

Appendix B

Put your money where it matters 2019 budget game results

Participants were asked to choose their top three service priorities or indicate that they were satisfied with all services equally. The following is a breakdown of the ranking results:

Total number of participants: 408

Facilities, Parks & Trails: 22.3%
Community Programs & Events: 15%
Fire & Emergency Services: 13.9%
Roads, Bridges & Sidewalks: 12.9%
Planning & Development: 11.5%
Public Library Services: 9.8%
Waste Management: 7.6%
Satisfied with all services equally: 4.4%
By-laws & Licensing: 2.6%

Put your money where it matters 2019 budget game – Comments:

General Comments from events:

- We love Newmarket! Great initiatives over the last 15 years – well done!
- All Good
- I think Newmarket does a great job.
- Lived here my entire life. I love it!
- More Yoga classes in the downtown
- Consistent up to day info on Council decisions
- Fun and interactive
- We need more social services for marginalized people, e.g. overdose prev. site
- By-law?
- Keep us informed with communication
- Stop speeding at the top of Wm. Roe Blvd.!
- We live in a poor neighbourhood (“The Patch”) and want resources assigned to keep it looking good and feeling safer.
- Entrepreneurship program
- Create a provision for a 9 person independent economic development agency.
- A new library. Thanks for asking.
- As I age, I want to continue living in Newmarket. Therefore, I would love to see condos in the downtown core – close to parks, restaurants, hospital, train etc.
- More money spent on protecting greenspace from development, erroneous development “build” up – not out.
- Great to see you at market for our input. Please no high condos on Main Street.

- Great that you are at the market and receiving our input.
- We need calming zones on the top of Wm. Roe Blvd. due to speeding, the curve in the road and children trying to cross for St. Paul's School.
- I don't know anything about it.
- Please consider the environment, always!
- Just moved here, impressed with the downtown, well planned out, keep up with planning!
- Need to focus more \$ on accessibility, buttons on doors, access to businesses
- The construction on Yonge/Davis (VIVA) done by Region is a waste of money. Municipality needs to take a stance.
- I love the visual aid (LEGO). It's clear where public priorities lie (but it didn't influence my choices).
- Less construction
- Overall we are satisfied with our services. We are unhappy with the Davis Drive bus lanes.
- More greenspace and trails to preserve our environment!
- Planning + Development is fantastic – used to live in Richmond Hill and taught all over the place – this is the best place.
- Concerned about infrastructure to handle the 20,000 new homes north of Newmarket.
- This is a very interesting and valuable process – helping citizens understand the breakdown is important.
- Senior care in long term care home. Focus on the needs and resources.
- Would like to see a seniors centre in place at Hollingsworth, not a condo.
- Get more back to Ward 3, develop Hollingsworth lands, create and build recreational facilities hub
- Please upgrade Library services, sidewalks and please, please possible lower taxes!!
- Planning for greenspace- care of protection of buildings – already owned by Newmarket. Affordable housing – support for homeless
- Library Trails & Fire
- The Town & staff are very, very, well beyond the ordinary – Thank You
- 1. Parks & Trails 2. Waste Management 3. Community Programs & Events
- Getting more wheelchair accessibility locations
- Facilities, Parks and Trails, Community Programs and Events, Public Library
- Weekly garbage pick-up would be great for families
- Keep the community events coming; they are great family events
- Surprised how low waste management monthly contribution is
- Parks and Facilities, please
- Park for kids needed in Woodland Hills
- Better road and transportation
- Continue with Central Park idea, continue with park re-vamps for kids, splash pads...
- More splash pads, new library

- Founding more on school equipment like technical programs on schools like robotics and free recreation programs like welcome policy in Toronto for all people to be able to enjoy
- Trail, park, Dog Park near the kid's playground
- More fun public events
- I am so happy of being Newmarket resident, just I wish the public library should be improved
- Fire Service # 1, Parks & Rec # 2, Trails, yeah for New Council
- Newmarket is a great place to live
- Increase children service/ more park
- Community Program, Education needs more to support our students
- Great way to get feedback from residents
- Be more transparent and more easily accessible.
- Charging stations for electric cars? Newmarket is in the dark ages.
- Share with the community members how our money is being spent. Share with us the good news!
- Improve local park facility. Neighbourhood road driving speed slow.
- Let's keep up the good work!
- Newmarket is a fantastic town to live in.
- I love Newmarket. Wouldn't live anywhere else.
- More kids events.

Comments from the online version of the game:

By-laws & Licensing

- We are newcomers to Newmarket. It looks like a well-run town.
- I would like more street parking. I think it is terrible that I can't park on the street in a residential neighbourhood without getting a parking ticket. On my own street.
- Animal licensing for indoor pets and \$100 parking tickets are ridiculous. Aurora has a program for parking tickets where they can be waived with a donation to the local food bank.
- Seems reasonable.
- The town is great at taking money in but not in delivering on important services like licensing and by-law enforcement.
- This amount seems reasonable.

Community Programs & Events

- I use the services however don't feel they should be more robust.
- It is important for our health and well-being that we have access to fitness programs, opportunities to meet and gather with other people in the community. Our children and youth learn important skills in these programs and have the

opportunity for their first jobs. Adults and Seniors are assisted in maintaining a healthy and active lifestyle which encourages life-long learning and daily physical activity. Plus, it's fun!

- Really support and utilize most of the facilities.
- I don't have kids so this is my lowest priority.
- Events and camps not only keep kids, young adults out of trouble doing other things but helps build a community, build character and gives the ability to learn or try something new. Sometimes building friendships along the way.
- More pickle ball!
- Excellent programs and lots of options offered by Newmarket.
- Please add a fitness center at Ray Twinney Complex
- We love town programs where we can meet members of our community and enhance our family wellbeing!
- This should be folded into facilities, parks and trails with the cost of these programs being covered by the enrolment fee of participants.
- I would like to see a YMCA come to Newmarket. The approach to membership and drop-in is far more accessible to all income levels and needs than the current recreational offerings.
- Absolutely the service that is most utilized by our family. Helps to build a tight knit community and gets everyone involved.
- Community Services need more accessible hours for older clientele and those with limited health. I think it is assumed that everyone is 'not working' and thus the hours of availability are always 9-11am it seems.
- Raising a family is one of the reasons my family moved to Newmarket. We gave up an abundance of community programs to gain space, parks and a slower pace of life. Having these things available are important to me wife and I.

Facilities, Parks & Trails

- We need to keep our trails and playgrounds in great shape so families can enjoy an active outside lifestyle.
- I think these services are adequate
- More connectivity is required for some existing subdivisions to the trails system.
- The Tom Taylor Trail is a fantastic way to get from the north to the south end of town. I'd like to see more north-south and east-west routes making a grid through the town, so someone on the east end doesn't have to travel a long way to get to the central path. I walk all over town and the thing that I've noticed is a lack of garbage/recycling along walking trails/sidewalks. I will often pick up garbage/recycling that I see on the side of the road with the intent of dropping it in a bin when I see one. If you did this you'd quickly notice just how few there are! (This would also stop people from throwing their garbage on the road.)
- We use these often. My children love learning about the animals along the trails as well my son has met some wonderful peers and staff who have helped counsel him at the youth skate park.

- Newmarket has a good balance of recreational services. This funding is appropriate.
- We do not need any more splash pads!
- Can you add more mountain biking trails?
- Try to save and maintain the open spaces along Davis Drive and turn them into inviting public spaces. Do NOT let the developers get a hold of those lands. We need at least a bit of open space along this road.
- Enough with the splash pads! We need more for youth over the age of 12. Eventually all those kids using splash pads will outgrow them, and then what will they do? Plus, there are 9-10 months of the year these aren't usable.
- In the Clifford Perry Place neighbourhood in Newmarket.....we need a paved trail at the very least. A park would be even better.
- We have no play structure in the Clifford Perry/Woodland Hills neighbourhood even though there are a ton of kids. It's made worse by the fact that our neighbourhood is so secluded from the rest of the surrounding ones - parks are only accessible by car vs. being able to walk or bike.
- This area is a Top Priority. We need: - A park in the Clifford Perry Place neighborhood - Safer/more accessible trails that will connect our neighbourhood to the rest of Newmarket by bike and foot (not just cars). - Safer sidewalk/barrier from road on Bathurst between Clifford Perry Place and Davis Drive. Currently, the sidewalk is right next to busy Bathurst and only separated from the road by a low metal guard rail. This is not a safe place to ride bikes or walk with our kids to the closest park which is at Bathurst and Davis. We need a park that our kids can walk to safely. In other notes: We love the Magna centre and all the other facilities in our community! We use these facilities on a regular basis. We are proud to host other communities in our excellent facilities. As a busy family with three growing children, we look forward to seeing more facilities, particularly in the north west/Woodland Hills corner of town.
- Trails, parks and community facilities are essential for a healthy environment for all town residents.
- Love the start of parallel bike lanes with sidewalks being built along Eagle and up near COSTCO. Keep up the great work! Also love the development of the Mulock farm property.
- Trees, green space and natural areas are vital to protect our precious air, land and water. Please continue planting trees to help fight climate change and increase the health of our community. Shade is hugely needed around soccer fields for families, and natural areas to keep corridors for biodiversity I.e. pollinators, birds, wildlife and much more. Thank you for what you do already.
- Newmarket's north/south Trail system is fantastic. Need to continue developing east/west systems that are pedestrian and bike friendly. The goal should be for residents to feel comfortable getting to anywhere in Newmarket by bicycle.
- Love the trails, and so do many others. I ride my bike to work daily on the trail.
- Would like to see more trees and green space (especially hiking trails that are connected across the town), but I feel like we're in a good position and heading in the right direction.

- Green space is what really separates Newmarket from other areas like Brampton, Mississauga, and Aurora who have become sprawling subdivisions. It is critical to me for quality of life and value of property to have these spaces maintained and spread out across the town.

Fire & Emergency Services

- An absolute necessity!
- Recommend that CYS consider incorporating other municipal fire departments
- This is an absurd amount of money. Literally any of the other areas would be better investments. This should be around \$15/month.
- Fire/Emergency are essential to any community, as to whether tax-payers are receiving good value, I have absolutely no idea... is the budget public?
- Suggest exploring the merger with other lower tier municipalities to evaluate potential efficiencies
- Ok.
- Ok
- Keep up the great work. The response time to calls seems good and I'm proud of how much attention has been given to training in recent years. I would like to see the fire services out at more public events and hosting more fundraisers such as a car wash, more boot drives, perhaps a bowling for the burn victim's camp. I mentioned the bowling fundraiser to a few firefighters. My background is in corporate communications and I have ample experience in fundraising and event planning. My husband is also a firefighter with CYFS. If you like this idea and would like someone to spearhead the project, please ask. I'm happy to take the lead on an event such as this.

Planning & Development Services

- Support the urban centres secondary plan and privately owned parks
- If it weren't for this department, things would be thrown on the map haphazardly. What we're sorely lacking are gas stations or banks anywhere in the middle of town (everything is on the perimeter). It would also be awesome if we weren't developing every splinter of land for housing that few can afford. Where are the starter homes for people who've never owned a place before?
- - A park in the Clifford Perry Place neighborhood - Safer/more accessible trails that will connect our neighbourhood to the rest of Newmarket by bike and foot (not just cars).
- Seems to be money poorly spent lately. Allocation of parkland and trails has been managed well but, traffic, construction projects and road closures are terrible. We have dedicated bus lanes, why are there still buses in the right lane that have to cross three lanes to get to the bus terminal?
- This is key - particularly as population grows outward from the GTA. There is such an opportunity with this area to have development get creative in its efforts to produce both sustainable and human-friendly dwellings and community areas. Some examples are easy to see in Copenhagen for example which experiences

some similar climate considerations to us. The ability for kids to have safe but fun/ healthy park areas will continue to be key as large areas of land are bought for industrial and residential use. Finally, we must not overlook that the current southern Ontario area of highest population growth is sitting on some of the best agricultural land in the province. Food protection and sustainability must be something we consider as we plan for the next generations.

- There needs to be less development in Newmarket.

Public Library Services

- There needs to be more free programs for Families and more parking available with Better hours.
- These need to become hubs where people can access technology enhanced learning.
- Do not support have another library; assess your space planning with community need.
- We have a town with a population of almost 90,000 and ONE library branch. Looking at towns of comparable size, they have more than one branch, and it definitely shows how tight our library is. So little parking that I've just abandoned my library visit on a couple occasions because I was sick of trying to find parking, and when I do go in there are books on the floor because there's no space left on the shelves. I can't believe the library isn't included in with the rest of the town facilities in the pricing breakdown outlined on this survey. By this breakdown of cost per resident, facilities gets just under \$50/month and the library gets under \$10/month. I think I found a project for the planning and development services team to focus on
- We wanted to donate a large number books, CDs and DVDs to the library, (all were in good condition and appropriate)... however were advised by the library that due to lack of space they are not always able to accept these items. Begs the question as to how much the library is able to support the community if they have insufficient space.
- I hear there is plan for a new library. I hope it gets built soon.
- High priority as it provides recreation opportunities for every socioeconomic level.
- We love the Newmarket library and the many programs provided!
- Ok, knowledge is power.
- The library is one of the most popular places in town. I love visiting the library. Seeking families and feeling like I have a safe and comfortable place to visit. Library staff are awesome.
- This is also important to me.
- Newmarket is way too big to have such a small, one-site library. Seriously! The location for the library is good, but you need to expand to a few other branches.
- Thumbs up.

Roads, Bridges & Sidewalks

- Support LID initiatives instead of stormwater management ponds and other climate change resiliency projects.
- I'll often see plows out driving around with little-to-no snow on the ground just because there's a weather advisory. I think there should be a review of the procedures that dictate when snow removal should become mobile. We're burning all that gas just to be ready for when/if the first snowflake falls.
- Resident's lawns are routinely being torn up by the sidewalk plows now being used, because the width of the plow is wider than the sidewalk. This has happened in our neighbourhood for the last 3 years. Last year mine was so bad they agreed to re-sod it in the spring (but did not come) our neighbour has lost his lawn sprinkler nozzle for the last 2 years, I could go on. These new plows are creating incremental expenses for lawns being re-sodded (assuming some actually get done) administratively the town dealing with complaints, and calls, and/or coming out to remove the damage. ALSO, the sidewalk plows often come when there is there are just a couple of cm snow, more waste of tax-payer dollars, there should be a guidelines/policy as to how much snow falls before the plow comes. My suggestion is to look for efficiencies for better use of tax payer dollars.
- We need a light at Clifford Perry and Bathurst - people are driving 100km/hr on Bathurst and its extremely dangerous getting in and out of the neighbourhood - it's also the only way out of our neighbourhood.
- For this amount of money, it should be much better than it is.
- The roads are a mess and with the onslaught of development, there is still the same number of roads which is finite not infinite. Maintaining the roads etc. is a priority for me.

Waste Management

- I would like to see a recycling program with lidded bins. The amount of waste when our recycling is blown around the neighbourhood is substantial. This is Canada wind, rain, snow are factors for most of the year.
- Satisfied with delivery of services
- I'd like for our facilities to be able to handle recycling a variety of items not currently supported. Things like Styrofoam are recyclable. Batteries and medications can be recycled at safe drop-off facilities, but some people are lazy and having roadside pickup will prevent more of these types of items from ending up in the landfill/water supply. I'd like to see more garbage/recycling options along trails and sidewalks around town. As I walk around I see a lot of garbage on the ground, and I'll pick it up with the intent of throwing it out, and I'm quick to find just how few garbage/recycling receptacles there are.
- In addition to weekly recycling really appreciate the bi-weekly yard waste program...
- Obviously an important, necessary expense but, if you think it costs \$265/week you are out of touch with reality.

- I would like to continue to see efforts to reduce packaging and waste within the region. We currently cannot recycle Styrofoam nor aluminum foil. In addition, if we truly want to start to reduce (or ban) much of the current plastic packaging, then I would like to see Newmarket challenge itself to set targets for plastic reduction (throughout its lifecycle). Something that really is bothersome is that at our recreational facilities, we have vending machines selling unhealthy foods in unsustainable packaging - let's take a small step and change this!

Satisfied with all services equally

- I don't think there needs to be improvements in the level of service just deliver the current services cost effectively
- I find the ranking nature of this survey problematic. Of course all these services are important. How are we to choose between, for example, Fire/Emergency Services, Parks/Trails, or Waste Management? Rankings like this consistently place environment (not simply defined as parks and trails) at the bottom of the list when we're forced to choose between what are imperative services (like fire/emerg), and long-term services provided by the environment via conservation. All these services must be taken together, and considered equally in the budget. I'd also like to add that Newmarket is one of few, if not the only municipality in York Region that does not have an environmental plan. No doubt rankings like this have an important role to play in that.
- Except Bylaw, and planning are lower on my priority list.
- I believe all of these services are very important and ran with efficiency. The numbers can be tweaked either direction however I do feel this is a fair distribution of my tax dollars.
- Municipal positions of government should have their pay reduced and the surplus put back into the budget.
- All of these amounts seem reasonable.