**2023 PRE-BUDGET SURVEY FAQ SHEET**

***“More money should be put away for aging infrastructure.”***

The township has a reserve fund balance of $3.5 million dollars as of December 31st, 2021. When leveraged with grant funding from the Federal and Provincial levels of government, Terrace Bay can continue to repair aging infrastructure.

***“Stop raising up the cost of a drop of water. We live on the biggest freshwater lake in the world!!!”***

Although we live on the biggest freshwater lake in the world, there is still a considerable cost of pumping the water first from the lake to the water treatment plant and then from the plant throughout the town. The water is treated at the treatment plant to the prescribed drinking water quality standards using chemicals and UV lights, further adding to the cost of the water. These treatment procedures, as well as costly monitoring and inspection obligations, are government regulated and are a legal requirement for the Township.

***“Support diverse programming for youth.”***

The Township directly and indirectly supports facilities, programming, and youth-based recreation. Recreation opportunities for youth in Terrace Bay include hockey, figure skating, public skating (indoor and outdoor), curling, bowling, fitness room, games room, library, ski-hill, golf course, skate park, special events, squash, racquetball, tennis, basketball, dance, badminton, soccer, sea cadets, swimming, and public parks.

***“There should be more regular surveys in a quarterly or mid-year so residents can voice their concerns.”***

* A Pre-Budget Survey is completed yearly, and thanks to user feedback, will be reworked for the 2024 Pre-Budget Survey.
* Survey participation has been declining since COVID-19, evidence of survey fatigue, therefore a Pre-Budget Open House Public Session was held Jan. 25, 2023.
* A Tourism Survey is completed yearly by our Tourist Information Staff to collect data related to travellers stopping in.
* A Terrace Bay Tourism Survey, as well as focus groups, were conducted by Generator in November 2022 for Terrace Bay’s Marketing Plan which is scheduled to be completed in March 2023.
* An Aging-in-Place Survey was completed in 2020 by Lakehead University to identify local service gaps and challenges. This data was then presented in our Aging-in-Place in Terrace Bay Study in 2020. This study is in the process of being updated for March 2023 and included an in-person discussion session at the Seniors Centre Jan. 20, 2023.
* Regular Council Meetings are held every first and third Monday of the month. All residents are welcome to attend virtually or in person.
* Residents are also encouraged to contact a member of council at any time to ask questions or voice their concerns.

***“I would like to see more bylaw enforcement.”***

The Township has a complaint driven by-law enforcement policy (Policy C-3-29, passed in 2018) which states:

*The Township shall only respond to signed Complaints received from a complainant who provides their full name, telephone number, address and nature of the complaint in writing. Anonymous and/or incomplete complaints or complaints not submitted via the procedure required for complaints shall not be investigated.*

* *A By-Law Enforcement Officer may undertake an investigation on his own initiative upon observation of a possible situation of a by-law violation where the matter is of an immediate threat to health or safety.*
* *A By-Law Enforcement Officer may undertake an investigation at the direction of the Administrator upon observation of a possible situation of a by-law violation where the matter is impeding municipal operations, works or causing damage to municipal facilities or property.*
* *A By-Law Enforcement Officer may undertake an investigation or action at the direction of the Administrator upon observation of a possible situation of a by-law violation where the matter is occurring on a Township-wide basis.  i.e., long grass*

The Township implemented a complaint driven system to compliment the lack of a full-time by-law enforcement officer as well as limit the number of frivolous and vexatious complaints between neighbours.  While the Township does not engage in regular daily active patrol, many by-law enforcement investigations are initiated by the municipality.  This is especially required on matters of the *Ontario Building Code* and *Planning Act* as both could involve permanent harm to health and property of both the municipality and/or citizens.   The Township does patrol seasonally with respect to winter overnight parking and summer lawn care (property standards)

***“…thus making that resident a target when the culprit finds out who makes the complaint…”***

Policy C-3-29 states: *The name and any personal information provided by the complainant shall remain in the strictest confidence in accordance with the Municipal Freedom of Information and Protection of Privacy Act and shall not be intentionally divulged to any member of Council, non-essential municipal staff, the public or media unless so ordered by a Court or other tribunal or body of competent jurisdiction.”*  While we pride ourselves on confidentiality, a judge can compel the municipality to release the information if the complaint escalates to a court level.  To our knowledge, to date we have never had any complaint of a breach of confidentiality.