetlands and prevent development in these areas.
56	Lack of washrooms (except disgusting portables!) at Municipality Harbour
57	The Roads all
58	Safe trail access to Lighthouse Point
59	The need for an Arts Centre. Our arts groups have nowhere to perform, collaborate, gather. the Town is missing an opportunity to attract visitors/tourists through the attraction on an Arts Centre. We are at risk of losing arts organization to other towns.
60	Small town feel is being lost
61	Possibly reduce ever increasing town hall staffing and eliminate the reliance of consultants
62	I would hope that infrastructure and transportation would include fixing up the rough roads (High St from Sixth to First for example)
63	Senior housing
64	Housing
65	I was born & raised in Collingwood, and I am now raising my young family. We have a growing population of young families and we NEED to improve infrastructure and activities for those families ASAP!!!
66	Affordable Housing is difficult to find for those who live and work here.

67	Healthcare (plan for new hospital, attracting & retaining doctors/nursesPSWs)
68	they are all important and none should be overlooked. it not getting to tackle any of these is a situation by the local government then they are simply lazy and not doing their public service. put a plan in place and execute. cut the B.S.
69	Establishing a Community Foundation that will harness donor dollars for community needs and wishes.
70	Keep grain terminals as is
71	New Hospital build, saving the Collingwood Grain Terminals
72	Affordable housing. This town is leaving my age group behind. I was born here and I don't feel welcome anymore. The town wants rich, retired people here and that is all. You take away our local resources, and only cater to tourist.
73	Affordable housing for those that have lived here for over 10years.
74	
75	A new hospital should be Collingwood's top priority.
76	Keeping green space. Not over developing green space or surrounding fields. Providing infrastructure for existing houses (ie. Schools, hospital update, water,)
77	Road repairs, snow removal, trail maintenance, recreation facilities
78	Preserving the grain elevator
79	Expanding the hospital
80	Building permit moratorium
81	Fix high st road. It's completely trashed and is damaging vehicles. Not a tentative fix for 5th-10 but how about 5th-1st where the actual road needs drastic repair
82	
83	accessibility
84	Smoother streets
85	Rec centre/multi pad hockey rink
86	Poor asset management
87	Fix local streets - patching not sufficient
88	Infrastructure masterplan based on development plans
89	Get a bmx pump track in town.
90	Sidewalks
91	Improving cycling infrastructure and safety on rural roads
92	Land use planning and Development management
93	Stop any funding of the Inquiry
94	This might fall under infrastructure, but future planning and development of the green space surrounding town, roads, and WATER needs. Stop wasting money on things relating to the inquiry to place blame, it's hemorrhaging our tax dollars.
95	Improve sidewalks especially where seniors and children reside. For example Raglan street has two seniors residences and a large assisted living development with no safe way to walk to nearby Sunset Point.
96	As a Collingwood Realtor, finding accommodation for the residents is a top priority.
97	Roads
98	The housing market is insane, most of the youth are being pushed out of the area because rental/buying prices are to high! Many restaurants and local business are struggling to find workers now because no one can afford to work low-mid income jobs.
99	Heritage , keep the grain terminals

100	wasting \$ on thing like PUC sale, its done, no charges to be laid, total wast of \$. pool and arena build total wast of \$, short lifespan,buildbricks and mortar building, better use of taxpayers \$
101	Specifically reduce towns use of fossil fuels and encourage same for population
102	We desperately need a regional Arts Culture and Entertainment centre !!
103	Housing and road safety
104	Oversized garbage containers!
105	Building a better hospital, addressing affordable housing and care for the elderly, and the need for more personal support workers are all very important to me. I'm a senior and our community has a large senior population.
106	The grain terminal and spit. However, I would expect it to be included in the Waterfront Master Plan.
107	Affordable Housing/Shelter/Women's Shelter
108	Cleanup railway legacy.
109	Paving High Street and Hurontario entrance to downtown.
110	spending money we dont have. taxes.
111	I agree with a pedestrian and biking community, however, I would have made it from 4th St to 1st on Hurontario St. Car traffic can access by way of Maple or St. Marie St. This would provide much better foot traffic for local businesses.
112	remove the backyard chicken bylaw
113	Reduce property taxes, given massive increase in recent values that will drive property taxes way up & make it difficult for seniors to afford.
114	Stop wasting money on finding a guilty party from the judicial inquiry - enough time and money have gone into this. Let's move forward. Also with the grain terminals let vote - stay or go again too much money and time, they are not getting better with age
115	Controlled spending
116	Garbage collection - new carts are IMPOSSIBLE for us to store or use
117	Fiscal responsibility - there is too much waste of tax payers money
118	STOP SPENDING MONEY RELATED TO ISSUES WITHE THE SALE OF COLLINGWOOD HYDRO.
119	Improve all roads and save the Elevator
120	The lack of priority given to pedestrian and bike traffic
121	Safe areas for biking and walking in town
122	Transparency in how our tax dollars are spent
123	Council spending ridiculously huge amounts of tax dollars on consulting fees.
124	water treatment
125	Honesty and transparency
126	Global business investors destroying the town environmental landscape and culture for their profits
127	stop allowing new subdivisions until you have the infrastructure to accomodate them
128	Desperately need a year round tennis facility with 4-6 courts. There is a burgeoning need for courts. Please build it as promised 2 years ago!!!
129	Controlling housing development
130	managing development; waste management (recognize this is County issue, but CWood has a voice);
131	Water, sewer, storm water, utilities infrastructure to provide adequate resilience to changing climate. t

132	serious action on climate action, not just proclamations!
133	ACTION on climate change needs to be part of the mandate of every department of the Town.
134	Allow business to operate from residential neighborhoods to help not having to rent or buy into expensive commercial property to allow entrepreneur opportunities
135	The opioid/drug problem
136	Housing prices, and primary labour force being unable to afford to live in the town they work.
137	
138	Management of public spaces like Sunset Point so that the water is clean for swimming and wildlife.
139	Affordable housing in needed immediately and ability for the working sector to buy affordable housing in this town. Incentives for the minimum wage workers to stay here
140	
141	A enclosed dog park with access to the Bay! There are a lot of dog owners that have dogs who love to swim. You cannot expect a Collingwood tax payer to keep his/her dog on a leash while the dog fetches a ball thrown 40 meters into the bay.
142	
143	Please create a beautiful waterfront with gardens , public access and no more condos.
144	None
145	town caters to the city crowd and not the people who live here year round and who have grown up here
146	Making collingwood more accessible to walking and biking. Lots of the roads don't have sidewalks, not many safe crosswalks for pedestrians and bikers. If you want to encourage getting to school by foot or wheel, make it SAFE TO DO SO. More action by YOU
147	Partnering with local entrepreneurs to beatify downtown Collingwood
148	Complete paths like black ash to Campbell and do new subdivision to ybe southwest
149	Preserving our rural land, forests and agriculture and not converting to housing developments. density rather than urban sprawl
150	Seeing my tax dollars being used in a responsible manner instead of virtue signalling.
151	demolish grain terminals and convert to public open space
152	Safe cycling paths for families
153	A new arts centre is very important
154	Rate of vehicle speed on Fourth Street W and surrounding streets - traffic is funneling off Hurontario to avoid lights and cars are traveling at excessive speed along these streets. Traffic calming measures, like Maple Street, are needed. Safety please!
155	4 season recreation facility, more sports fields with lights, disc golf course
156	Housing
157	Speed limits on residential roads particularly on school routes
158	Collingwood losing its water front to development.
159	Road traffic speed on side roads. Lack of traffic lights and or stop signs at 4 way intersections
160	keeping the Heritage Planning and not building around it - making it like a GTA -
161	overcrowding and parking / lack of community space for local individuals
162	A bike network hat is safe for families to bike all over town
163	We need to look at the total economics of the terminals and not just keep kicking the can

164	Paving of roads
165	
166	Fix the streets in Collingwood. Very rough especially High Street. These streets are an embarrassment .
167	Replace Terminal with cultural centre.
168	Overload of traffic on highway 26 currently and planned developments
169	Need to collect data regarding the efficacy of our Fire Department and see how it can be improved eg by having fewer fire-fighters and more paramedics. eg How many fires do we have in Collingwood? eg Should we have big Regional & small Municipal stationsn
170	More recreational and sporting and leisure activities. When I moved here, I was surprised about the lack of tennis courts in Collingwood. Most are privately owned. A very low amount for a growing healthy sport for all ages, genders, cultures.
171	New hospital, attracting more medical professionals to our city. So many residents are seeking doctors
172	Homeless youth
173	Speed Reduction on Intersection of HWY26 & Harbour/Balsam Streets with Installation of Red Light Cameras
174	walkable/bicycle friendly community
175	Unsustainable growth
176	A tennis/sports facility
177	We need a tennis facility/club and bubble
178	Water treatment,
179	Housing prices and rental prices way too high stop selling to the city people
180	Housing!!!!!!
181	No more housing please. Build a better hospital.
182	HEN & CHICKENS TRAIL: Replace the bridge and maintain the existing boardwalk before further deterioration leads to the total loss of this unique, premiere location for water viewing and swimming within the Town limits.

	Q12 (What are the top three (3) areas you feel the Town of Collingwood does well in or needs little to no improvement?)
1	We do not need to promote any more festivals or tourism. We are established And the influx of people is beyond our operating capacity - incl police, fire, healthcare and town infrastructure
2	Trails are fine we do not need to keep improving then
3	Not much to be honest.
4	Roads, library, fire protection
5	Paths are excellent throughout town Waterfront needs more control from outsiders taking over. More parking for Residences
6	I would like to see Council and staff support for preliminary work and final work on a town pollinator strategy. I would like see more naturalization and pollinator gardens, supporting local environmental sustainability. I'd like to see more preteen/tween programming. I mixed this answer and the one above...
7	n/a
8	Water Snow removal Garbage removal
9	Cycling. We don't need a cycle priority road on maple street. Too close to Cameron St school and CCI which has too muc
10	Library Community engagement
11	Trails
12	Amazing parks, yes we need to restore some of the areas, but we have so many beautiful parks to visit. Events, we go out of our way to make our town feel welcome to visitors. Our town hall is always lit up for community supp We have an amazing community.
13	Small biz support. From the parking fee support, to the local biz mentions.
14	Social media.
15	I think the town can make improvements in all areasa
16	N/a
17	Maintenance of green space is outstanding
18	Sewer/Water Mgmt Economic development Downtown cleanliness/signage makes the downtown area appealing.
19	Affordable and attainable housing
20	I think the Council is quite transparent
21	Roads, building residential, waterfront
22	I feel the town does everything well, especially with respect to our commitment to diversity & inclusion & we should always
23	Communication with residents Promotion of new businesses Support for arts and culture
24	I feel the town does a reasonably good job of maintaining parks and the recreational venues it currently has. Having said the pool and ice rink "tents" are a couple of the worst examples of recreational facilities imaginable.
25	Gum
26	Again, do not know
27	The park/trail system is excellent. Well maintained and thought out. The roads seem to be fairly well maintained.
28	The library has good programs, etc.
29	Roads parks
30	Keeping the downtown core clean and attractive Supporting of a diversified and multicultural community
31	Public engagement
32	snow clearance parks maintenance garbage pickup

31	1) engagement 2) green spaces 3)
32	overworked and are not delivering projects. So we don't need better staff - just more of them as we grow. I don't want to see any additional resources go to the OPP. I feel that we should be relying more on road design and automatic speed enforcement in Town to reduce speeding, and that the OPP should focus on more of the major crime prevention, so that is a place we don't need enhancements. The Town's communications are very good. I am able to find what I need on most channels and offer kudos to the comm
33	Library Park space
34	Library
35	policing
36	N/A
37	1) Park, flower, snow Maintenance, 2) Advertising our town for cultural, arts and music events. 3) Supporting and advertis
38	Please stop approving pot shops, we have enough. If anything we need a Costco, or a grocery/lcbo/beer store out toward: poplar side road. Could we move the Saturday market away from down town. Fisher field or somewhere larger and easier to attend
39	no improvement to staffing needed, economic development is good, and efforts for recreation/events
40	Collingwood does well maintaining bike trails.
41	Well you spend tons on the fire and police departments, one of which can raise it's own funds, so I don't think either of the needs more money. The hospital has always been great whenever me or members of my family have needed it.
42	Parks, Recreational programs, catering to visitors
43	Housing Policing/Fire protection
44	Believe there's a need for more 'doing' than 'reviewing'.
45	Library, preservation of the town centre, buses.
46	Snow removal Fire Police
47	Library Trail system Some parks and rec facilities
48	Bikes and trails, events, panoramic and historic Main Street
49	Snow clearing. Street cleaning and maintenance.
50	Roads, residential development, communications .
51	Promotes tourism to the region - good economic plans Keeps are parks and grounds in good shape Seems to be on top of crime in the region
52	Police, fire, roads
53	sufficient "transparency" first contact staff (answering phones) in town hall is excellent
54	Transit, education and trail management
55	Na
56	Georgian Trail system, small business support (economic development) - not the BIA, outdoor concerts
57	Water and sewer. Snow removal, park maintenance
58	Promotes itself for tourism Takes care of it's green spaces Pro-active on traffic issues

59	Beautifully maintained downtown and green spaces. Fire and police. Great economic development of small business in th
60	parks are great, bike and hiking trails are great
61	Fire, policing, transportation infrastructure for cars
62	Roads, parking and vehicle oriented facilities. We have too many of these and they cost far more than people focused facilities. Information signs. Why do we have so many everywhere? People walk on trails to reflect not to be educated.
63	roads, library, parks
64	Needs to improve Communication Needs to improve working with other communities in the area
65	The town of Collingwood does well in responding to enquiries directed to the individual departments. Town employees in t different departments call back in a very timely manner. The permits department and by-law particularly respond very quic
66	Ice rinks,tourist promotion,local transportation
67	Clerk Services.
68	Giving wages increases to Town of Collingwood employees
69	Cleanliness of streets, keeping tax increases at a reasonable level
70	Trail way finding is excellent
71	Torn in the elevators. Financially it's a money sink. Ppl including myself have a visual attachment to them. A practical sta point it's too much to spend. It's like an old family car that has lots of road trips on it. I'm not sure on the other 2
72	Promotion and support of community events
73	Trails & Parks Snow removal Garbage collection (NOT the new bin system)
74	Business development, community engagement, fiscal management
75	community special events, service levels, accessibility to Council meetings.
76	Customer service is above par when contacting The Town of Collingwood
77	Cycling infrastructure is fantastic.
78	Street cleaning and maintenance , Hurontario Street festive decorations and flower beds, allowing residents to have input and offer guidance through this portal and similar
79	Engagement with the community, clean and upkeep of parks, putting Collingwood on the map
80	Roads, sustainable and green developments, affordable housing
81	Snow plowing, fire
82	1) Promotion of downtown retail businesses and restaurants 2) Parks 3) Cultural events
83	Cycling and walking paths.Keeping the heritage of the downtown area, excluding the grain elevators. Library.
84	Police Fire
85	Fire,
86	Attracting citizens/tourists, roads
87	Community events and library programs for families and farmers market are always very well done Sense of community within downtown Collingwood and businesses Streets are always clean and well managed. Increased summer staffing at Sunset Point for cleanup was helpful
88	It's welcome sign.
89	Parks walking paths
90	Walkability, downtown core,
91	Parks, roads, water
92	Actually can't think of any. The town is poorly run.
93	Public relations; police; library
94	Parks, police, clean-up

95	Library.
96	Not sure this Council does many things well.
97	Down town core.
98	fire protection, water and wastewater delivery
	Support for fine arts
	Managing green spaces
99	Managing roads and parking
100	Everything is done well. The town is a great place to live.
101	Policing, recreation, public information
102	Fire, economic developments,
103	library, parks
104	No comment
105	All other areas
106	Maintains most of bicycle trails in adequate condition.
107	Park management, library services, recreational opportunities.
108	Snow removal
109	Culture and festival activities (prepandemuc), continuing development of trail systems
	Trail system is wonderful and well maintained and thought out.
	Tax increases kept to a minimum
110	Downtown maintained and preserved very well
111	Roads, water, arts
112	.
113	Driving infrastructure
	the immediate future.
	2)Fire and policing are adequate
114	3) Post Inquiry financial management
115	Rec Services and Transportation seem in reasonable order.
116	Nothing
117	Fire, Police seem to be funded adequately which is so important
118	the town does well but all areas could be improved
	Library
119	
120	Recreation,
121	Maintenance of parks and green spaces
122	Trails and walking/biking trails, fire, recreational facilities and parks.
123	Trail system for walking and biking
124	Co
125	green space and parks
126	Police, Firehall and Town staff
127	Parks,
128	Economic development, fire services
	1) Trail system and green spaces are wonderful in Collingwood
	2) Offering a wide variety of programming for different ages
	3) when our community has brought concerns about environmental issues with an apartment build in the neighbourhood t
129	town was quick to act and put pressure on the developer to do better at reducing environmental impact.
	- roads development and maintenance
	-library facility and funding
130	-youth arts facility
131	Policing, Permits/Inspections, Business Development
132	Customer Service/friendly staff , quick response by Parks Dept
133	Everything could be done better. Stop with these poorly written surveys and actually start doing something.
134	Library, roads, trails

135	government fails as soon as complacency sets in. the city has obviously done well over the years attracting lots of recreational opportunities and tourism, and as a result lots of housing, and related infrastructure has been developed. but about for the locals. how is underemployment, are we still the small business capital of Canada? how about school infrastructure. retirement infrastructure. what has the recent census shown our city's status?
136	Keeping the town and trails clean. Beautification of the town.
137	Fire, police,
138	Library - have great facility Economic development - downtown has great spots for locals and tourists Enforcement - have had no issues to date
139	Public meetings available on TV.
140	I don't know
141	Promotion of Town, well maintained downtown core, library is solid
142	Bike/cycling, waterfront services, library
143	Fire Prevention/Protection Parks/Recreation Public Transportation (excessive bus program)
144	Parks
145	No comment
146	Main Street decorations
147	Hard to say, nothing is outstanding in my eyes.
148	I don't feel anything is going right. Nobody gets charged with fraud, our green spaces are now million dollar homes and we only have part time jobs available
149	Climate change plan is unnecessary and a waste of time and money!
150	Trails
151	Landscaping
152	Customer service at town hall. Transit. The downtown is well maintained and welcoming.
153	N/a
154	Fire, police, transportation
155	Downtown decorations Festivals and events
156	Focusing on the Collingwood's downtown core and supporting small businesses. Bylaw enforcement. Police engagement
157	There's not much that doesn't need improvement
158	Not sure
159	Supporting business. Parks and green spaces. Biking and walking trails.
160	Festivals and planning, permits/enforcement, grounds maintenance
161	Inclusion Parks Library
162	I have no complaints or improvements. I'm not sure what Collingwood does with the tax dollars at all. Either than wasting them on giant wasteful plastic garbage bins
163	Council engagement, prc,
164	Undecided
165	Initiatives for small businesses, pedestrian/bicycle access
166	The Library has many resources, Starting to charge for waterfront parking and implementing a parking pass for locals.
167	Parks Library
168	Waste management
169	Public transportation, Support for local business
170	Fire, police
171	Bike trails around Collingwood - no need for a full street,
172	Wasting money
173	Sucking up to " woke " issues. Duplicating failures of other towns and municipalities

174	Parks and trails are well advocated for and maintained
	Bike trails
	Preserving heritage sites
175	Waste management
	1 Public transit, while I've never used it, seems to be out constantly which is nice for the community.
	2 enforcing parking at our beach areas to control the influx of tourism to make sure locals still have access
176	
177	Parks
178	Fire prevention, sewage/water (never had any personal issues Altho I hear it needs lots of improvements).
	Rec facilities and programs
	Library
179	Promoting Collingwood
180	Car/parking fines. Property taxation. Granting new development permits to large developers.
	1) Fire service. I do not believe we need to expand service or add additional units.
181	2) I love the continued focus on our downtown core for shops, etc.
182	Parks and trails are fantastic. Can always be expended and improved. Emergency services are also excellent
	I feel fire and police services are very adequately funded and would like to actually see some funding moved to services a
183	resources that would be service need in our community and root causes I.e social services, living wages, affordable
184	Stop wasting our tax payer money on the past judicial inquiry!!!
185	Customer service, managing finances and green spaces!
186	Ethical government- Green spaces retained and waterfront for everyone - planning ahead
187	Communication and community engagement
	Downtown Hurontario street is just beautiful.
	Sunset Point
188	Restaurants
	Policing
	Bylaw
189	Lawn/garden upkeep
190	Snow removal, garbage pick up - both satisfactory in residential area.
	Town appearance
	Communication
191	
192	recreation facilities, spending tax dollars in an unnecessary manner (judicial inquiry) hiring people into unnecessary positio
193	Walking and cycling areas.
	Everything can be improved - Waterfront spaces, Downtown and cycling paths are good in town. But no area can use "littl
194	no" improvement - it should be a continuous process
195	Water, park space, health care
196	The main street
197	Marketing, Communication, business support
	Parks and Rec does a great job of keeping the town clean. Garbages emptied and the flowers and trees are beautiful. I th
198	the town proper does a great job of being transparent lately (lessons learned from the past).
199	I'm not sure
	Collingwood does a lot ok, but there is a lot of room to improve all aspects of town. Collingwood has changed dramaticall
200	the last 2 years and the town needs to adapt
201	Recreational facilities,along with the YMCA is satisfactory
202	n/a
	parks
	roads
203	sewer
	That's tough, as all areas have opportunity for improvement, so it's hard to say what doesn't need it. If anything the corpor
204	Taxation, and clerk services are further down the list that need improvement at the moment.
205	Trail systems
206	Lots of green space, lots of trails
207	Provides a great library

208	Budget
209	No comment
210	Taxes, Transportation and walking trails
	Excellent trails Good entertainment
211	Impressive transit system
212	Library, Snow Removal, & Policing
213	Trail system, cleaning, parks
	1. Heritage Preservation: The town has some beautiful old buildings, and a particular aesthetic about it. The town does an excellent job at maintaining this.
	2. The parks department does a wonderful job. The flower gardens downtown always look wonderful.
214	3. LGBTQ support, it's great to see the town supporting LGBTQ+ and creating an environment where we feel safe, welcomed and valued. Keep up the good work.
	Maintaining our downtown main street
215	Garbage pickup
216	cultural, public parks/spaces, cycling routes
217	Clearing the snow off our sidewalks.
218	Downtown, waterfront parking excluding Town Docks
219	Bike Paths and waterfront are nice
220	green space,
221	fire prevention, green spaces, diversity
	Promotion Aesthetics
222	
223	Green areas- roads - maintaining parks
224	Well organized, attracting tourists, condo development.
225	Maintenance, gardens, etc.
	climate change done does need anymore improvements, tourism only gives lower paying part time jobs, need more good paying jobs, our old industrial jobs that got forced out in past because the town council were to many businesses owners looking to pad thier own pockets with tourism \$.
226	
227	policing, fire protection, athletic facilities
228	Programming,
229	Attracting business, events, tourism
	Poor decision making with the Water Treatment Plant. Lack of funding for arts and culture.
230	Oh, you asked what the Town does well - ???
	Parks and trails Police and fire protection
231	Infrastructure
232	Park maintenance. Services.
	Police Fire
233	Community outreach
234	Everything needs improvement
235	n/a
236	It needs improvement in all areas, especially in supporting the hospital site on Poplar sideroad
237	Had I not been contacted about this survey I would not have known about the council's budget. Where is that made public
238	no comment
	1.Trails 2. Indigenous spaces and recognition
239	3. Recreational spaces -indoor & outdoor
240	N/a all satisfactory
241	Friendly ... responsive to peoples needs when asked ... cycle & trail paths ...
242	Recreational trails. Park maintenance. Road maintenance.

243	Helping businesses during Covid ie added patios
244	1. The beautification of our main street 2. Our farmer's market 3. Attracting tourism
	Paths and green spaces. Beautifying down town.
245	Festivals were great pre Covid
246	Fire, Policing, recreation
	Fire Policing
247	Library
248	?
	Improve transportation with chewier fares Housing like a hostel
249	Pedestrian friendly downtown
	Recreation Trails and outdoor spaces
250	Supporting business/entrepreneurs
	Community Engagement Communication Mapping (doing a good job and we like the new features and want to see more of this)
251	
252	Trail system is excellent.
253	Green space, safety, community
254	Policing, fire, culture
255	Fire - Administration - Library
256	Parks and recreation - management is excellent
	Green space maintenance
257	
258	Keep green areas, managing taxes and cleaning the streets on summer.
259	Blank
260	Summer events.
261	does not do anything well.
262	Maintain improvement. I feel you have improved as a council itself, there was a lot of corruption in the past. Brian you are
263	1) car roads 2) economic dev 3) town advertising
	Promotes festivals Balanced budgets
264	Transparency
	The library and the services it provides are excellent.
	The downtown area is inviting (the plantings, the seasonal decorations, free parking periods and the historical look-although not the most accessible for people with physical disabilities) and is generally clean (except before garbage pickup).
265	The trail system is wonderful, providing access to many while in general avoiding streets. I just don't know why some sections are paved because that seems counter to cost and for drainage effectiveness.
	Policing Maintaining green space, adding new trees, etc.
266	Protecting water supply until expansion occurs.
	Judicial Inquiry - Stop spending time and money trying to find a guilty party - we have paid enough. Also implement what judicial inquiry proposed no fast tracking things like speed bumps on Findley Rd as that is what got us in trouble in the first place. Council - Pick priorities and stick with them - right now personal preferences and caving to other companies/people make this council appear to be very distracted.
267	
268	Communications, snow clearing, maintaining downtown
269	Preserving the downtown.
270	Cycling paths
271	Not sure

272	Parks, trails,
273	Fire, police, maintaining existing parks
274	Arts festivals, hiring consultants
275	none
276	Library service is excellent; biking trails are quite good; some community engagement is attempted.
277	none
278	Good with fire prevention
279	Policing
280	Fire, police, economic development
281	Parks & Rec
282	1. SNOW REMOVAL. 2. FIRE. 3. POLICE
283	Library, trails, parks
284	_____
285	Customer service. Otherwise Not sure.
286	Don't know.
287	Trail system Downtown area Library (except parking)
288	involved in the meetings.
289	No comment
290	Don't know
291	none
292	1 trails and bike lanes seem great 2 heritage building preservation 3 not sure what else
293	The Library, the trail system, downtown is generally clean.
294	Public transport, roads, opp
295	Festivals-good; waterfront for public use -bad. I could not find a piece of grass to have a picnic on at Sunset Point that did have goose poop on it. The eggs of ducks and geese must be culled. They are polluting our water and ruining our parks. Also more of the shoreline should be available for swimming and water play. Currently there is nothing much west of Sun Point that is public and good for swimming or paddleboarding. It's shameful
296	The Town is very good at promoting the many activities for visitors to enjoy. The Town has excellent fire and police departments to keep us safe. The main streets are well lit but the road on Hurontario needs repaving.
297	I have no issues with the trails
298	Good focus on green space, community events.
299	Infrastructure. Fire and Police Town Festivals
300	Great downtown Good snow removal Good retail options
301	Recreation opportunities Arts/culture promotion Customer Service
302	I have no desire to express opinions
303	Events
304	power failures. 3. Library is very welcoming, inclusive and offers great programs. I think it is great that it has been offerin social programs for people in need and hope this will grow as pandemic issues allow. Please note that question 13 & 14 are difficult to answer as I am not aware of actual service levels in many of the areas in question.

305	Perhaps public awareness and keeping in touch with your taxpayers online. Collection of taxes is done well. We keep on paying consultants and not doing what they suggest, then getting new consultants so we are in a consultant mess. The consultants hired in 2016 told the Town to fast track the new water facility... now we have new consultants hired to tel Town that we have authorized too much development without water capacity to be able to build out the developments. Its mess. Stop allowing further development to go ahead until you see a way out of this dilemma.
306	Green space. Main Street is very well done with flowers and lights in winter
307	Collect and raise our taxes Transit, even though the buss is almost empty
308	Water, Library, Roads
309	Free parking for residents or free parking during the week and paid on weekends.
310	I love the bike trails! Beautifully maintained. Excellent library -top notch! Christmas lights and downtown.
311	Policing Fire Roads
312	Spend money Too much about tourism Not getting good jobs in town
313	I haven't seen anything done very well.
314	The trail system is very good. That's it. Development is out of control. The downtown is excessively noisy. Noise by-laws
315	The bike paths are great. Keep adding & developing them. The city staff are lovely, knowledgable, and patient. That's gre: The encouragement of tourism, entrepreneurship, and innovation is wonderful.
316	Trails, water,
317	n/a
318	Parks are kept up quite well. I had a fairly quick turnaround regarding a building permit & inspections in 2020.
319	transportation, fire prevention, parks management
320	Downtown Core/Patios Bike/walking trails maintained Amenities
321	The town can improve in every area.
322	1- library - love the service provided 2- transparency of council deliberations - huge thanks for the judicial inquiry - the inquiry was hugely misunderstood but w highly necessary to air the rampant corruption of previous players 3- parks and green spaces
323	1. The Library is a wonderful service to the community 2. The Engage Collingwood service and the transparency of Council meetings has helped to assure residents that the politicians are concerned about making this a better place to live. Despite the high cost, the Inquiry was a necessary procc 3. preservation of parks and green space. Tree planting thanks to the generous donation of a concerned resident.
324	Great at wasting tax dollars
325	Trail system
326	Trails are good Pretty clean
327	Festivals Fire prevention Sewer
328	Fire department, police services,
329	I can't name 3
330	Arts & culture, promotion of services, tax \$ management
331	Fire protection services, winter maintenance of roads, maintaining downtown historical/business appeal.
332	Bike trails, parks, library
333	Glad to see the Town taking follow up action on former leaders who effectively stole taxpayer money by misappropriating
334	PARKS, TRAILS, DOWNTOWN CORE
335	Roads, water, permits

	Working with volunteers to delivery festivals and special activities
336	Trails - the trail network is wonderful although again, most of the quality here is the result of dedicated volunteers
337	Parks, Library, community engagements (festivals activates etc.)
338	Downtown area events, environmental initiatives, social justice
339	Hard to say - it feels like we lurch along being reactive rather than future focused.
340	Parks,
	The Town communications and transparency has vastly improved.
	The Town's Library is very well run and has been accessible throughout COVID.
341	The Town had a wonderful Holiday shopping event on Hurontario last year, until it was shut down due to COVID concerns
342	The flower gardens on the downtown roads are beautiful.
	Park maintenance Snow clearing
343	Keeping downtown attractive
	The gardens about town are beautiful.
344	
345	library, parks, city
346	the main downtown area is well maintained and pretty
347	Not sure
348	unsure
349	City parks, recreation, library
350	Being a recreation based community
351	can't say
352	Trail service is usually pretty good. The new paving is great.
353	Love the green space, the trails, the community engagement and the eye to keeping our beautiful space for all to enjoy
354	Can't think of one.
355	I can't think of three things I would like to commend but this space can't be left blank.
356	talk, talk, talk
357	Library, Municipal governance and policing
358	Collingwood is a wonderful town, very well managed and focused on residents.
	Green spaces - there is a real sense of community around preserving and enjoying our green spaces. promoting, encouraging, and supporting healthy living.
359	Growing support for entrepreneurs and startups.
360	They like to spend money and I believe they need to tighten the purse strings
361	Green spaces, water management, emergency (fire and ambulance)
	Yeah 🌻 to you for paving some paths..much safer than crushed gravel. The upgrading coming to the parks are great. A few more picnic tables would be great...but they should be chained so the stay in assigned are instead of them being moved. This gives all visitors and locals the opportunity to have one.
362	
	Parks and recreation Snow removal
363	
364	Roads, library
365	Green space, outdoor physical activity areas, and downtown development.
	-Fire services -Customer Service
366	
367	Parks, cleanliness and maintenance of town, library
368	Not sure
369	The parks and fields are well maintained.
370	Parks, police, hospital

371	Managing arenas Managing sports fields
372	Don't know. Everything needs improvement
373	Arts and culture
374	Disappointed currently with overall financial management so cannot comment
375	Trail maintenance. Downtown is neat and inviting.
376	Buying vehicles, hiring consultants, catering to large developers.
377	Trails, sidewalks
378	None at this time
379	no comment
380	Community engagement during holidays/festivals, response time from the town offices, and being open to changing times Thank you for your hard work.
381	does well in snow removals - garbage / waste pickup / and maintaining the path system
382	Transit
383	Fire dept
384	we need no more growth in houses , except for affordable homes - the amount of over priced homes is ridiculous
385	Beautiful downtown Festivals Good bike path network but needs to be expanded with town growth
386	Parks; Downtown BIA support:Public transport spending but buses are too large
387	Parks and Rec, culture and special events
388	First street is always beautifully maintained.
389	Sports, arena, and swimming pool and skate park.
390	1) The Town hires excessive staff. 2) The Town has an over abundance of motorized vehicles. 3) The Town does what they want without asking rate payers.
391	Communication, maintaining existing trails, keeping downtown clean
392	Cycling and walking trails Preserving the downtown core Local festivals
393	Promotion
394	Finances are OK;
395	parks, keeping the waterfront undeveloped and reserved for walking/biking, enjoyment of the bay, trails are superior in
396	1) trails are good 2) shopping and downtown area is good (it would be nice to get a Costco in Collingwood to service the area). 3) listen and act on Collingwood residents concerns, putting their concerns ahead of the developers.
397	Promotion of arts and culture Maintenance of existing green spaces , parks and trails Management of tax dollars
398	Beautiful downtown and BIA events, safe drinking water, cash resources are excellent (too much in cash/reserves??)
399	-
400	The response from Collingwood Customer Service is the best. Whenever I've had to enquire about something needing attention, I'm not given 'lip service' -- the job gets done and I'm updated on the status of the situation. It's beyond reproach my estimation (). Thank you for that.
401	1. the downtown 2. First street 3. Police and Fire
402	No comment
403	1. Communication 2. Promotion 3. Safety (police, fire)
404	Historic Downtown. Beautiful Parks & Trails. Safe.
405	In normal times ... special events

406	Festivals and community events
407	engagement, promotion of town events, entrepreneurship
408	fiscal management, arts & culture, police
409	Trails, park's, library
410	Trails, parks, library
411	.
412	Enforcement of bylaws and parking at Sunset (big improvement this year) Prohibiting Short-term rentals in town (Air Bnb)
413	Trail system maintenance, snow clearing, and the inclusivity and community building over the past couple of years has be great to see and I hope it continues to grow.
414	No comment
415	1. Trails 2. Sidewalk maintenance 3. Snow removal
416	.
417	Town maintenance is good at keeping the town clean and safe
418	Trails + attractions, festivals and fairs/markets, most town services are great!
419	My sewers generally work and water is delivered clean.
420	Community engagement. Promoting Downtown cwood .
421	Economic development,
422	Library Roads Sewer
423	Arts, beautifying the town, cyclists, enough money is spent there, lets move on
424	Library, Parks

1. Where is the budget allocation for dealing with the climate crisis?

We are in the midst of a climate crisis. BC is having a horrible year with wildfires followed by flooding and we are feeling the effects here in Collingwood too with more volatile and unpredictable weather events. Our enormous rainfall event this September caused plenty of damage and overwhelmed our WWTP resulting in a 'straightpipe discharge' to the bay for several hours. I worry we are going to suffer going ahead if we don't start to plan and deal with this problem directly. It will not be wished away I'm afraid!

Our town has declared a climate emergency and I think most if not all residents would agree that climate change is a real problem and that we need to address it here locally. I would like to see climate change action spoken for in the town budget.

Hello thanks for your question and participation in the 2022 Budget process.

As part of the 2022 budget, staff have prioritized the development of the Climate Action Plan. Also, the Climate Action Specialist approved as part of the 2021 budget has been hired.

In 2021, staff invested additional resources and streamlined our grant processes and will be working closely with the Climate Change specialists with respect to grant funding. Sourcing applicable climate change and green funding opportunities will be a critical element in successfully advancing the Town's Climate Action initiatives.

Most significantly, Council allocated \$1M into the Green Initiatives reserve fund in 2021 as part of the Asset Sales Proceeds initiative. This reserve fund is immediately available at Council discretion to allocate towards applicable climate related initiatives. It would most likely be employed for matched grant funding opportunities as Collingwood's contribution in 50/50 type grant scenarios.

There are many individual green and climate change related initiatives within the budget as these pressures are incorporated into staffs operational planning processes as a priority on a daily basis. Some examples are:

- LED lighting : all town facilities and street lighting
- Electric Vehicles and Charging stations
- Shoreline protection and runoff initiatives
- Flow monitoring and master storm water project
 - In response to overflow events at Wastewater treatment plants
 - Protection planning for 100 year flooding events: Pretty River channelization
- Roundabouts and third lanes incorporated into road projects to reduce vehicle emissions

2. Is the work necessary on Peel Street south of Hume St on the 2022 budget?

Hello thanks for your question and participation in the 2022 Budget process. Due to resource constraints and other pressing priorities, the Peel St from Hume to Bush St project has been deferred until 2023. This project does remain a higher priority project though, namely due to the necessary storm system repairs. Staff are optimistic that it will be completed in 2023.

3. As an interested person, I have attempted to educate myself as to the "Budget" of the T of Collingwood. I prefer to do my own research. Unfortunately, I have reached out to T of Collingwood for further information and direction in the past. Further, I have in the past attempted to engage in the Budget process including the provision of input into process and content.

Results have been limited success; that's diplomatically stated, results of been complete failures from my perspective.

In this communication, I have added email addresses for finance, budget, and new Treasurer. Yes, I am "throwing many darts at the dart board, hoping one will stick".

Budget F2022

Today, results of similar analysis (quick, less than 5 minutes of my time) are as in the past (see more context below) are the same, see attached screenshot...

...the link goes to Draft 2022 Municipal Budget, as indicated. The linked document is 198 pages. I looked at the Table of Contents only. Based on looking only at TOC, I suspect the information that I am most interested in is not in the document; as has been the case in past years.

No other information on F2022 Budget can be found, or I can't find any information as to process, timelines, public input, council engagement, etc. etc.

Today, I have exactly the same questions as in the past. For example, and this is just one example only, when was the link posted?

Today, I have exactly the same comments/suggestions/observations as in the past. For example, and this is just one example only, posting

information beyond the time it has any relevance is, by definition, not relevant. And actually, let me repeat what I've said before...it can be deceitful.

For your information. If you have any questions, concerns, would like clarification, or have any interest, I encourage you to communicate.

NOT dealing with the issue (communication) that I have been addressing. For years. And in my most recent communication.

Again, communication.

Thank you for your email.

All of the timelines and schedules can be found on the Town's Engage Site: <https://engage.collingwood.ca/2022-budget> (this can be accessed from the Front Page on our website).

If you take a look on the right hand side there is a list of dates and times as well as a link to the current Draft

Additionally the presentation that was shared at our Special SIC can be found there as well. Along with reports brought to various SICs.

I am happy to talk through any ideas you may want to share at a time that is convenient for you.

4. What is the password to sign in and register? I am the president of the Collingwood Cinema Club and we have an interest in the Arts in Collingwood

Hi there, to take the survey you need to register on our Engage.Collingwood platform so we can verify that you are only submitting one survey. To register, you need to provide your email address and make up a password for your Engage.Collingwood account. We are not asking for the password to your email address. To register please go to www.engage.collingood.ca and look for the link to register in the top right corner - "Register". If you need further assistance please let us know

5. Council and managers should have a goal and objective of reducing the overall residential tax footprint of Collingwood, being a small town both geographically and based on its population now and in the future; property taxes are unaffordable; will town council and staff take positive action to reduce the residential tax footprint?

Thank you for your questions and comments, your feedback is an important and vital part of the Budget process. Affordability is a priority for staff and Council and is a metric that is tracked in our Strategic Financial Plan which was first introduced and developed in 2014 (details of which can be found here: <https://www.collingwood.ca/government/budget-taxes/strategic-financial-plan>).

Progress with the strategic financial plan is tracked and reported on annually with reports on debt reduction and reserve and reserve funds. In addition, Collingwood subscribes to external reports monitoring our progress relative to our Ontario Municipal peers (see latest 2020 BMA Financial Health report: https://www.collingwood.ca/sites/default/files/uploads/documents/2020_final_report_bma.pdf)

6. at a minimum, the contamination of the old concrete grain silos should be removed in 2021; then the Town can proceed to safely demolish them in an environmentally-responsible manner; how much is being included in the 2022 budget for the old concrete grain silos? what are the nature and description of the proposed 2022 grain silos expenditures? what are the nature and description of the proposed 2022 related expenditure?

Thank you for your questions and comments, your feedback is important and vital part of the Budget process. We are still in our preliminary stage of the 2022 Budget process and so do not have estimates for 2022 grain silo expenditures as of yet. However, please stayed tuned during October, November and December as those estimates will be available for review and comment by the public. Further details about the grain elevator and its condition can be found here: https://www.collingwood.ca/sites/default/files/uploads/documents/collingwood_t_erminals_-_engineering_assessment_-_2018-06-20.pdf

7. less parks and rec staff time should be spent on culture and events; more parks and rec staff time should be spent on repairs and maintenance; will town council and staff commit to restoring existing trails with limestone screenings without paving them over?

Thank you for your input, staff and council consider many factors during the budget deliberations and trails are very important in their decision. Making certain sections accessible by paving them allows for a wider range of use. Sections of trails that are paved follow the recommendations in the Cycling Plan: https://www.collingwood.ca/sites/default/files/uploads/documents/town_of_collingwood_cycling_plan_final.pdf

8. Council and managers should set aside their pet projects and focus on the delivery of basic municipal services; will town council and staff commit to focus on water, sanitary sewer, storm sewer, roadway, sidewalk, and trails infrastructure in 2022?

Thank you for your interest and participation in the 2022 Budget process. Your questions and comments are vital to the process and will be considered as part of the 2022 Budget deliberations. Council and Staff have invested considerable effort

into developing the Asset Management Plan so as to better plan and manage our infrastructure and the related services they provide. For more information please see: <https://www.collingwood.ca/council-government/budget-taxes/asset-management-plan>. More recent updates and reports: <https://collingwood.civicweb.net/document/73015>

9. Please remove the Maple Street quiet street and bicycle priority street projects from the 2022 budget consideration; prioritize storm sewers and bike lanes for future road and street reconstruction projects

Thank you for your interest and participation in the 2022 Budget process. Your questions and comments are vital to the process and will be considered as part of the 2022 Budget deliberations. Staff have provided answers to questions regarding the Maple St bicycle priority project here: <https://engage.collingwood.ca/maple-street-bike-priority-pilot/widgets/100037/faqs>.

10. In the projects listed for this budget, I do not see anything that would address the effluent sanitary system. I live at the Shipyards, and since my husband and I have moved here, 7 years ago, the smell and the smoke in the air is getting worse. It seems more houses are being built and more and more people are moving to our town. I would like to know if there is any plans to address this problem?

Hello thank you for your question. While there is no project currently being planned specifically to address odour and smoke issues for the current plant, there is a major planned expansion project being planned for the Wastewater Treatment Plant commencing in 2027. There have been past projects to address odour such as the 2016/17 Congeneration / Odour Mitigation project. If you do have issues with smell in the future, please contact the wastewater department at 705-445-1351, they will investigate complaints. For more details regarding wastewater operations, please see: https://www.collingwood.ca/sites/default/files/docs/final_2020_wastewater_performance_report.pdf or <https://www.collingwood.ca/town-services/water-sewer-services/wastewater-services>

11. What happens if a mid year review shows the budget needs adjustments.

Hello and thanks for your question. The Town has an approved Financial policy to address items that come up during the year that were not in the budget or were in the budget but the allocated amount was not sufficient. In such cases, the Treasurer (up to \$2,500) and the CAO (up to \$25,000) have discretion to approve these items, otherwise these cases must be presented to Council for their approval. Details of any changes to budget must be provided to Council at Quarterly budget reporting.

12. How many "new" employees are being considered in the 2022 budget and how many of the 2021- employees have been hired?

Hello and thanks for taking the time to answer the budget survey. Of the 8.91 new positions approved in the 2021 Budget, 5.11 have been filled, 3 are in the process of being filled and 0.8 have been cancelled or will not proceed. With regards to the

2022 Budget, we are still in preliminary stages but that information will be available at the Oct 4 SIC meeting as well as other Budget meetings in October, November and December where public input and comment will be welcomed.

13. How is the money allocated to each category

The Town of Collingwood uses a program based budgeting approach to develop annual budgets. In other words, each department submits estimates for the various program that they are accountable for within their department. Estimates are based on historical actual costs for existing programs and estimates based upon some form of empirical analysis for new programs. These estimates are reviewed by Finance for accuracy.

14. how does the city determine who pays more or less property taxes by area?

Hello and thanks for your question - great question! Collingwood does not differentiate between different areas of town in terms of the tax rate. In other words, the tax rate we arrive at through the budget process applies to all residents and we only have one tax rate.

15. Hello,

Just a comment on the budget survey.

Transit was not a separate category so it felt like it had been grouped with cars.

Climate Action was clumped with environmental protection. Not the same. Climate Action means a measurable reduction in the use of all forms of fossil fuels. It can include but is much bigger than protecting the environment.

There was not a clear place to prioritize Active Transportation and implementing the active transportation plan.

There were several other questions like that. It made it difficult to feel like my priorities were going to be considered.

Thanks,
Laurel

16. I find the repetition of questions insulting.

The grouping of transit and transportation together makes no sense to me. Climate action is the reduction of fossil fuels.

The survey questions seem to conflate climate action with green space?

17. what types of public input are staff accepting about the budget between Sept 20 and Dec 13?

Hello - please see the budget timeline provided on the 2022 Budget Engage page (right side) <https://engage.collingwood.ca/2022-budget>.

All of the Council and Committee meetings are open to the public. Also, December 13 is the proposed date for a dedicated public input meeting to review the draft 2022 Budget.

18. The survey does not have any space to talk about what the town does not do well or areas that need improvement. No option to pick a "N/A" answer either. Some options are not understandable. Also, there is no option to go back to previous page to change answers.

Hi please see question 12 on page 8: How well do you feel the Town delivers each of the following services? Also, there is a back option to return to the previous page. Thank you for your input and feedback, it will help us improve the survey next year. If you require further assistance with the survey please let us know.

19. Does the budget address Collingwood's housing crisis, lack of affordable rental/social housing? How?

Hello yes the 2022 Budget will address social housing. We are still at the beginning of the process for 2022 but the 2021 Social Housing Budget details can be found on page 148 - see link

https://www.collingwood.ca/sites/default/files/uploads/documents/2021_final_budget_0.pdf

20. I would love to take the survey but why do I have to give you my email and password? This is unusual and I do not understand how you can request to have my password to my email? - and if this is not what you are asking for, perhaps you could make the sign-in a little less obscure?

Hi there, to take the survey you need to register on our Engage.Collingwood platform so we can verify that you are only submitting one survey. To register, you need to provide your email address and make up a password for your Engage.Collingwood account. We are not asking for the password to your email address.

Thank you