



# COMMUNITY SURVEY RESULTS

## Overview

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This booklet summarizes the results of an on-line community survey conducted in May 2018.

The survey was accessed from the main page of the Town of Norfolk website and awareness was generated by:

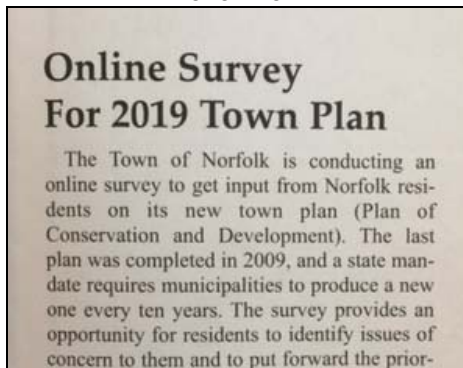
- Press releases to media outlets,
- Publication in the monthly community newsletter “*Norfolk Now*” which is distributed to all mailing addresses in Norfolk,
- Direct email and social media posts, and
- Signs posted in prominent locations informing people about the survey and requesting participation.

By the close of the survey, 208 people had participated.

*“There is no power for change greater than a community discovering what it cares about.”*

Margaret Wheatley  
American Writer /  
Management Consultant

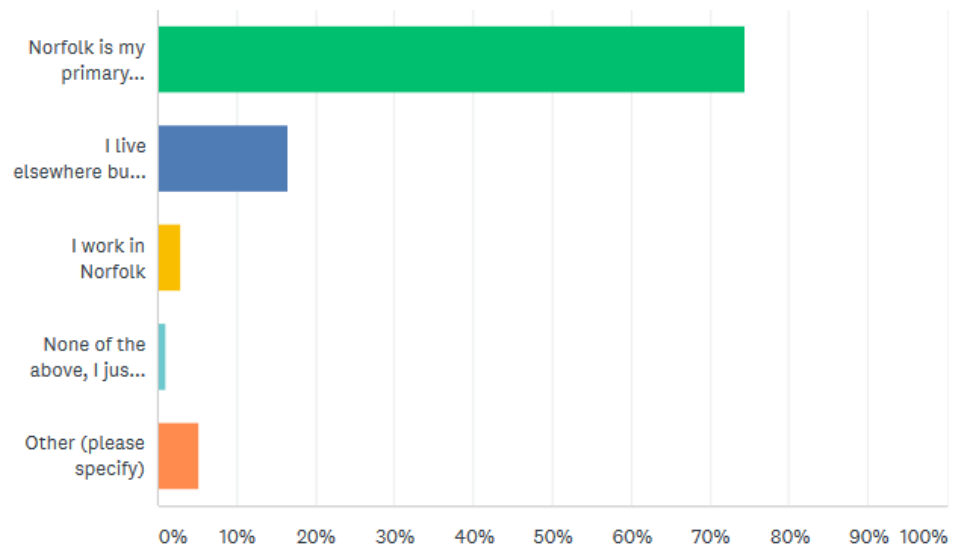
Norfolk Now



Sign Design

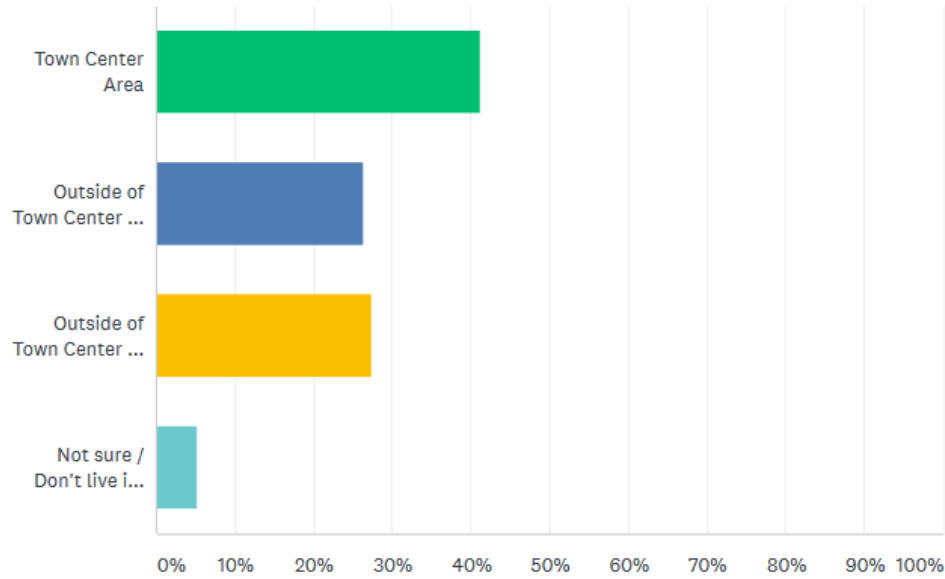


## Q1 Which of the following best describes you?



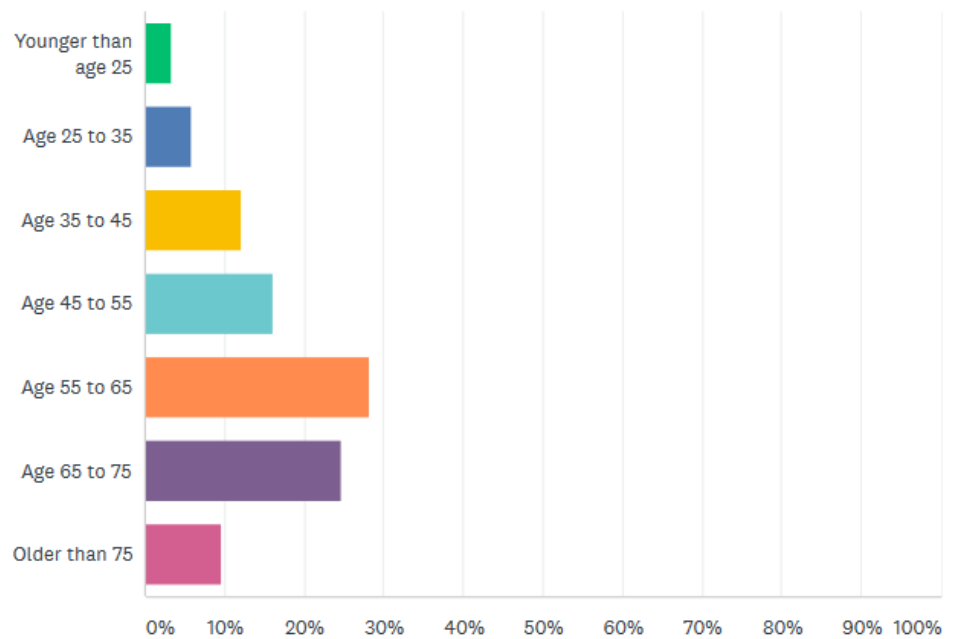
| Answer Choices   | Responses                              |            |
|--|--|------------|
|  | <b>Norfolk is my primary residence</b> | <b>155</b> |
| I live elsewhere but visit Norfolk on weekends or seasonally | 38                                     | 18%        |
| I work in Norfolk  | 7                                      | 3%         |
| None of the above, I just like Norfolk                       | 6                                      | 3%         |
| Other  | 2                                      | 1%         |
|  | <b>208</b>                             |            |

**Q2 If you live in Norfolk, how would you describe where you live?**



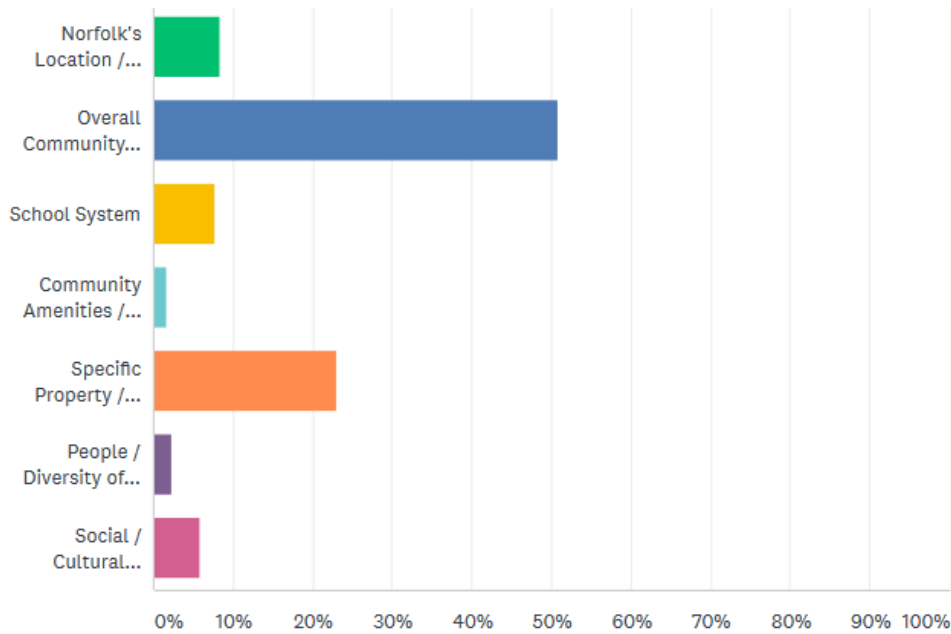
| Answer Choices  | Responses  |            |
|---|------------|------------|
| <b>Town Center Area</b>                                     | <b>80</b>  | <b>38%</b> |
| Outside of Town Center and on the Winsted side of Route 272 | 53         | 25%        |
| Outside of Town Center and on the Canaan side of Route 272  | 51         | 25%        |
| Not sure / Don't live in Norfolk / Skipped                  | 24         | 12%        |
|   | <b>208</b> |            |

### Q3 What age group are you part of?



| Answer Choices        | Responses  |            |
|-----------------------|------------|------------|
| Younger than age 25   | 7          | 3%         |
| Age 25 to 35          | 12         | 6%         |
| Age 35 to 45          | 25         | 12%        |
| Age 45 to 55          | 33         | 16%        |
| <b>Age 55 to 65</b>   | <b>58</b>  | <b>28%</b> |
| <b>Age 65 to 75</b>   | <b>51</b>  | <b>25%</b> |
| Older than 75         | 20         | 10%        |
| Skipped / No response | 2          | 1%         |
|                       | <b>208</b> |            |

**Q4 What is the main thing that attracted you to Norfolk as a place to live or what attracts you about the community today?**



| Answer Choices                                | Responses  |            |
|---|------------|------------|
| <b>Overall Community Character / Ambience</b> | <b>95</b>  | <b>46%</b> |
| Specific Property / Housing Characteristics   | 37         | 18%        |
| Family  | 22         | 11%        |
| Norfolk's Location / Accessibility            | 19         | 9%         |
| School System                                 | 13         | 6%         |
| Social / Cultural Environment                 | 10         | 5%         |
| Community Amenities / Activities / Services   | 5          | 2%         |
| People / Diversity of Community               | 4          | 2%         |
| Affordability                                 | 3          | 1%         |
|   | <b>208</b> |            |

**Q5 Thinking about Norfolk, please list up to four things you are proud about.**

*Responses summarized separately*

**First  
Mention**  
  
(142  
responses)

open spaces protected School Church Volunteer Rural  
natural beauty Small town Norfolk community  
Nature beauty Natural people sense community Library Services  
Land  
Woods Trust

**Second  
Mention**  
  
(139  
responses)

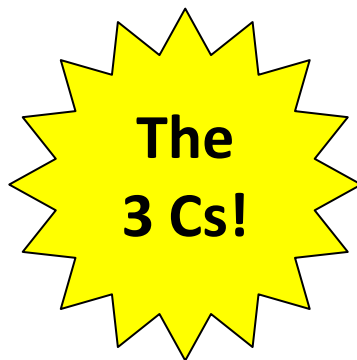
School Infinity hall Rural Cultural small Trail people center  
town Music community Yale beauty activities  
Library school system natural Fire Norfolk Land Trust

**Third  
Mention**  
  
(134  
responses)

trails opportunities Art town Community Tobey Pond Music people  
Yale Cultural activities Library natural School Summer  
Cultural Historical Infinity Hall lots Norfolk beauty

**Fourth  
Mention**  
  
(113  
responses)

Tobey Pond beauty summer volunteers Infinity Hall Quiet  
Norfolk culture Library feeling community  
Dennis Hill Yale Peace Music involvement Town lots people School



| Theme  | Responses  |
|--|------------|
| <b>Character</b>                                 | <b>185</b> |
| Community / People                               | 109        |
| Culture (including Yale, Infinity Hall, Library) | 95         |
| Other (varies)                                   | 139        |

**Q6 Again, thinking about Norfolk, please list up to four things you are sorry about.**

*Responses summarized separately*

**First  
Mention**

**(136  
responses)**

Winter enough center Sidewalks taxes traffic downtown good town  
housing Lack speeding school needs Poor working roads stores  
High businesses

**Second  
Mention**

**(112  
responses)**

housing attract businesses Closing center leaving people young  
town services Lack Tax school roads Botelle grocery store  
speeding children families internet

**Third  
Mention**

**(93  
responses)**

taxes condition center Areas Norfolk Housing people high Lack  
Speed town Poor schools young sidewalks village  
community sewer parking cost

**Fourth  
Mention**

**(60  
responses)**

young project roads school town poor lack center people traffic  
Speeding

| Theme                      | Responses |
|----------------------------|-----------|
| Downtown / Businesses      | 77        |
| School                     | 43        |
| Traffic / Speeding / Roads | 42        |
| Cost of Living / Taxes     | 24        |
| Government-Related         | 23        |
| Divisiveness               | 21        |
| Other (varies)             | 171       |

**Q7 What topics or issues do you feel should be given the most emphasis in the Plan? (please select one response in each column)**

*Answers listed based on total number of responses (highlighted cells with 15 or more responses)*

| <b>Answer Choices</b>                                   | <b>First</b> | <b>Second</b> | <b>Third</b> | <b>TOTAL</b> |
|---|--------------|---------------|--------------|--------------|
| Maintaining Community Character                         | <b>31</b>    | <b>15</b>     | <b>22</b>    | 68           |
| Protecting Natural Resources                            | <b>23</b>    | <b>24</b>     | 16           | 63           |
| Attracting More Business / Economic Development         | <b>23</b>    | <b>22</b>     | 11           | 56           |
| Strengthening the Business Parts of the Village Center  | <b>18</b>    | <b>16</b>     | <b>19</b>    | 53           |
| Addressing Utility Services (sewer, electric, internet, | 12           | <b>17</b>     | <b>20</b>    | 49           |
| Addressing Roads / Traffic                              | 10           | <b>21</b>     | 8            | 39           |
| Preserving Open Space                                   | 11           | <b>15</b>     | 13           | 39           |
| Addressing Community Facilities / Services              | 13           | 10            | 12           | 35           |
| Providing for More Housing Options                      | 10           | 12            | 12           | 34           |
| Promoting Pedestrian / Bicycle Options                  | 5            | 1             | <b>18</b>    | 24           |
|   | <b>156</b>   | <b>153</b>    | <b>151</b>   |              |



**Q8 What do you see as the greatest challenge or need facing Norfolk in the next 10 to 20 years?**

139 Responses

Responses summarized separately

people Attracting families living Maintaining increasing  
 population residents taxes Norfolk town local  
 school character community lack Keeping better housing  
 business

| Theme                  | Responses |
|------------------------|-----------|
| Population Changes     | 49        |
| Taxes / Cost of Living | 31        |
| Character              | 18        |
| Downtown / Businesses  | 9         |
| School                 | 7         |
| Affordability          | 3         |
| Regionalism            | 2         |
| Other                  | 20        |

**Q9 If you could make one thing happen in Norfolk to make it a better place, what would that be?**

125 Responses

**Responses summarized separately**

young families love community need make provide school center  
 business trail town housing people jobs Norfolk opportunities  
 better village attract Botelle

| Theme                        | Responses |
|------------------------------|-----------|
| <b>Downtown / Business</b>   | <b>18</b> |
| Traffic / Speeding / Parking | 17        |
| More Younger People          | 14        |
| School                       | 12        |
| Town / Services / Taxes      | 9         |
| Energy / Internet            | 8         |
| Walk / Bike / Trail          | 7         |
| Other                        | 40        |

**Q10 Are there any other thoughts you would like to share with us today?**

73 Responses

**Responses summarized separately**

people giving community services good will needs thing Norfolk help  
 town Keep good work Thank opportunity place see survey plan great love



Norfolk Survey  
 Q10 - Other Thoughts

| Category | Responses   |
|----------|---|
|          | the boardwalk in the center of town. More of an eyesore than anything else. Waste.  |
|          | Overall this is a great place to raise a family!  |
|          | One thing that I think might be important is connecting to surrounding areas. While the Norfolk community is very important, relationships and services that help build community with surrounding towns would be good perhaps in attracting more young families. |
|          | Current push to coordinate work of NGOs is a good thing and needs to continue.  |
|          | We need to help the people that are afraid to ask for it . We need to find a way to do that . Cut down on helping the "regulars" asking for help and give them tools to plan ahead  |
|          | Summer camp for children.   |
|          | We have some great things for people to enjoy in Norfolk but I am worried Norfolk is slowly dying. If we lose our volunteer services like the ambulance and fire dept. taxes will soar to cover hired services.   |
|          | Embrace opportunity.  |
|          | Develop a town budget that does not rely on State aid.  |
|          | I am impressed with the improvements in the Town's center.  |
|          | We have great volunteers but things take too long. Need more leadership out of the selectman's office.  |
|          | Thank you for this opportunity. As a weekender, I recognize that the needs of full timers should be   |
|          | Not Everyone that lives in Norfolk is rich.   |
|          | there needs to be a Norfolk Energy Master Plan  |
|          | Be smart, be cost effective.  |
|          | I hope the results of this survey will be shared---perhaps in Norfolk Now.  |
|          | Open the transfer station on Sunday   |
|          | Crissey Place on the Green is a historic site which must be saved. And perhaps Norfolk could hire a consultant to advise our restaurants & our Country Store to help guide them to improve their quality of   |
|          | Support Ryan's lunch counter. Return the FedEx box  |
|          | We love Norfolk, and have not regretted our purchase here   |
|          | Consider regional elementary school   |
|          | Keep up the good work.  |
|          | disallow all the signs lining 44 for the farmer's market. It makes for a poor representation of who we  |
|          | sad the amount of homes for sale in community and people being taxed out of Norfolk   |
|          | I would like to see Norfolk remain in its current status, I left a large community to come here. Some   |
|          | places on this earth should be left alone, why change Norfolk?  |
|          | We are all very lucky to live in such a great place.  |
|          | I may have accidentally submitted this survey twice- I got booted off on question 9   |
|          | I love the IceBox. Keep up the good work!   |
|          | Standing still means death. Give the LOCAL folks real opportunity to progress   |
|          | resolving the strategic conflicts of interest between the young families, who are the future of the town,   |
|          | and the comfortably off, largely retired, "boomer" population will be a challenge. good luck!   |
|          | Norfolk's forests and pastures cover 85% of the town figure out how to make that wealth pay for itself.   |
|          | We love Norfolk; I didn't mention how much the Yale concerts have always meant to us, and the NCC   |
|          | has been important as well  |
|          | Town Library is a Gem!  |
|          | I think that spending a lot of money re-doing the town plan when we have addressed less than 1/2 of   |
|          | what the last town plan set forward is a waste of limited resources. It is likely too late now, but we could  |
|          | have re-cycled a lot of what is in that 2009 town plan.   |
|          | i think it is also important to help continue to attract tourism to help supplement the existing economy  |
|          | Norfolk must keep its charm but must be able to offer better technology such as internet services in all  |
|          | Building on the last question, communities that have embraced the concepts of Greenways and   |
|          | repurposed abandoned rail right of ways have seen their businesses districts improve. Landowners  |
|          | along the former rail line have found property values go up. the dedicated folks trying to do a rail trail  |
|          | Being so far from access to NYC is an increasing problem for us as we get older, a problem that many  |
|          | Is South Norfolk on the Winsted or Canaan side of 272?  |
|          | Without rejuvenation brought in by new young families the town will lose its vibrancy.  |
|          | Solar powered speed signs with signage telling motorists they are entering the village center   |
|          | Great staff in the town hall keep up the good work.   |
|          | Lovely place to live. Proud of being part of the community. Thanks for your effort!   |
|          | It's hard to improve what already is so wonderful.  |
|          | I love living here...wonderful town and people  |
|          | The hub and walkway was a complete waste of money. The church needs work I would have rather  |
|          | seen the town help make a grant to preserve our history instead of ruining natural wildlife habitat.  |

Norfolk Survey  
 Q10 - Other Thoughts

|  |
|--|
| My two concerns regarding Norfolk currently are: First, the residents who want to see changes without perhaps looking to the history of some previous efforts. While obviously the intentions are great - not sure all would agree the city meadow is being used as best it could, or that redesigning the former Corner Store as a meeting place best serves the needs of the community. Second, the often negative attitude regarding Botelle School. It is an amazing part of this town, a great part of the town's history over the last 45 years, and a great community resource. Rather than being referenced to as an |
| Find renewable energy sites on town property that might bring in tax revenue   |
| I could be wrong, but I'm not sure whether or not the town culture wants weekenders to participate in civic engagement or committee work..   |
| There is a lot to love about Norfolk, a lot of potential. Until our leadership changes and people start to care about making Norfolk a good place to raise a family, it's going to become a ghost town of summer   |
| develop green energy   |
| most of Norfolk's problems come from Hartford and can't be fixed locally   |
| I've often wondered why we don't have a food scraps/organic waste composting/recycling program   |
| Major accomplishments throughout Norfolk since we arrived in 2008.   |
| Norfolk has been Norfolk for a few hundred years enjoy it  |
| We need more transparency in the town budget   |

Norfolk Survey  
Q5 "Prouds"

| Topic     | Rank | Response  |
|-----------|------|---|
| Character | 1    | Natural beauty  |
| Character | 1    | The beauty - our Christmas tree in the winter, the planted flowers around town in the summer, Tobey Pond... |
| Character | 1    | Walking trails, Barbour Woods etc.  |
| Character | 1    | Beauty  |
| Character | 1    | Available Green Space   |
| Character | 1    | Its beauty  |
| Character | 1    | Barbour Woods and the Norfolk Land Trust  |
| Character | 1    | Lack of neighbors   |
| Character | 1    | Natural setting   |
| Character | 1    | Open space  |
| Character | 1    | Small town  |
| Character | 1    | Land trust  |
| Character | 1    | Clean town center   |
| Character | 1    | natural resources   |
| Character | 1    | The preservation of land in its natural format  |
| Character | 1    | Agriculture   |
| Character | 1    | lots of protected land  |
| Character | 1    | Nature  |
| Character | 1    | That it has stayed much the same as when we came  |
| Character | 1    | The preserved land  |
| Character | 1    | Nature  |
| Character | 1    | Low population and traffic density.   |
| Character | 1    | Low population and traffic density.   |
| Character | 1    | Conservation of its natural beauty and open spaces  |
| Character | 1    | not having strip malls on 44 leading to Winsted and Canaan  |
| Character | 1    | Beauty of town  |
| Character | 1    | Quiet   |
| Character | 1    | Rural nature of our town-No McDonalds.  |
| Character | 1    | Landscape   |
| Character | 1    | Rural character   |
| Character | 1    | Land Trust/protected wild places  |
| Character | 1    | Natural beauty  |
| Character | 1    | natural beauty  |
| Character | 1    | Rural nature of the town  |
| Character | 1    | Beauty of woods   |
| Character | 1    | Natural Beauty with woods, wildlife and wide open spaces  |
| Character | 1    | protected open space / natural beauty   |
| Character | 1    | Great Mountain Forest   |
| Character | 1    | The ambience of small town life.  |
| Character | 1    | The lack of chain and commercialized businesses.  |
| Character | 1    | Rural character   |
| Character | 1    | Small Town Feel   |
| Character | 1    | Natural beauty  |
| Character | 1    | Great Mountain Forest   |
| Character | 1    | Beautiful landscape   |
| Character | 1    | Beauty  |
| Character | 1    | Picturesque setting   |
| Character | 1    | Character of the community & the volunteers   |
| Character | 1    | Mountain Views  |
| Character | 1    | Amount of Land Trust  |
| Character | 1    | Beauty  |
| Character | 1    | Open space  |
| Character | 1    | beauty  |
| Character | 1    | Look of community   |
| Character | 1    | Natural Beauty  |
| Character | 1    | natural beauty  |
| Character | 1    | Land Trust  |
| Character | 1    | The Woods and Trails  |
| Character | 1    | Natural and architectural beauty  |

Norfolk Survey  
Q5 "Prouds"

|           |  |
|-----------|--|
| Character | 1 beauty of area   |
| Character | 2 Rural/small town quality of life                           |
| Character | 2 Open spaces, village green                                 |
| Character | 2 It's rural   |
| Character | 2 Lots of open space   |
| Character | 2 Land Trust   |
| Character | 2 Quite  |
| Character | 2 The town green is beautiful                                |
| Character | 2 Quiet  |
| Character | 2 land trust properties/trails are dog friendly              |
| Character | 2 Agriculture  |
| Character | 2 The beauty of our town                                     |
| Character | 2 the rural quality  |
| Character | 2 Small size/community                                       |
| Character | 2 That it has no traffic light                               |
| Character | 2 Rural area   |
| Character | 2 Small community ambiance.                                  |
| Character | 2 Small community ambiance.                                  |
| Character | 2 small population   |
| Character | 2 Low Crime  |
| Character | 2 Architecture   |
| Character | 2 historic character   |
| Character | 2 The beauty of the houses/town                              |
| Character | 2 Places to walk in nature                                   |
| Character | 2 Natural beauty   |
| Character | 2 Rural location   |
| Character | 2 Beauty of scenery  |
| Character | 2 Preservation of Historical Places                          |
| Character | 2 Open Space   |
| Character | 2 bucolic environment  |
| Character | 2 Natural beauty (Tobey Pond, Campbell Falls, Haystack Mtn.) |
| Character | 2 calm   |
| Character | 2 Historic buildings   |
| Character | 2 Views and overall layout                                   |
| Character | 2 Nature   |
| Character | 2 Ponds & Lakes  |
| Character | 2 Beautiful natural environment                              |
| Character | 2 Beauty   |
| Character | 2 quaintness   |
| Character | 2 Excellent natural resources                                |
| Character | 2 fresh air  |
| Character | 2 preservation of natural beauty                             |
| Character | 2 lack of people   |
| Character | 3 Beauty   |
| Character | 3 Natural and Historic beauty                                |
| Character | 3 Nature (preserved spaces)                                  |
| Character | 3 quiet  |
| Character | 3 Open space.  |
| Character | 3 nature   |
| Character | 3 Historical preservation                                    |
| Character | 3 Town beauty  |
| Character | 3 No neighbors   |
| Character | 3 It's quite   |
| Character | 3 Quietness  |
| Character | 3 So many incredible trails on preserved land                |
| Character | 3 lots of natural beauty                                     |
| Character | 3 Great Mountain Forest                                      |
| Character | 3 rural  |
| Character | 3 Architecture   |
| Character | 3 Not Industrialized   |
| Character | 3 Beautiful old buildings                                    |

Norfolk Survey  
Q5 "Prouds"

|           |   |   |
|-----------|---|---|
| Character | 3 | The natural amenities.  |
| Character | 3 | Small town  |
| Character | 3 | three state parks   |
| Character | 3 | The landscape/enviroment  |
| Character | 3 | Haystack Mountain   |
| Character | 3 | Peace and quietness   |
| Character | 3 | Preservation of open space and natural beauty   |
| Character | 3 | Historical Buildings  |
| Character | 3 | Great Mt Forest   |
| Character | 3 | The surrounding conserved forests and trails.   |
| Character | 3 | ambuience   |
| Character | 3 | Open Space  |
| Character | 4 | Great Mountain Forest   |
| Character | 4 | Town Center   |
| Character | 4 | Nature preservation   |
| Character | 4 | Aton Forest   |
| Character | 4 | The scenic beauty   |
| Character | 4 | Historic character  |
| Character | 4 | that there is istill a feeling of rural America when entering Norfolk                         |
| Character | 4 | Low Traffic   |
| Character | 4 | peace and tranquility   |
| Character | 4 | history   |
| Character | 4 | Architecture - civic, commercial and residential  |
| Character | 4 | The beauty of the area  |
| Character | 4 | Village intimacy  |
| Character | 4 | Quiet   |
| Character | 4 | Norfolk Land Trust  |
| Character | 4 | The hometown feel, walking trails   |
| Character | 4 | Traditional architecture and homes.   |
| Character | 4 | Peace and quiet   |
| Character | 4 | Library and overall beauty of town  |
| Character | 4 | Haystack Mountain   |
| Character | 4 | Dennis Hill, Tobey Pond, Haystack, Campbell Falls   |
| Character | 4 | Haystack and Dennis Hill  |
| Character | 4 | woods   |
| Character | 4 | Landscape and wilderness  |
| Character | 4 | Peace & Quiet   |
| Character | 4 | rural   |
| Character | 1 | a safe place to raise our children  |
| Character | 4 | Clean Air   |
| Character | 3 | Cleanliness   |
| Character | 4 | Dennis Hill State Park  |
| Character | 2 | GMF   |
| Character | 4 | GMF   |
| Character | 2 | Hiking areas  |
| Character | 3 | Hiking trails, parks, Tobey Pond  |
| Character | 2 | historic  |
| Character | 3 | Historical Society  |
| Character | 2 | Historical society  |
| Character | 1 | History   |
| Character | 2 | History   |
| Character | 2 | History of the town center/buildings  |
| Character |   | Incredible natural resources. Multiple state parks, extensive land trust properties, abundant |
| Character | 2 | wildlife.   |
| Character | 4 | land trust hiking trails  |
| Character | 3 | Land trust properties / trails  |
| Character | 2 | Land Trust Trails   |
| Character | 2 | Norfolk Trail System  |
| Character | 4 | Parks   |
| Character | 3 | Rails to Trails   |
| Character | 2 | Relatively safe environment.  |

Norfolk Survey  
Q5 "Prouds"

|           |  |
|-----------|--|
| Character | 4 safe   |
| Character | 3 safety   |
| Character | 2 Scenery  |
| Character | 4 small  |
| Character | 3 Trails   |
| Community | 1 Civic Involvement/volunteerism of citizens                   |
| Community | 1 Community  |
| Community | 1 Friendliness of the people                                   |
| Community | 1 Volunteerism   |
| Community | 1 Commitment to preserving history                             |
| Community | 1 A community of volunteers                                    |
| Community | 1 The historical roots and sense of community.                 |
| Community | 1 Volunteers   |
| Community | 1 friendly   |
| Community | 1 Community Spirit   |
| Community | 1 Citizens   |
| Community | 1 ago.   |
| Community | 1 Community  |
| Community | 1 Residents  |
| Community | 1 Our amazing sense of community                               |
| Community | 1 the variety of people  |
| Community | 1 people want around   |
| Community | 1 Dedication to volunteer services                             |
| Community | 1 Sense of community   |
| Community | 1 The people. Kind and welcoming to weekenders                 |
| Community | 1 Non profits working for all                                  |
| Community | 1 People   |
| Community | 1 the degree of community participation                        |
| Community | 1 the level of community engagement in commissions, NGOs, etc. |
| Community | 1 Community / Civic Engagement                                 |
| Community | 1 Friendly Feel  |
| Community | 1 Active engaged community                                     |
| Community | 1 The Community  |
| Community | 1 Kind neighbors who live here year-round                      |
| Community | 1 friendly people  |
| Community | 1 sense of community   |
| Community | 1 Community Atmosphere   |
| Community | 1 Engaged residents  |
| Community | 2 Local community  |
| Community | 2 Engagement of the people who live here with the community    |
| Community | 2 Kindness of residents  |
| Community | 2 Community volunteerism                                       |
| Community | 2 Socially conscious community (social justice commitment)     |
| Community | 2 street   |
| Community | 2 Wonderful neighbors  |
| Community | 2 Sense of community   |
| Community | 2 The civic-mindedness of the community                        |
| Community | 2 People   |
| Community | 2 Integration of full and part time residents                  |
| Community | 2 open and affirming culture                                   |
| Community | 2 Community spirit   |
| Community | 2 The hardworking locals that keep things going                |
| Community | 2 Neighbors looking out for each other                         |
| Community | 2 Rural friendly community                                     |
| Community | 2 Friends  |
| Community | 2 The spirit of the people that reside here.                   |
| Community | 2 Volunteers all over the place                                |
| Community | 2 integration of year-rounders, weekenders                     |



Norfolk Survey  
Q5 "Prouds"

|           |   |
|-----------|---|
| Community | 2 Strong sense of community   |
| Community | 2 The people  |
| Community | 2 small town celebrations like the Memorial Day Race/Parade, Halloween, tree lighting |
| Community | 2 strong sense of community (volunteerism)  |
| Community | 2 Dedicated hard working citizens   |
| Community | 2 A community of civic-minded people  |
| Community | 2 Great people  |
| Community | 2 Community Involvement   |
| Community | 2 Relaxed personalities   |
| Community | 2 friendly town   |
| Community | 2 Volunteer Activity  |
| Community |   |
|           | 2 The slight diversity and openness to all  |
| Community | 3 knowing most people in town   |
| Community | 3 Volunteerism  |
| Community | 3 People  |
| Community | 3 Community involvement   |
| Community | 3 Freindly  |
| Community | 3 interesting and intelligent people  |
| Community | 3 Community activities  |
| Community | 3 that there is a feeling of 'family' between neighbors and friends                   |
| Community | 3 community activities  |
| Community | 3 Community   |
| Community | 3 Community   |
| Community | 3 community spirit  |
| Community | 3 neighbors take care of neighbors - the many acts of kindness and generosity         |
| Community | 3 nice people   |
| Community | 3 The welcoming spirit towards new comers to Norfolk                                  |
| Community | 3 Friends   |
| Community | 3 Pride   |
| Community | 3 Community Spirit  |
| Community | 4 Generosity of its people  |
| Community | 4 ART weekend, Memorial Day parade, celebration and road race, etc.                   |
| Community | 4 The communities get togethers   |
| Community | 4 Welcoming community   |
| Community | 4 Events focused on Norfolk   |
| Community | 4 Good people   |
| Community | 4 Our volunteers  |
| Community | 4 Small community   |
| Community | 4 Involvement of community  |
| Community | 4 mostly nice people  |
| Community |   |
|           | 4 the volunteerism  |
| Community | 4 Sense of Community  |
| Community | 4 People  |
| Community | 4 lots of community involvement   |
| Community | 4 innovative spirit   |
| Community | 4 neighbourhood feeling   |
| Community | 4 People very friendly  |
| Community | 4 New England Town Feel   |
| Community | 4 Community involvement   |
| Community | 4 Community sprite  |
| Community | 4 Community of young parents  |
| Community | 4 The many volunteers   |
| Community | 4 Enthusiasm for protecting our open spaces and rural character.                      |
| Community | 2 Norfolk Now   |
| Community | 1 Norfolk Now newspaper   |
| Community | 4 Norfolk Now!  |
| Culture   | 1 Culture   |
| Culture   | 1 Cultural activities, library, and history   |
| Culture   | 1 Concerts at the shed  |

Norfolk Survey  
Q5 "Prouds"

|                         |  |
|-------------------------|--|
| Culture                 | 2 Cultural opportunities   |
| Culture                 | 2 Arts & Culture   |
| Culture                 | 2 Culture (art, music)   |
| Culture                 | 2 cultural richness  |
| Culture                 | 2 cultural activities  |
| Culture                 | 2 Number of Cultural Venues  |
| Culture                 | 3 Cultural programs - Library, Norfolk Historical Society, Yale Music & Art, Infinity Hall, etc. |
| Culture                 | 3 It offers cultural activity with the chamber music festival                                    |
| Culture                 | 3 The Yale Summer Music Festival and Infinity Hall.  |
| Culture                 | 3 Arts and culture   |
| Culture                 | 3 lots of cultural activities  |
| Culture                 | 3 the cultural opportunities   |
| Culture                 | 3 Cultural activities  |
| Culture                 | 3 Many cultural offerings  |
| Culture                 | 3 Cultural opportunities   |
| Culture                 | 3 cultural activities  |
| Culture                 | 3 Cultural opportunities   |
| Culture                 | 3 cultural offerings   |
| Culture                 | 3 Cultural / Music Performance Availability  |
| Culture                 | 3 Cultural institutions (library, chamber music festival)  |
| Culture                 | 3 Cultural activities  |
| Culture                 | 3 Creative people and culture  |
| Culture                 | 4 Lots of cultural events  |
| Culture                 | 4 culture  |
| Culture                 | 4 summer season is interesting with lots of diversity bec of yale program                        |
| Culture                 | 4 Music...Yale and infinity hall   |
| Culture                 | 4 A place of culture. Library events, Yale Summer Music School, Weekend at Norfolk.              |
| Culture                 | 4 The culture  |
| Culture                 | 4 Music Shed & School  |
| Culture - Infinity Hall | 1 Infinity Hall  |
| Culture - Infinity Hall | 1 Infinity Hall  |
| Culture - Infinity Hall | 2 infinity hall  |
| Culture - Infinity Hall | 2 Infinity hall  |
| Culture - Infinity Hall | 2 Infinity Hall  |
| Culture - Infinity Hall | 3 Infinity Hall  |
| Culture - Infinity Hall | 3 Infinity Hall  |
| Culture - Infinity Hall | 3 Infinity Hall  |
| Culture - Infinity Hall | 3 Infinity Hall/Bistro   |
| Culture - Infinity Hall | 4 Infinity Hall  |
| Culture - Infinity Hall | 4 Infinity Hall  |
| Culture - Infinity Hall | 4 Infinity Hall  |
| Culture - Infinity Hall | 4 Infinity hall  |
| Culture - Library       | 1 Library  |
| Culture - Library       | 1 The library  |
| Culture - Library       | 1 The library  |
| Culture - Library       | 1 Town Library, despite hiring issue with former Librarian                                       |
| Culture - Library       | 1 Library  |
| Culture - Library       | 2 Norfolk Library  |
| Culture - Library       | 2 community resources, library especially  |
| Culture - Library       | 2 Eldridge Memorial Library  |
| Culture - Library       | 2 The Norfolk Library  |
| Culture - Library       | 2 Library  |
| Culture - Library       | 2 Library  |
| Culture - Library       | 2 The library  |
| Culture - Library       | 3 Library  |
| Culture - Library       | 3 Library  |
| Culture - Library       | 3 library  |
| Culture - Library       | 3 the Library  |
| Culture - Library       | 3 Library  |

Norfolk Survey  
Q5 "Prouds"

|                     |  |
|---------------------|--|
| Culture - Library   | 3 Norfolk library  |
| Culture - Library   | 3 Library  |
| Culture - Library   | 3 Library  |
| Culture - Library   | 3 Norfolk Library  |
| Culture - Library   | 4 Town Library, building, staff and head librarian       |
| Culture - Library   | 4 the Norfolk Library                                    |
| Culture - Library   | 4 Library  |
| Culture - Library   | 4 The Norfolk Library                                    |
| Culture - Library   | 4 Library  |
| Culture - Library   | 4 library  |
| Culture - Library   | 4 Library  |
| Culture - Yale      | 1 Yale Programs  |
| Culture - Yale      | 1 The Yale Music Festival                                |
| Culture - Yale      | 1 Yale music program                                     |
| Culture - Yale      | 2 Yale   |
| Culture - Yale      | 2 Yale Music School                                      |
| Culture - Yale      | 2 Music festival   |
| Culture - Yale      | 2 Yale grounds and music shed                            |
| Culture - Yale      | 2 White House  |
| Culture - Yale      | 2 Yale Summer School of Music and Art                    |
| Culture - Yale      | 3 Yale University Summer School-Music & Art              |
| Culture - Yale      | 3 the Yale Music Festival and the arts                   |
| Culture - Yale      | 3 Yale Music School/Yale Forestry                        |
| Culture - Yale      | 3 Yale School Of Music                                   |
| Culture - Yale      | 3 Yale Art School  |
| Culture - Yale      | 3 Yale School Of Music and Art                           |
| Culture - Yale      | 3 Summer nights at the music shed                        |
| Culture - Yale      | 3 Yale school of music                                   |
| Culture - Yale      | 4 Yale   |
| Culture - Yale      | 4 Music shed/Yale summer music                           |
| Culture - Yale      | 4 Yale Music School                                      |
| Culture - Yale      | 4 Yale music   |
| Culture - Yale      | 4 Yale summer  |
| Downtown            | 1 Berkshire Country Store                                |
| Downtown            | 1 Restaurants/Business                                   |
| Downtown            | 1 place.   |
| Downtown            | 1 The Berkshire Country store                            |
| Downtown            | 2 our growing town center                                |
| Downtown            | 2 Lovely town center                                     |
| Downtown            | 2 downtown area  |
| Downtown            | 2 The Shops Downtown                                     |
| Downtown            | 3 Berkshire Country Store and HUB                        |
| Downtown            | 3 The new food market                                    |
| Downtown            | 3 Downtown businesses                                    |
| Downtown            | 3 Norfolk Pub  |
| Downtown            | 4 Station place area                                     |
| Downtown            | 4 Pub & Infinity Hall                                    |
| Downtown            | 4 The Green Market                                       |
| Downtown            | 4 Village Green  |
| Events / Activities | 1 Norfolk Congregational Church                          |
| Events / Activities | 1 Church   |
| Events / Activities | 1 church of christ                                       |
| Events / Activities | 1 Congressional Church                                   |
| Events / Activities | 2 Church   |
| Events / Activities | 3 We were a big part of the Immaculate Conception church |
| Events / Activities | 3 The inclusivity of the church on the green             |
| Events / Activities | 4 Our churches   |
| Events / Activities | 4 Library & Churches                                     |
| Events / Activities | 4 Access to outdoor recreation                           |
| Events / Activities | 4 Activities   |

Norfolk Survey  
Q5 "Prouds"

|                     |  |
|---------------------|--|
| Events / Activities | 2 Annual Memorial Day parade   |
| Events / Activities | 3 Annual Memorial Day Road Race  |
| Events / Activities | 3 Athletic Fields  |
| Events / Activities | 3 Closing off a street for Halloween making it safe for our children   |
| Events / Activities | 3 Curling Club   |
| Events / Activities | 3 Farm Market  |
| Events / Activities | 2 Farmer's Mkt   |
| Events / Activities | 1 Farmers market   |
| Events / Activities | 2 Farmers market   |
| Events / Activities | 4 Farmers Market   |
| Events / Activities | 3 Farmer's Market  |
| Events / Activities | 3 Farmers Market / Library / Infinity / Yale   |
| Events / Activities | 3 Farmer's Markets   |
| Events / Activities | 3 Lot of outdoor opportunities   |
| Events / Activities | 3 Memorial Day activities  |
| Events / Activities | 4 Memorial Day Parade  |
| Events / Activities | 4 Memorial Day Parade and road race  |
| Events / Activities | 4 Outdoor activities   |
| Events / Activities | 2 Outdoor activities   |
| Events / Activities | 1 outdoor activity is available all 4 seasons  |
| Events / Activities | 4 Recreational opportunities   |
| Events / Activities | 2 Recreational opportunities   |
| Events / Activities | 4 Recreational opportunities   |
| Events / Activities | 3 Skiing   |
| Events / Activities | 3 so much to do in a small town  |
| Events / Activities | 2 Special delivery i.e Santa coming to your house  |
| Events / Activities | The outdoor activities/options - Haystack, Dennis Hill, Land Trust, Great Mountain Forest<br>2 and Rails to Trail, Curling Club, |
| Events / Activities | 4 There is almost always something planned to do / be part of  |
| Events / Activities | 3 things to do - like Haystack Mountain  |
| Other               | 1 My family lives there  |
| Other               | 4 A reasonable tax rate  |
| Other               | 3 animals and birds  |
| Other               | 3 Close to box store shopping without the daily city hassle  |
| Other               | 1 Conservative town budget   |
| Other               | 1 Eco conscious community (Farmer's Market)  |
| Other               | 4 Fabulous vintage sign with rabbit showing distance   |
| Other               | 4 George's garage  |
| Other               | 1 I grew up here and now my children are growing up here   |
| Other               | 4 Lakes golf tennis  |
| Other               | 3 Location   |
| Other               | 2 Location--quiet yet close to many things   |
| Other               | 3 Lots of family   |
| Other               | 1 Low mill rate  |
| Other               | 1 Meadow brook Senior Housing  |
| Other               | 1 my house and garden  |
| Other               | 2 My kids home town.   |
| Other               | 2 NET  |
| Other               | 2 Our grandparents grew up there   |
| Other               | 3 Our home   |
| Other               | 2 programs for our children when they were young   |
| Other               | 3 sameness   |
| Other               | 4 Sigma Design Studio  |
| Other               | 4 Social environmental conscience  |
| Other               | 4 Sp   |
| Other               | The ability to be who you want to be in Norfolk, whether that's very active I. The community<br>4 or very private.               |
| Other               | 1 The environmental awareness  |
| Other               | 1 The Hub and the new Affordable Housing   |
| Other               | 3 Tiffany windows at chapel  |
| Other               | 4 Where I work   |

Norfolk Survey  
Q5 "Prouds"

|                   |   |
|-------------------|---|
| School            | 1 Botelle PTO   |
| School            | 1 School system   |
| School            | 1 Botelle Elementary School   |
| School            | 1 Our schools   |
| School            | 1 Botelle School  |
| School            | 1 school close to village   |
| School            | 1 Great schools   |
| School            | 2 Great school system   |
| School            | 2 School system   |
| School            | 2 Good school system  |
| School            | 2 Schools   |
| School            | 2 The school system, small class size   |
| School            | 2 Botelle School  |
| School            | 2 Botelle School, Tobey Pond, Norfolk Early Learning Center   |
| School            | 3 School system   |
| School            | 3 Botelle school & Region 7 Mid & High School   |
| School            | 3 schools   |
| School            | 3 Great little K-6 school system and regional 7   |
| School            | 3 The direction and quality of the school system  |
| School            | 3 Great School  |
| School            | 4 Bottelle school   |
| Town Functions    | 2 Tobey Pond  |
| Town Functions    | 3 Tobey pond  |
| Town Functions    | 3 Tobey Pond  |
| Town Functions    | 3 Tobey Pond  |
| Town Functions    | 4 Tobey Pond  |
| Town Functions    | 4 Tobey pond  |
| Town Functions    | 4 Tobey Pond  |
| Town Functions    | 4 Tobey Pond  |
| Town Functions    | 1 Toby pond   |
| Town Functions    | 2 Ambulance Crew  |
| Town Functions    | 1 Emergency Services  |
| Town Functions    | 2 Fire and ambulance  |
| Town Functions    | 4 Fire department   |
| Town Functions    | 4 Friendly Town Hall  |
| Town Functions    | 3 Include in above: nvfd, lions ambulance,  |
| Town Functions    | 1 Norfolk VFD & Ambulance Service   |
| Town Functions    | 3 Norfolk Volunteer Fire Dept   |
| Town Functions    | 1 Our Fire department/ EMS  |
| Town Functions    | 2 The Fire Department   |
| Town Functions    | 4 Town Hall workers and Selectman   |
| Town Functions    | 1 Volunteer Fire and Ambulance corps  |
| Town Functions    | 1 Volunteer Fire Department   |
| Town Functions    | we have volunteers to provide Emergency servics to the Town without paying fire and<br>2 ambulance crews            |
| Weather / Climate | 3 Extreme winters   |
| Weather / Climate | 4 Extreme winters   |
| Weather / Climate | 1 Icebox Of Connecticut   |
| Weather / Climate | 3 natural resources and climate.  |
| Weather / Climate | 3 Summer weather  |
| Weather / Climate | 3 The climate and topography. Highest, coldest and snowiest part of the state. I love it!                           |
| Weather / Climate | 3 The climate.  |
| Weather / Climate | the climate. I am not a fan of hot, humid weather so I appreciate sleeping under a blanket<br>2 most summer nights. |
| Weather / Climate | 2 Weather (it's the Icebox!)  |

Norfolk Survey  
Q6 - "Sorrrys"

| Category           | Rank | Responses   |
|--------------------|------|---|
| Affordable Housing | 2    | Better low income housing/services  |
| Affordable Housing | 4    | Difficult to afford housing in the town (rent or buy)   |
| Affordable Housing | 3    | Expensive Housing   |
| Affordable Housing | 3    | Houses are overpriced   |
| Affordable Housing | 3    | Housing prices (influx of weekenders)   |
| Affordable Housing | 1    | Lack of affordable housing  |
| Affordable Housing | 1    | lack of affordable housing  |
| Affordable Housing | 2    | lack of affordable housing  |
| Affordable Housing | 1    | Lack of affordable housing for families   |
| Affordable Housing | 2    | lack of affordable housing for young families   |
| Affordable Housing | 4    | lack of housing   |
| Affordable Housing | 1    | Lack of housing for younger and older couples/families  |
| Affordable Housing | 2    | lack of modest housing prices.  |
| Affordable Housing | 2    | Lack of rental properties   |
| Affordable Housing | 3    | Lack of starter homes   |
| Affordable Housing | 2    | More affordable apartments and condos close to downtown   |
| Affordable Housing | 1    | Not enough young families can afford housing here   |
| Affordable Housing | 1    | real estate has become so expensive that people who grow up here often can't stay as adults                           |
| Affordable Housing | 2    | The 2 new apartments  |
| Affordable Housing | 1    | The challenges of housing for working poor.   |
| Age Composition    | 1    | Aging population  |
| Age Composition    | 3    | Aging Population  |
| Age Composition    | 4    | aging population  |
| Age Composition    | 2    | families leaving community  |
| Age Composition    | 4    | Few young families  |
| Age Composition    | 2    | Hard to attract young   |
| Age Composition    | 3    | Hard to meet other families with toddlers   |
| Age Composition    | 2    | Lack of places that attract young people under 30.  |
| Age Composition    | 2    | Lack of young families in town.   |
| Age Composition    | 1    | Lack of young people  |
| Age Composition    | 1    | Lack of young people  |
| Age Composition    | 4    | lack of younger families  |
| Age Composition    | 2    | lack of youth   |
| Age Composition    | 3    | missing young vibrant community   |
| Age Composition    | 4    | More young people   |
| Age Composition    | 3    | Very old all around   |
| Age Composition    | 4    | Young people are leaving  |
| Character          | 1    | Debris along our highways.  |
| Character          | 1    | Eyesores around town  |
| Character          | 3    | Litter  |
| Character          | 1    | Littering on roads  |
| Character          | 3    | the trees cut during the fall (by Eversource, et al) have not been cleaned up and are unsightly                       |
| Character          | 4    | The triangular skylights on the norfolk hub   |
| Character          | 3    | Trash on rt44 and 272   |
| City Meadow        | 4    | All the money spent on the town meadow project is a waste of funds. The school needs and deserves additional monies.. |
| City Meadow        | 2    | City Meadow project   |
| City Meadow        | 1    | City meadow. / money wasted   |
| City Meadow        | 1    | expenditures on wasteful things like 'city meadow' that will never get used!  |
| City Meadow        | 1    | Lack of drainage in the town meadow   |
| City Meadow        | 3    | Lots of years/money/effort spent to build a boardwalk over a highway runoff swamp                                     |
| City Meadow        | 1    | mess at city meadow   |
| City Meadow        | 2    | money wasted in town center   |
| City Meadow        | 1    | New Boardwalk in center of town   |
| City Meadow        | 1    | Silly wasteful projects such as the city meadow   |
| City Meadow        | 1    | The board walk around a drainage ditch in the center of town.   |
| City Meadow        | 1    | the mess created in the city meadow   |
| City Meadow        | 3    | The money recently spent on the tiny walkway in the center of town.   |

Norfolk Survey  
Q6 - "Sorries"

|                        |   |
|------------------------|---|
| City Meadow            | 1 The walkway   |
| City Meadow            | 2 Wondering about cost of walkway behind NVFD   |
| Cost of Living / Taxes | 4 Affordability   |
| Cost of Living / Taxes | 1 Budget - cuts & tax increases   |
| Cost of Living / Taxes | 3 Cost of living-lack of affordable housing (hence young families rapidly leaving town)   |
| Cost of Living / Taxes | 4 expensive   |
| Cost of Living / Taxes | 1 Extremely high taxes  |
| Cost of Living / Taxes | 1 Grand List make up & size   |
| Cost of Living / Taxes | 2 Having to leave town for most groceries   |
| Cost of Living / Taxes | 1 High cost of living   |
| Cost of Living / Taxes | 1 High costs of living here-- utilities, taxes, housing   |
| Cost of Living / Taxes | 3 High property taxes   |
| Cost of Living / Taxes | 1 High residential taxes  |
| Cost of Living / Taxes | 4 Increasing costs to live here   |
| Cost of Living / Taxes | 1 It's to expensive   |
| Cost of Living / Taxes | 2 Limited/unbalanced tax base   |
| Cost of Living / Taxes | 1 property taxes  |
| Cost of Living / Taxes | 2 property taxes  |
| Cost of Living / Taxes | 4 Spending practice could be tightened  |
| Cost of Living / Taxes | 2 Tax rate  |
| Cost of Living / Taxes | 4 Tax to high the rich run everything   |
| Cost of Living / Taxes | 2 Taxes   |
| Cost of Living / Taxes | 1 Taxes are very high   |
| Cost of Living / Taxes | 1 taxes going up every year   |
| Cost of Living / Taxes | 3 The percentage of real estate on the market which is reflective of a high percentage of people who don't feel they can afford to retire and/or stay             |
| Cost of Living / Taxes | 3 The property taxes are high   |
| Divisiveness           | 1 Catering to N.Y. weekenders   |
| Divisiveness           | 1 Distinctive divisions in community driven by agendas  |
| Divisiveness           | 2 Doesn't seem to be too friendly   |
| Divisiveness           | 3 Element of residents who feel they can dictate to the town because of wealth  |
| Divisiveness           | 4 If you're not wealthy you don't fit in!   |
| Divisiveness           | 1 increase in social division   |
| Divisiveness           | 1 intolerance of change   |
| Divisiveness           | 1 lack of diversity   |
| Divisiveness           | 2 Lack of Diversity   |
| Divisiveness           | 3 Less elitism among country-club group   |
| Divisiveness           | 1 Living in the equivalent of a white active adult gated community  |
| Divisiveness           | 1 low diversity   |
| Divisiveness           | 2 Many people are snobbish  |
| Divisiveness           | 2 New Yorkers   |
| Divisiveness           | 4 People  |
| Divisiveness           | 3 Rich vs. Normal people atmosphere   |
| Divisiveness           | 2 small minded mentality of some residents about making changes to town   |
| Divisiveness           | 2 some NIMBY  |
| Divisiveness           | 1 The "class" division. The town is always trying to appeal to the upper class/country club crew and doesn't seem to recognize the needs of year round residents  |
| Divisiveness           | 4 The elitist attitude of people that only value certain kinds of residents. and...That there are only 3 choices in the question below. Who designed this survey? |
| Divisiveness           | 4 The fact that a few loud and rude voices complete direct our town in self-destructive directions  |
| Downtown / Businesses  | 3 Absence of parking for tourists   |
| Downtown / Businesses  | 3 Beat up sidewalks   |
| Downtown / Businesses  | 4 Center village roads are in poor condition  |
| Downtown / Businesses  | 2 Closing of the Pizza place  |
| Downtown / Businesses  | 2 Condition of sidewalks "in town"  |
| Downtown / Businesses  | 2 Could use a couple more restaurants   |
| Downtown / Businesses  | 2 Crumbling sidewalks in the town center & rt44   |
| Downtown / Businesses  | 4 deferred maintenance in the town center   |
| Downtown / Businesses  | 2 Difficult retail environment downtown   |
| Downtown / Businesses  | 3 Downtown lighting dangerously inadequate  |

Norfolk Survey  
 Q6 - "Sorries"

|                       |   |
|-----------------------|---|
| Downtown / Businesses | 1 Downtown parking  |
| Downtown / Businesses | 1 Downtown with unique shops  |
| Downtown / Businesses | 1 far away from shopping  |
| Downtown / Businesses | 2 I wish the package store would not sell those tiny bottles that make it so easy for people to litter. |
| Downtown / Businesses | 2 Infinity Hall has turned into an art gallery/open mic/tribute band venue                              |
| Downtown / Businesses | 3 infrastructure - sidewalks, parking   |
| Downtown / Businesses | 2 Lack of business  |
| Downtown / Businesses | 2 Lack of destination dining  |
| Downtown / Businesses | 1 Lack of downtown vibrancy   |
| Downtown / Businesses | 1 Lack of good stores   |
| Downtown / Businesses | 1 Lack of parking downtown  |
| Downtown / Businesses | 3 lack of parking in town on evenings with infinity shows   |
| Downtown / Businesses | 3 Lack of shops   |
| Downtown / Businesses | 4 Lack of shops   |
| Downtown / Businesses | 1 Lack of thriving businesses downtown  |
| Downtown / Businesses | 3 limited commercial base   |
| Downtown / Businesses | 2 Limited grocery options   |
| Downtown / Businesses | 2 loss of historic brick wall through center of town  |
| Downtown / Businesses | 1 Loss of pharmacy  |
| Downtown / Businesses | 3 More restaurants--family style pizzeria   |
| Downtown / Businesses | 1 More stores such as hardware, grocery, and household goods would be nice.                             |
| Downtown / Businesses | 1 More thriving downtown businesses   |
| Downtown / Businesses | 3 need more parking space in town   |
| Downtown / Businesses | 1 No food store   |
| Downtown / Businesses | 2 no grocery store  |
| Downtown / Businesses | 2 No local place to shop for necessities  |
| Downtown / Businesses | 3 No longer a pizza place or inexpensive takeout  |
| Downtown / Businesses | 3 No more good pizza in town  |
| Downtown / Businesses | 4 No more pharmacy  |
| Downtown / Businesses | 3 No real town center.  |
| Downtown / Businesses | 2 Norfolk doesn't allow competing businesses  |
| Downtown / Businesses | 1 Not allowing any commercial businesses (industry)   |
| Downtown / Businesses | 1 Not enough restaurant diversity   |
| Downtown / Businesses | 2 Not enough shops  |
| Downtown / Businesses | 1 not more businesses in town   |
| Downtown / Businesses | 3 Overhead utilities in town center areas are an eyesore  |
| Downtown / Businesses | 2 Parking   |
| Downtown / Businesses | 1 Parking congestion downtown caused by Infinity Hall patrons   |
| Downtown / Businesses | 1 parking in city central   |
| Downtown / Businesses | 4 Parking in the meadow with granite stairs denied  |
| Downtown / Businesses | 3 Parking in town   |
| Downtown / Businesses | 3 Poor or missing sidewalks in village area   |
| Downtown / Businesses | 1 Proximity to Stores   |
| Downtown / Businesses | 1 residents seem unable to support local businesses long term   |
| Downtown / Businesses | 2 Sidewalk conditions   |
| Downtown / Businesses | 3 shortage of local businesses  |
| Downtown / Businesses | 1 Sidewalks   |
| Downtown / Businesses | 1 Sidewalks   |
| Downtown / Businesses | 3 sidewalks   |
| Downtown / Businesses | 3 The closing of the Applehouse grocery market  |
| Downtown / Businesses | 2 The closing of the Hardware store   |
| Downtown / Businesses | 1 The closing of the pharmacy   |
| Downtown / Businesses | 1 The inaccessibility and visibility of the downtown from rye 44  |
| Downtown / Businesses | 2 The lack of small business diversity  |
| Downtown / Businesses | 1 The poor condition and inferior repair work of the sidewalks in the village.                          |
| Downtown / Businesses | 3 The sidewalks in town need some serious attention.  |
| Downtown / Businesses | 2 The state of sidewalks in the town center!  |
| Downtown / Businesses | 3 The state of the sidewalks in town!!!   |
| Downtown / Businesses | 2 the town center, although it is improved in the last couple of years.                                 |
| Downtown / Businesses | 4 The traffic congestion during Infinity shows  |



Norfolk Survey  
Q6 - "Sorries"

|                       |   |
|-----------------------|---|
| Downtown / Businesses | 2 Trying to keep businesses thriving.   |
| Downtown / Businesses | 2 Ugliness of building for Hub  |
| Downtown / Businesses | 1 Unattractive town center  |
| Downtown / Businesses | 4 Upkeep of the downtown sidewalks and gardens in winter/summer                       |
| Downtown / Businesses | 1 Very few places to shop   |
| Downtown / Businesses | 2 Virtually no services - e.g., a real grocery store, a pharmacy, a real restaurant   |
| Downtown / Businesses | 3 Would like Town to encourage more non retail businesses                             |
| Economic Challenges   | 3 Commercial accessibility  |
| Economic Challenges   | 3 dearth of employment opportunity for young people                                   |
| Economic Challenges   | 3 Distance from movies and theater  |
| Economic Challenges   | 2 Distance from proper grocery store  |
| Economic Challenges   | 2 Economic disparity  |
| Economic Challenges   | 4 General economy/lack of new businesses  |
| Economic Challenges   | 4 General lack of economic opportunity  |
| Economic Challenges   | 1 Housing market prices that continue to drop   |
| Economic Challenges   | 2 Inability to support more local businesses (lack of people and year round interest) |
| Economic Challenges   | 2 lack of employment opportunities  |
| Economic Challenges   | 1 lack of jobs  |
| Economic Challenges   | 1 Lack of jobs  |
| Economic Challenges   | 2 Lack of quality jobs  |
| Economic Challenges   | 1 Less opportunity for buying necessities locally                                     |
| Economic Challenges   | 3 More local jobs   |
| Economic Challenges   | 2 No work   |
| Economic Challenges   | 3 Poor business environment   |
| Economic Challenges   | 4 Regionally no real job opportunities.   |
| Economic Challenges   | 1 sluggish economy  |
| Economic Challenges   | 4 Uniquely poor real estate market  |
| Few Activities        | 1 Emptiness in Winter   |
| Few Activities        | 4 Few Activities  |
| Few Activities        | 3 Few options for young people to stay in Norfolk.                                    |
| Few Activities        | 3 Lack of a community center building.  |
| Few Activities        | 3 Lack of a community center.   |
| Few Activities        | 2 lack of activity  |
| Few Activities        | 1 Lack of events centered on village green  |
| Few Activities        | 2 Lack of Family activities   |
| Few Activities        | 2 Lack of public tennis and golf  |
| Few Activities        | 4 Lack of senior transportation and services  |
| Few Activities        | 4 loss of activities for kids (swim lessons, tennis lesson, ice rink)                 |
| Few Activities        | 1 Not enough for kids to do   |
| Few Activities        | 3 Not much in town  |
| Few Activities        | 3 Not much to do  |
| Few Activities        | 3 Seeing young people go out of town to seek activities                               |
| Few Activities        | 2 Wish we had more annual events like yearly cook out                                 |
| Few Activities        | 3 Would like more community events (concerts on the green etc)                        |
| Government Related    | 4 Amount of salt used on roads near waterways   |
| Government Related    | 3 cost of sewer system compared to other communities                                  |
| Government Related    | 2 Delay in upgrading fire house   |
| Government Related    | 1 Deteriorating Infrastructure  |
| Government Related    | 2 Finance Board needs new people (dictatorship)                                       |
| Government Related    | 4 Hours of operation at the transfer station  |
| Government Related    | 3 inconsistent communication (new website is fantastic!!)                             |
| Government Related    | 1 infrastructure needs lots of maintenance  |
| Government Related    | 3 Lack of independent sewer meters (relying on water bill for measuring)              |
| Government Related    | 4 lack of Town owned recreational facilities.ie swimming and ball fields              |
| Government Related    | 4 many roads are not pedestrian friendly esp in winter months                         |
| Government Related    | 3 no term limits on Selectman, Board of Ed and other elected offices.                 |
| Government Related    | 3 Norfolk Sewer District infrastructure   |
| Government Related    | 3 Not utilizing town lands for "Best" purpose   |
| Government Related    | 2 People at Town Hall are rude  |
| Government Related    | 3 Poor zoning   |
| Government Related    | 1 Poor zoning compliance with 'eyesores'  |

Norfolk Survey  
 Q6 - "Sorries"

|                       |  |
|-----------------------|--|
| Government Related    | 3 Stagnant town government   |
| Government Related    | 3 The hours of the transfer station  |
| Government Related    | 1 the previous inertia and lack of imagination exhibited by the selectmen  |
| Government Related    | 3 The pursuit of lower taxes at the cost of supporting our schools and town services   |
| Government Related    | 2 The road side brush is grown so thick it is hard to drive on the roads outside the center of town  |
| Government Related    | 4 The states financial mistreatment of our and other small communities   |
| Internet / Cell Phone | 1 No cellular service in town and the attitude from town hall and others that private citizens should raise the \$ for a tower. I can't properly do work from home because I miss telephone calls. Is this the 19th century?   |
| Internet / Cell Phone | 3 Areas of town with no high speed Internet  |
| Internet / Cell Phone | 1 Cable company Comcast is the only one available and it's terrible.   |
| Internet / Cell Phone | 1 Incompleteness of Internet availability  |
| Internet / Cell Phone | 2 Internet service through Frontier is terrible and Frontier is the worst phone company I've ever experienced. Town deserves high speed internet access through fiber optic cable. Internet is an essential service today (especially for people who work from home) not a luxury. Can't have significant economic development without it. |
| Internet / Cell Phone | 1 Internet stinks and is expensive   |
| Internet / Cell Phone | 2 Lack of internet/wireless/cable on the outskirts of town   |
| Internet / Cell Phone | 3 Lack of technology (cell phone service)  |
| Internet / Cell Phone | 2 Less than adequate internet.   |
| Internet / Cell Phone | 2 Less than ideal internet accessibility.  |
| Internet / Cell Phone | 2 Limited technology i.e. broadband or electrical  |
| Internet / Cell Phone | 3 No broadband or cable in South Norfolk   |
| Internet / Cell Phone | 4 poor cell phone service  |
| Internet / Cell Phone | 1 Poor cell service.   |
| Internet / Cell Phone | 1 Poor cell service.   |
| Internet / Cell Phone | 3 Poor cellphone coverage  |
| Internet / Cell Phone | 4 The fact that the fiber optic project/proposal didn't materialize.   |
| None                  | 1 Can't think of any.  |
| None                  | 1 None   |
| None                  | 1 none   |
| None                  | 1 nothing  |
| Other                 | 2 A person convicted of stealing from a elderly person allowed to work in the selectman's office   |
| Other                 | 1 Tara Yard convicted of larceny, working in the selectmen's office.   |
| Other                 | 3 Tax lady is rude   |
| Other                 | 3 Tax lady is so rude at town hall   |
| Other                 | 4 That Sue Dyer "retired" but maneuvered to push Leo Colwell out and keep herself on the board   |
| Other                 | 3 Better recycling efforts   |
| Other                 | 1 Cold winters   |
| Other                 | 2 Conservative, Stale, Deteriorating   |
| Other                 | 2 Courses you can take to learn how to build i.e. canoe,   |
| Other                 | 2 Desecration of Buttermilk Falls  |
| Other                 | 4 Difficult to get contractors to do home improvement projects   |
| Other                 | 4 diminished role of community institutions  |
| Other                 | 2 excess signage   |
| Other                 | 4 find committees everyday people may want to get involved in/ we need a com center with classes offered   |
| Other                 | 4 foundation is totally lost   |
| Other                 | 4 Hunting around Barbour woods.  |
| Other                 | 3 lack of participation - gov't, kid groups (e.g. scouts)  |
| Other                 | 4 Lack of RR station   |
| Other                 | 4 Low property values  |
| Other                 | 1 Major blunder of denying the Yale Farm Golf Facility   |
| Other                 | 1 Many open spaces are for sale as building lots   |
| Other                 | 2 my neighbor's noisy peacocks   |
| Other                 | 1 No commuter access   |
| Other                 | 1 No dependable ice skating -- We need an indoor rink! I'd be happy to elaborate on this. It can have great advantages to the town because there are no rinks in Litchfield Co. except Hotchkiss and none in southern Berkshire Co.  |

Norfolk Survey  
Q6 - "Sorries"

|        |  |
|--------|--|
| Other  | 2 No natural gas for heating   |
| Other  | 1 No Open Space Designation  |
| Other  | 1 No Progress  |
| Other  | 1 No Rabies clinics  |
| Other  | 1 No train from NY   |
| Other  | 2 Noise disruptions  |
| Other  | 1 Not being able to play golf at the CC  |
| Other  | 1 Not easily accessible  |
| Other  | 2 not enough confidential help for people in town  |
| Other  | 2 Poor public transportation   |
| Other  | 3 Possibility of plans to develop the town. Keep it as it is.  |
| Other  | 2 Rails to trails changing the natural beauty of our woods   |
| Other  | 1 Some very low incomes  |
| Other  | 3 That boats were banned from Tobey Pond   |
| Other  | 1 The Catholic Church has only one Mass  |
| Other  | 2 The drive to attract more people to town   |
| Other  | 1 The fact the proposed private golf facility was never approved. It would not have changed the character of the town in anyway - and would have provided good jobs for youth - as well as bring in revenue and offset taxes |
| Other  | 1 the poor level of food in the most of the restaurants  |
| Other  | 1 The town is aware of young people's needs for inclusion and and seems to be workingwith an eye towards making this an attractive place to live and consider support for all ages.  |
| Other  | 4 Toby Pond doesn't have the appeal it had 20 years ago with a very neatly kept beach and welcoming staff  |
| Other  | 2 Too many events' signs on 44 making town look junky.   |
| Other  | 3 Use of village green   |
| Other  | 4 Utterly Boring   |
| Other  | 2 Voicing an opinion about the eventual MetroNorth commuter rail to Canaan.  |
| Other  | 3 Walking or biking to school not allowed  |
| Other  | 2 We don't have Beth/Steve coach for Memorial Day  |
| Other  | 3 Wind turbines  |
| Other  | 1 Winter   |
| Other  | 1 Winter problems: power outages, plowing etc (cold!)  |
| Other  | 3 Would like the addition of a bike lane/path  |
| School | 3 BOE  |
| School | 1 Botelle Elementary   |
| School | 2 Botelle Elementary   |
| School | 3 Botelle Elementary   |
| School | 4 Botelle Elementary   |
| School | 2 constant budget cutting and flat-funding of Botelle School   |
| School | 2 Cutting constantly from Botelle budget (our children's future)   |
| School | 2 Declining enrollment at Botelle  |
| School | 1 Declining school enrollment  |
| School | 3 Education costs  |
| School | 2 Failure to join Norfolk and Colebrook schools  |
| School | 2 Families leaving our school  |
| School | 2 how expensive per child yet how poor in quality Botelle is   |
| School | 1 I wish the school was much more progressive.   |
| School | 1 Lack of before school programs / breakfast program   |
| School | 2 Lack of school resources/low class enrollments   |
| School | 2 Large school budget for so few students  |
| School | 2 Low-quality education  |
| School | 3 Norfolk and Colebrook did not consolidate due to dwindling enrollment of both schools  |
| School | 2 Norfolk is 4th academically of feeder towns to Reg 7 with a high cost of Botelle   |
| School | 1 Not joining forces with Colebrook Schools  |
| School | 1 school   |
| School | 3 School population  |
| School | 2 School system that did not serve our children  |
| School | 3 Small elementary school  |

Norfolk Survey  
Q6 - "Sorries"

|                            |  |
|----------------------------|--|
| School                     | 4 That Botelle school wasn't merged with another school system.  |
| School                     | 1 That the board of finance and specifically its leadership don't support our schools  |
| School                     | 2 The board of Education is too far left   |
| School                     | 3 The cost per student at the school.  |
| School                     | 2 The enmity between part-time residents and our schools and town services   |
| School                     | 3 the fact that the vote to combine the Norfolk and Colebrook schools failed. What a mistake!!   |
| School                     | 1 The failure to open our school system to Colebrook children  |
| School                     | 2 The lack of communication between the town & school boards with the community  |
| School                     | 1 The poor quality of Botelle Elementary School  |
| School                     | 2 The rejection of the Botelle/Colebrook School consolidation  |
| School                     | 1 The school   |
| School                     | 1 the school system is not helpful for getting ready for Regional #7   |
| School                     | 2 the small population of Botelle School   |
| School                     | 2 Tiny school population   |
| School                     | 1 Unable to walk to Botelle school   |
| School                     | 1 Unwillingness to consolidate school with Colebrook   |
| School                     | 1 Unwillingness to merge school systems  |
| School                     | 4 Way the BoE reacted to merger with Colebrook school  |
| Traffic / Speeding / Roads | 1 Aging infrastructure (roads, sewer)  |
| Traffic / Speeding / Roads | 1 Better roadways  |
| Traffic / Speeding / Roads | 1 Cars traveling way too fast  |
| Traffic / Speeding / Roads | 1 Commuting  |
| Traffic / Speeding / Roads | 2 condition of roads   |
| Traffic / Speeding / Roads | 2 Devicive and intimidating traffic on 44 ...and 272   |
| Traffic / Speeding / Roads | 2 Horrible speeding on 44, also 272!!  |
| Traffic / Speeding / Roads | 2 Lack of law enforcement- speeding vehicle  |
| Traffic / Speeding / Roads | 2 Lack of passing zones  |
| Traffic / Speeding / Roads | 2 many roads need repairs  |
| Traffic / Speeding / Roads | 2 Not enough slow down signs   |
| Traffic / Speeding / Roads | 1 Not enough traffic calming along route 44 in town center.  |
| Traffic / Speeding / Roads | 1 NYers speeding   |
| Traffic / Speeding / Roads | 3 People drive too Fast  |
| Traffic / Speeding / Roads | 4 Poor road maintenance  |
| Traffic / Speeding / Roads | 1 Poor roads   |
| Traffic / Speeding / Roads | 1 Road conditions  |
| Traffic / Speeding / Roads | 3 Road conditions outside the village  |
| Traffic / Speeding / Roads | 4 Roadside signs   |
| Traffic / Speeding / Roads | 1 Route 44   |
| Traffic / Speeding / Roads | 2 Route 44 is loud and has speeding problems   |
| Traffic / Speeding / Roads | 1 Sidewalks and roads  |
| Traffic / Speeding / Roads | 3 Speed and traffic on route 44  |
| Traffic / Speeding / Roads | 3 Speed of traffic on 44   |
| Traffic / Speeding / Roads | 4 Speeders   |
| Traffic / Speeding / Roads | 1 speeding and littering on country roads  |
| Traffic / Speeding / Roads | 3 Speeding on 44 in 25 mph zone.   |
| Traffic / Speeding / Roads | 4 Speeding on the roads our kids ride their bikes on and the library crosswalk that cars never stop at. Sign is broken and falling down. |
| Traffic / Speeding / Roads | 4 Speeding vehicles on 44°   |
| Traffic / Speeding / Roads | 1 Summer drivers   |
| Traffic / Speeding / Roads | 3 the condition of the roads (too wide, poorly paved)  |
| Traffic / Speeding / Roads | 3 The condition of the roads and lack of level walking paths, especially up to Botelle School.   |
| Traffic / Speeding / Roads | 2 The speed and noise of traffic on Hwy 44.  |
| Traffic / Speeding / Roads | 4 the speed of traffic moving through Norfolk on Rte. 44.  |
| Traffic / Speeding / Roads | 1 the traffic speed on 44  |
| Traffic / Speeding / Roads | 1 Too Much Salt put on roads during winter months much more than adjoining towns   |
| Traffic / Speeding / Roads | 1 Traffic  |
| Traffic / Speeding / Roads | 3 Traffic speeding down rt44   |
| Traffic / Speeding / Roads | 4 Traffic speeding on 44   |
| Traffic / Speeding / Roads | 2 Traffic speeds   |

Norfolk Survey  
Q6 - "Sorrys"

|                            |  |
|----------------------------|--|
| Traffic / Speeding / Roads | 1 traffic, esp speeding in center, motorcycles             |
| Traffic / Speeding / Roads | 4 Trucks using engine brakes coming into town from winsted |

Norfolk Survey  
 Q8 - "Greatest Challenge Or Need"

| Category              | Responses  |
|-----------------------|--|
| Affordability         | I think affordable housing continues to be a challenge.  |
| Affordability         | Keeping young YEAR ROUND families in town and at our awesome school. Affordable housing needs to prioritize families-backyard, income based, etc.  |
| Affordability         | Young people and people of limited and modest means cannot afford a home here.   |
| Character             | Maintaining small town community character...and providing financial assets to update sewer.   |
| Character             | Preserving its rural nature and appearance   |
| Character             | Staying small.   |
| Character             | growth while sustaining town character   |
| Character             | Continuing to keep the town both a bedroom community and a place for people to visit as an escape from the periodic chaos of some cities   |
| Character             | Maintaining its rural, small town character  |
| Character             | Balancing economic development with the rural and conservation culture that is already here  |
| Character             | preserving its special character - natural beauty, community spirit  |
| Character             | maintaining and sustaining a viable and cohesive community   |
| Character             | Maintaining the flexibility and adaptability to embrace change without damaging the essential nature of Norfolk  |
| Character             | maintaining the town's integrity while striving for growth   |
| Character             | Open Space and Natural Resource Protection   |
| Character             | over development destroying community character  |
| Character             | Maintaining the rural village character of the town while at the same time attracting younger families by keeping and improving excellent educational standards and unobtrusively modernizing infrastructure.  |
| Character             | Preserving it as a quaint town   |
| Character             | Loss of the rural and bucolic scenes.  |
| Character             | Maintaining its character with so few year round residents.  |
| Character             | Trying to preserve the natural beauty of the town without letting in large business to help tax base   |
| Downtown / Businesses | Making Downtown more pedestrian friendly so in turn we'll have better business revenue   |
| Downtown / Businesses | Bringing in newer different kinds of businesses.Something for all ages to enjoy.   |
| Downtown / Businesses | Allowing business industry to develop. The present plan of not allowing industry in town has failed. We cannot live by culture alone.  |
| Downtown / Businesses | Grocery availability without having to use a car to go to another town.  |
| Downtown / Businesses | Vibrant town center  |
| Downtown / Businesses | Bringing more jobs and professionals to Norfolk.   |
| Downtown / Businesses | Allowing more businesses to start up   |
| Downtown / Businesses | Proper development of downtown   |
| Downtown / Businesses | Maintaining some sort of commercial area in town   |
| Other                 | Growing the median adjusted gross income of residents.   |
| Other                 | The traffic on 44. People race up and down the roads. Tracker trailers fly down this road  |
| Other                 | Climate preparation  |
| Other                 | Attracting people to Norfolk. We need to promote our open space to walk bike cross country ski and snow shoe   |
| Other                 | I can't think that far ahead   |
| Other                 | to prevent one segment of the population to dictate how the Town should look. The skylights on top of Norfolk HUB is not in character with the Town for one. To create on attractive sign for the Norfolk Green that will advertise up coming events |
| Other                 | To make good common sense decisions and to get out from under the overwhelming influence of local & regional NGOs  |
| Other                 | Managing increased housing   |
| Other                 | Upgrading the Fire House   |
| Other                 | The conservative people, lack of desire to move ahead and develop the town into a vibrant community with growth to provide opportunities for local residents   |
| Other                 | Infrastructure   |
| Other                 | Keeping an open dialogue for all the residents. There is still a huge division between socioeconomic classes   |
| Other                 | Upgrading the public sewer collection and delivery system.   |
| Other                 | Its opposition to any change. It is possible to have constructive development without going berserk about the town changing character  |
| Other                 | Infrastructure   |
| Other                 | Generating income from non retail small business, reducing mil rates & investing in strong education.  |

Norfolk Survey  
 Q8 - "Greatest Challenge Or Need"

|                    |   |
|--------------------|---|
| Other              | Inclusiveness   |
| Other              | Infrastructure  |
| Other              | As a business owner I'd like to find reasons to make Norfolk a year round destination winter months strain the local business climate and result in a lack of businesses that are able to succeed here.             |
| Other              | figuring out it is what it is   |
| Population Changes | attracting young families to fill our beloved school. Too expensive for them to survive here. Non locals with deep pockets continue to change our town for the worst.   |
| Population Changes | Maintaining stable full time population or encouraging some growth.   |
| Population Changes | Attracting more young people and maintaining quality elementary education.  |
| Population Changes | Reducing cost of living here, so young families could move here.  |
| Population Changes | Drawing the next generation to Norfolk  |
| Population Changes | Bringing in people to move to town  |
| Population Changes | Needing to close Botelle because there are no more children in town.  |
| Population Changes | If we do not get more young families in town volunteers will age out with no one to replace them  |
| Population Changes | Attracting and keeping young people as full time residents  |
| Population Changes | Decreasing population, property values  |
| Population Changes | Attracting young families to the community, which will, in turn, allow Norfolk to have fresh citizens to actively help maintain the town.   |
| Population Changes | Keeping a diverse age population.   |
| Population Changes | Full time population is getting too small and too old to continue to provide the volunteers that a small town relies on to function.  |
| Population Changes | Aging community members, and eventual turnover of population  |
| Population Changes | Decline of our senior population  |
| Population Changes | Continuing to bring in different age families.  |
| Population Changes | Housing for young families  |
| Population Changes | People  |
| Population Changes | Aging community   |
| Population Changes | Dwindling population  |
| Population Changes | Attracting young adults to the town to provide and guarantee a future of Norfolk. Older generations passing away, selling their houses, no can afford those houses, no businesses can thrive and the town dies out. |
| Population Changes | Young families moving into town   |
| Population Changes | attracting families   |
| Population Changes | Attracting families and businesses  |
| Population Changes | families leaving for other communities  |
| Population Changes | Keeping families from leaving due to high taxes, cost of housing  |
| Population Changes | Lack of jobs and lack of incentives for young families to move to Norfolk   |
| Population Changes | Attracting young people to stay in or move into Norfolk.  |
| Population Changes | Our aging population  |
| Population Changes | Attracting younger families to move to Norfolk or stay here when reaching adulthood.  |
| Population Changes | attracting young families   |
| Population Changes | Population decline  |
| Population Changes | Attracting younger residents.   |
| Population Changes | Declining and/or aging population   |
| Population Changes | Attracting families with children to increase diversity and population of the school.   |
| Population Changes | keeping young people here as a viable place to live and work due to the lack of non blue collar job opportunities   |
| Population Changes | Making sure that young people continue to move into Norfolk. It's not housing that is the problem right now, but access to good-paying jobs.  |
| Population Changes | Maintaining and attracting young families.  |
| Population Changes | population growth   |
| Population Changes | The strong [possibility of the school closing due to lack of young families.  |
| Population Changes | Bringing in families to the community that will (have time to) volunteer, serve on town boards, and keep Norfolk running  |
| Population Changes | Attracting young families.  |
| Population Changes | Lack of residence   |
| Population Changes | Making it a place young people want to move to. Buy a house raise a family and give back to the community prom  |
| Population Changes | Aging population  |

Norfolk Survey  
 Q8 - "Greatest Challenge Or Need"

|                        |  |
|------------------------|--|
| Population Changes     | need to increase population  |
| Population Changes     | Attracting and maintaining a younger population. I do not want to live in a community that feels gated as a result of economic barriers that might prevent people from living here. I think we would be better off with a more diverse economy, diverse jobs, and a larger pool of people from different backgrounds. (young, old, local, non-local, etc..)  |
| Population Changes     | Attracting new residents to replace an aging group.  |
| Population Changes     | Aging population   |
| Regionalism            | The need for regionalization and working cooperatively with other small towns in the area to solve our similar problems, such as providing good paying jobs to attract and keep young people (besides schools) in the area.  |
| Regionalism            | Money!! Combining schools failed. Some towns in other parts of New England are contemplating sharing expenses and resources--such as road maintenance and plowing. It has been many years since I've been involved so I forget details. But expenses are going to continue to go up, and the taxes in this town are already really high for the services provided.   |
| School                 | Loss of the year round population, because the school is uninspired.   |
| School                 | Keeping up school enrollment. The state may force us to regionalize our elementary school if we can't keep enrollments up or costs down...but if you cut too much then families won't live here.   |
| School                 | Schooling & Volunteering   |
| School                 | Schooling  |
| School                 | The school district. From my understanding, the school population is shrinking and the smaller full-time resident will shrink if the school isn't bolstered in size/better education.  |
| School                 | School population  |
| School                 | The lack of support of Botelle school and the lack of moderate income houses in the \$200-400k range for families to purchase and help repopulate the town   |
| Taxes / Cost Of Living | I do not see the property tax base increasing and the focus on bringing more rentals to town does not help the economic base. Funding the school system *and* having quality programs and education for the kids attending does appear feasible.   |
| Taxes / Cost Of Living | Higher taxes, caused by bad government in Hartford.  |
| Taxes / Cost Of Living | Keeping taxes stable   |
| Taxes / Cost Of Living | Increasing taxes driving families out  |
| Taxes / Cost Of Living | Affordability.   |
| Taxes / Cost Of Living | Taxes  |
| Taxes / Cost Of Living | affording rising local taxes needed to support educational budget  |
| Taxes / Cost Of Living | The state of Connecticut's horrible fiscal responsibility and overall taxation with residents fleeing to better tax havens   |
| Taxes / Cost Of Living | Balancing budget while maintaining an affordable tax base  |
| Taxes / Cost Of Living | avoiding tax increases   |
| Taxes / Cost Of Living | Making sure taxes remain affordable, which will invite more residents, and allow others to stay.   |
| Taxes / Cost Of Living | Making it affordable and attractive for families to live here. The amount of real estate that sits because so many people are priced out is amazing...and don't tell me that a family of 4 should buy a 1000 sq foot house for \$200k. There are hardly any local jobs that can sustain living here. Telecommuting to distance jobs is difficult with the lack of cellular service in town. The transfer station has a tower. Why does the garbage get better service than me? |
| Taxes / Cost Of Living | Holding the cost of doing business   |
| Taxes / Cost Of Living | School budget  |
| Taxes / Cost Of Living | Taxes  |
| Taxes / Cost Of Living | Paying for the local school, need to work on joining school with other towns.  |
| Taxes / Cost Of Living | Educational costs  |
| Taxes / Cost Of Living | cost of living and loss of community due to folks dying out!   |
| Taxes / Cost Of Living | Keeping taxes low by increasing school population at Botelle School by merging with Colebrook School   |
| Taxes / Cost Of Living | Economics; the taxes keep increasing and this will cause people to leave Norfolk in the future.  |
| Taxes / Cost Of Living | Maintaining a proper tax base to support the town.   |
| Taxes / Cost Of Living | Not raising taxes while providing the best community services especially education, internet and electricity.  |
| Taxes / Cost Of Living | Decking population and rising taxes  |
| Taxes / Cost Of Living | Rising costs of living in CT will drive working class people out.  |
| Taxes / Cost Of Living | too many entitlements weighing down the budget.  |
| Taxes / Cost Of Living | spending on school seems way too high  |



Norfolk Survey  
Q8 - "Greatest Challenge Or Need"

|                        |  |
|------------------------|--|
| Taxes / Cost Of Living | Taxes are too high, limiting real estate transactions. |
| Taxes / Cost Of Living | increasing tax base and funding town needs             |
| Taxes / Cost Of Living | affordability due to state and local taxes             |
| Taxes / Cost Of Living | fixing taxes   |
| Taxes / Cost Of Living | Tax Revenue  |

Norfolk Survey  
 Q9 "Make One Thing Happen"

| Category              | Responses  |
|-----------------------|--|
| Character             | Preserve its rural nature and appearance   |
| Character             | Stricter zoning regulations requiring home owners to keep their lawns clean and tidy and not parking trailers or large recreational vehicles in view of the road.  |
| Community Activities  | Annual bbq or get to know your neighbors events.   |
| Community Activities  | More events to draw people into town   |
| Community Activities  | community  |
| Community Activities  | Get everyone to use, gather at, celebrate and support our library.   |
| Community Activities  | them. Weekend in Norfolk is an awesome event but is really tourism driven rather than drawing people who are going to live here, volunteer for say, the fire department, work in local businesses and send their children to our school that is dwindling. We all know Norfolk is great. Yes, we need the tourists but we also need to keep the members of our community who are leaving. The people no one notices because they pay rent. The people who's children are sad to leave their friends because their apartment is being foreclosed or their parents got divorced and there's nowhere in town for a single parent with kids, that's affordable. There has to be an answer! |
| Community Activities  | for all that it includes.  |
| Downtown / Businesses | More stores  |
| Downtown / Businesses | attract additional businesses (such as infinity hall or the proposed golf course project) that contribute tax revenue, provide jobs & are supported by people who come for events then leave   |
| Downtown / Businesses | Keep downtown vital  |
| Downtown / Businesses | Increase work opportunities  |
| Downtown / Businesses | address zoning rules that limit business activity  |
| Downtown / Businesses | impossible dream?  |
| Downtown / Businesses | Review zoning laws for businesses  |
| Downtown / Businesses | Encourage more home enterprise   |
| Downtown / Businesses | Have someone open up a fitness spa. Daily/weekend/weekly. We have so many wonderful resources with hiking, water, etc. it could become a destination for NY'ers and others from Boston and potentially grow the town with more interest and house sales.   |
| Downtown / Businesses | A real coffee shop with outside seating  |
| Downtown / Businesses | I know shallow   |
| Downtown / Businesses | More dynamic town center.  |
| Downtown / Businesses | Ensure we have a vibrant downtown--get a business into the old Mizzas.   |
| Downtown / Businesses | Maintaining charm while attracting more and varied business opportunity.   |
| Downtown / Businesses | Have a business district that is somewhat larger than we have now--a little Great Barrington like  |
| Downtown / Businesses | Create a vital business in the city center   |
| Downtown / Businesses | Economic development   |
| Downtown / Businesses | the town   |
| Downtown / Businesses | programs.  |
| Energy                | No new wind-turbines   |
| Energy                | More renewable energy for the town. (Solar, Wind, Geothermal).   |
| Energy                | Energy self sufficiency  |
| Energy                | renewable sources.   |
| Energy                | Negotiate that adequate, competitive internet should be available to any Norfolk address on a public street.   |
| Internet              | Getting high speed internet  |
| Internet              | Availability of broadband  |
| Internet              | Turn Norfolk into a haven for telecommuters.   |
| More Younger People   | Import some families whose members don't look just like me. I'm bored.   |
| More Younger People   | Less expensive housing to bring in young families  |
| More Younger People   | Get jobs in town that will hold the young population.  |
| More Younger People   | Increase families.   |
| More Younger People   | More young families would move to town, but a strong school budget and more youth activities are needed for that to happen.  |
| More Younger People   | More starter homes and non-service jobs  |
| More Younger People   | More children  |
| More Younger People   | Create business to attract young people  |
| More Younger People   | provide a large stock of reasonably priced housing for young families  |
| More Younger People   | Create jobs and growth opportunities for the young people  |
| More Younger People   | attract young families   |
| More Younger People   | Facilitating business growth to attract young families to live & work in town.   |

Norfolk Survey  
 Q9 "Make One Thing Happen"

|                     |   |
|---------------------|---|
| More Younger People | Encourage more young families to live here. We love the town and feel so many others would too.   |
| More Younger People | Bring in more young people  |
| Other               | Encourage more regionalization.   |
| Other               | See above answer  |
| Other               | Inject capital.   |
| Other               | Cut back on the high percentage of self-absorbed jerks in town.   |
| Other               | Focus on infrastructure.  |
| Other               | Norfolk is next to perfect, but I wish our population was diverse.  |
| Other               | don't know that I could boil it down to one thing.  |
| Other               | Building a new firehouse to enable the fire department to provide the best possible services to our town.   |
| Other               | One thing? Do more than one thing with the survey results. That's what would make this place better.  |
| Other               | Have a community center....especially in winter time.   |
| Other               | Having a community center....especially in winter time!   |
| Other               | I like it the way it is.  |
| Other               | Acquire Norfolk Downs, rehabilitate the course<br>Make it into a premiere public golf course drawing golfers to play & visit Norfolk as well as providing some good jobs.   |
| Other               | It would be a cheaper community to reside in  |
| Other               | Protecting the elderly from people who steal from them.   |
| Other               | Build a new fire house.   |
| Other               | Promote development and increase the population to 2x-4x of what it is now. Progress in education   |
| Other               | Not sure  |
| Other               | More housing options at lower price points with high energy efficiency  |
| Other               | Tax-relief considerations for open space.   |
| Other               | Perhaps more affordable amenities for townspeople to use in town  |
| Other               | freeze all future development; I love Norfolk just the way it is  |
| Other               | Build an indoor ice skating rink. I think there is a regional need for this and it could be profitable for the town. I'd be happy to elaborate. Alternatively, install FIOS internet town-wide.   |
| Other               | Provide affordable housing for the elderly who don't qualify for Meadowbrook.   |
| Other               | Natural Gas pipeline.   |
| Other               | Better hours for town facilities - transfer station and town hall. People who work day jobs cannot get to these places.   |
| Other               | put up a sign at the transfer station: NO IDLING while unloading trash  |
| Other               | Fireworks - everybody loves fireworks - and the town businesses benefit tremendously.   |
| Other               | spiritual awareness   |
| Other               | I would love to see more emphasis on our natural resources through recreation. My favorite part of Norfolk is the amazing hills, trails, ponds, streams and woods that I have been able to explore on foot, skis, and bike. I think that compared to most of our neighbors we not only have the most to offer, but we have the best foundation to build upon. If we want to highlight Norfolk as a truly unique and special place, I believe that we need to put more emphasis and thought into our greatest asset, our land. |
| Other               | A more tight-knit community respectful of all types, ages and economic wealth   |
| Other               | stop wasting money on pipe dreams   |
| School              | We desperately need more parent involvement to help Botelle thrive and to always put our youngest generation first. They are our future. They need us so that they have the best education possible.  |
| School              | Money for school - to maintain programs like Spanish and arts   |
| School              | Expand arts program at Botelle...   |

Norfolk Survey  
 Q9 "Make One Thing Happen"

|                              |   |
|------------------------------|---|
| School                       | Botelle requires a great deal of revenue, but does not make it a priority to offer a challenging learning environment or use the many resources available. They continue to lose students and have mediocre test scores. Often they lose students to private schools or other public schools that give the students more opportunities that Botelle could potentially offer. More individualized learning, more group projects, more creative lessons that excited children about learning, using the beautiful garden to teach lessons about science and math and nutrition, taking them out of the trails right behind the school and teach science and literature are a few simple things, that if done often would change the culture of the school, I would change the school to make Norfolk a better place. The town would attract more families and retain more students. The children would be happier and better prepared for life. |
| School                       | Improve Botelle Elementary.   |
| School                       | Making Botelle School be the best in the area.  |
| School                       | 'privatize' Botelle by taking it out of the public school education system, but keep it free for residents. At 26,000 dollars per student we could have a way better school system. Private school costs less than that. Build an endowment. Having a high quality school would mean young families, a vibrant community...   |
| School                       | Improve the school  |
| School                       | Make Botelle school more dynamic  |
| School                       | Youth opportunities and after school activities (an area I have some experience in).  |
| School                       | reduce property taxes by consolidating school with neighboring town(s) or regionally  |
| School                       | lower taxes by reforming the school   |
| Town / Services / Taxes      | Village-wide system for elderly people to remain in their homes with support.   |
| Town / Services / Taxes      | Lower taxes   |
| Town / Services / Taxes      | Some fresh faces on boards  |
| Town / Services / Taxes      | Republican control over town government   |
| Town / Services / Taxes      | Lower taxes   |
| Town / Services / Taxes      | Nonparty government, a town government with no party lines.   |
| Town / Services / Taxes      | cut taxes   |
| Town / Services / Taxes      | Building a new firehouse  |
| Town / Services / Taxes      | Replace the chairman of the board of finance  |
| Traffic / Speeding / Parking | stop light somewhere to slow down/deter traffic on 44   |
| Traffic / Speeding / Parking | Slow traffic on 44, no-one goes near 25 through town.   |
| Traffic / Speeding / Parking | Make drivers on art 44 obey traffic rules   |
| Traffic / Speeding / Parking | More slow signs downtown!   |
| Traffic / Speeding / Parking | Move route 44   |
| Traffic / Speeding / Parking | Get traffic under control. Signage is terrible!   |
| Traffic / Speeding / Parking | Parking for tourists with tasteful granite stairway to John Curtis Rd in lieu of the present project under development  |
| Traffic / Speeding / Parking | repair and maintain local roads.  |
| Traffic / Speeding / Parking | More attention to roads   |
| Traffic / Speeding / Parking | Remove parking on Rt 44   |
| Traffic / Speeding / Parking | Improve our roads.  |
| Traffic / Speeding / Parking | Traffic calming along 44, especially on the east side of the green.   |
| Traffic / Speeding / Parking | Slow traffic on rt 44   |
| Traffic / Speeding / Parking | improve control of traffic conditions :speeding, noise, motorcycles   |
| Traffic / Speeding / Parking | No parking in front of Infinity Hall as it makes it difficult to see and dangerous when trying to drive out onto Rt. 44.  |
| Traffic / Speeding / Parking | Slow traffic down well before downtown area...like Salisbury  |
| Traffic / Speeding / Parking | Trucks should accept the 25 miles per hour speed limit in town.   |
| Walk / Bike / Rail Trail     | Making all 9 miles of the old railbed into a paved bike path  |
| Walk / Bike / Rail Trail     | Love to get a walking or bike trail in town   |
| Walk / Bike / Rail Trail     | New sidewalks and better lighting through the entire village including all pathways into town and village sidewalks up Maple Ave and 44   |
| Walk / Bike / Rail Trail     | Rail trail  |
| Walk / Bike / Rail Trail     | Complete a town wide trail system with the rail bed as it's backbone. Open it and all trails to hikers runners, and bikers (including e-bikes). Promote Norfolk as a destination for these activities.  |
| Walk / Bike / Rail Trail     | Bicycle trails that bring riders to the Village Center, connecting to Winsted, Cannan, Torrington, Sheffield...   |
| Walk / Bike / Rail Trail     | Complete a publicly accessible recreational rail trail/Greenway North and South of the village.   |