



# 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:

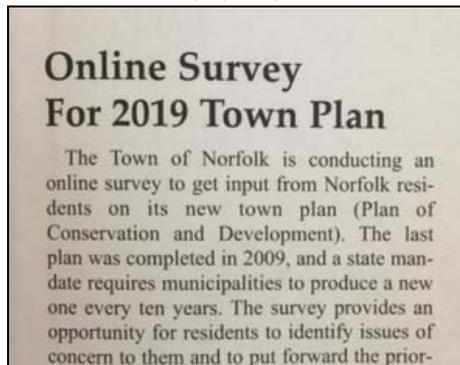
- Press releases to media outlets,
- Publication in the monthly community newsletter “*Norfolk Now*” which is distributed to all mailing addresses in Norfolk,
- Direct email and social media posts, and
- Signs posted in prominent locations informing people about the survey and requesting participation.

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

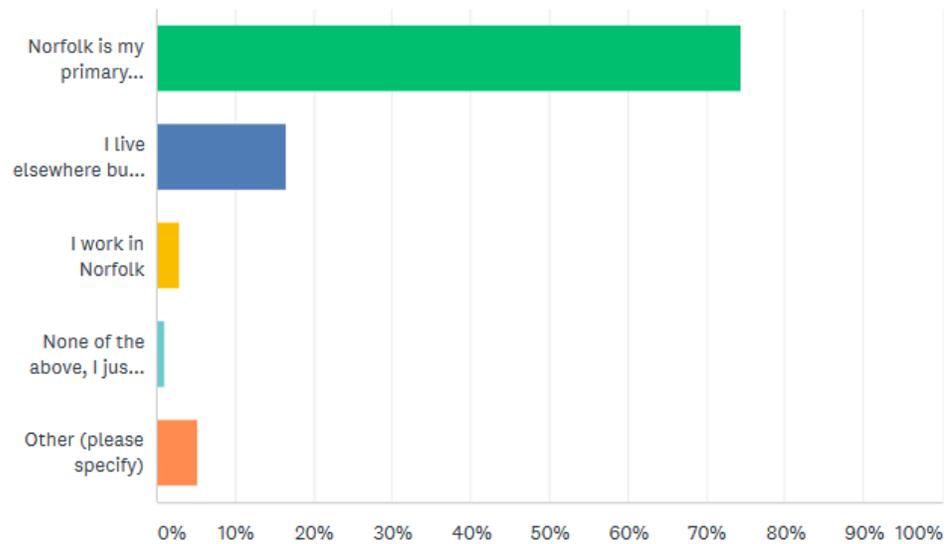
Norfolk Now



Sign Design

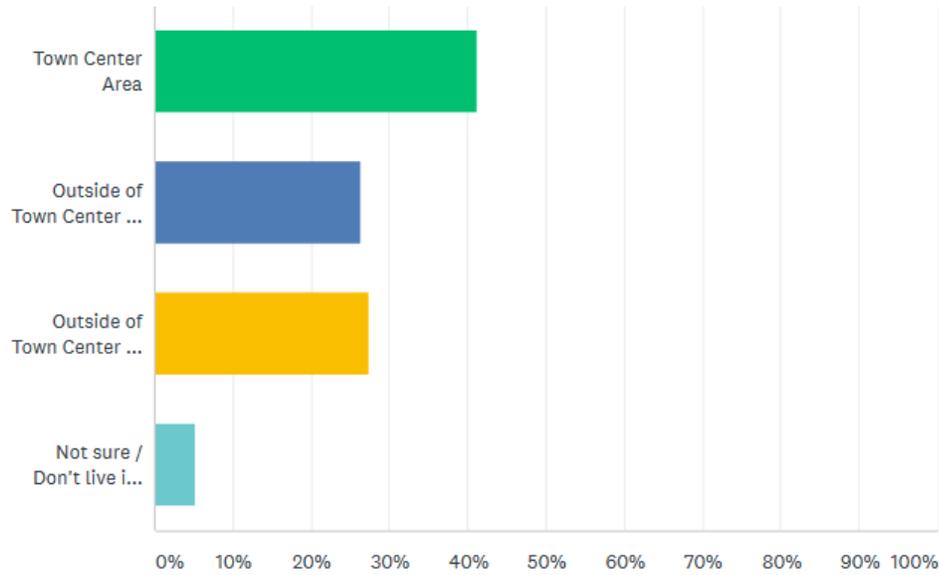


## Q1 Which of the following best describes you?



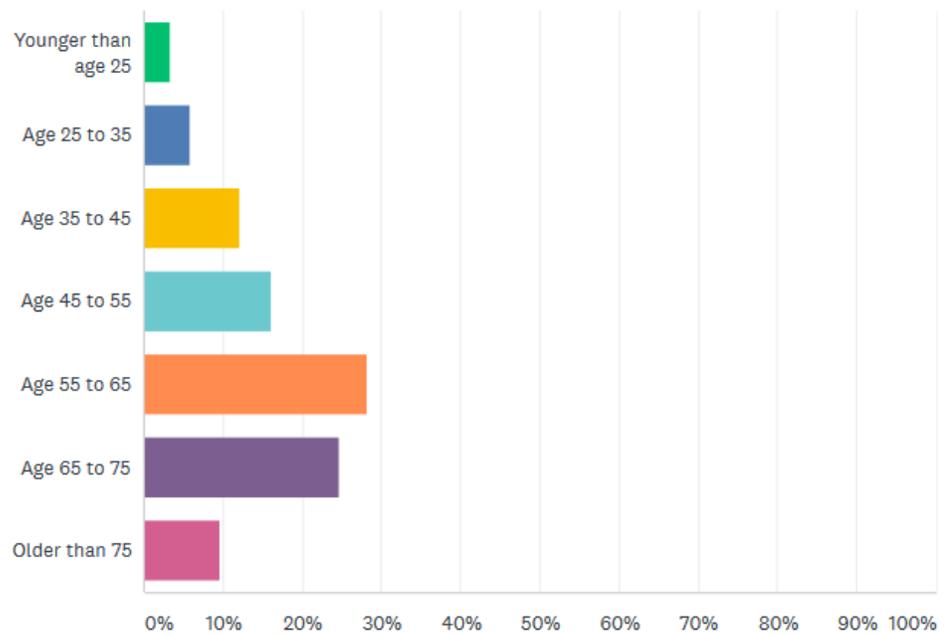
Answer Choices	Responses	
	<b>Norfolk is my primary residence</b>	<b>155</b>
I live elsewhere but visit Norfolk on weekends or seasonally	38	18%
I work in Norfolk	7	3%
None of the above, I just like Norfolk	6	3%
Other	2	1%
	<b>208</b>	

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



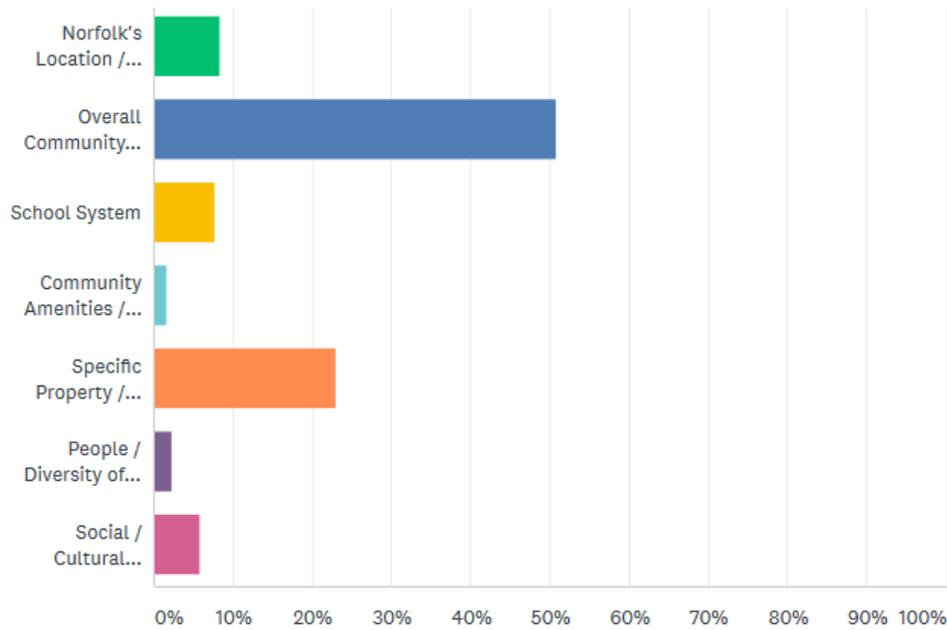
Answer Choices	Responses	
<b>Town Center Area</b>	<b>80</b>	<b>38%</b>
Outside of Town Center and on the Winsted side of Route 272	53	25%
Outside of Town Center and on the Canaan side of Route 272	51	25%
Not sure / Don't live in Norfolk / Skipped	24	12%
	<b>208</b>	

### 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)

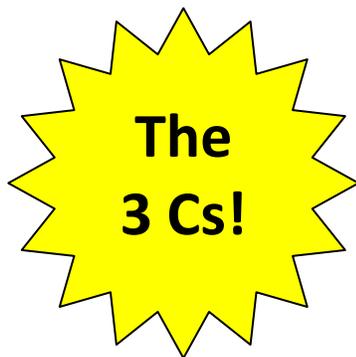
School Infinity hall Rural Cultural small Trail people center  
town Music community Yale beauty activities  
Library school system natural Fire Norfolk Land Trust

**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
<b>Downtown / Businesses</b>	<b>77</b>
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

