



**Town of Aurora
General Committee
Meeting Revised Agenda**

Date: Tuesday, May 2, 2023
Time: 7 p.m.
Location: Council Chambers, Aurora Town Hall

Meetings are available to the public in person and via live stream on the [Town's YouTube channel](#). To participate, please visit aurora.ca/participation.

	Pages
1. Call to Order	
Councillor Gallo in the Chair.	
Added items are marked with an asterisk (*).	
2. Land Acknowledgement	
3. Approval of the Agenda	
4. Declarations of Pecuniary Interest and General Nature Thereof	
5. Community Presentations	
5.1 Camile Garzon, Fund Development Manager, on behalf of Margaret Bahen Hospice and Doane House Hospice; Re: Hike for Hospice	1
6. Delegations	
7. Consent Agenda	
8. Advisory Committee Meeting Minutes	
*8.1 Finance Advisory Committee Meeting Minutes of April 11, 2023	3
1. That the Finance Advisory Committee meeting minutes of April 11, 2023, be received for information.	
*8.2 Accessibility Advisory Committee Meeting Minutes of April 12, 2023	7
1. That the Accessibility Advisory Committee meeting minutes of April 12, 2023, be received for information.	

9.	Consideration of Items Requiring Discussion (Regular Agenda)	
9.1	CAO23-001 - 2022 Resident Satisfaction Survey Results	13
	(Presentation to be provided by Winsome Stec, Senior Research Director, Forum Research Inc.)	
	<ol style="list-style-type: none"> 1. That Report No. CAO23-001 be received; and 2. That staff be directed to conduct a Resident Satisfaction Survey every two years to measure satisfaction with Town services and programs over time. 	
9.2	PDS23-034 - Secondary Suites in Residential Homes Update	119
	<ol style="list-style-type: none"> 1. That Report No. PDS23-034 be received for information. 	
9.3	CMS23-017 - Aurora Historical Society - Request for Matching Funding for Godfrey Collection Inventory	126
	<ol style="list-style-type: none"> 1. That Report No. CMS23-017 be received; and 2. That the matching funding request from the Aurora Historical Society in the amount of \$5,990.00 for the Inventory for the Godfrey Collection be funded from the Tax Rate Stabilization Reserve. 	
9.4	FIN23-012 - Council Budget Principles Policy	131
	<ol style="list-style-type: none"> 1. That Report No. FIN23-012 be received; and 2. That the presented Council budget principles policy for the Town be approved as presented in Attachment 1. 	
9.5	OPS23-007 - Approval of Capital Project No. 71159 - Parks Zero Turn Mowers	146
	<ol style="list-style-type: none"> 1. That Report No. OPS23-007 be received; and 2. That the condition on the approval of a total of \$169,000 in capital budget authority for Capital Project No. 71159 – Parks Zero Turn Mowers be lifted, and the project proceed. 	
9.6	OPS23-008 - Approval of Capital Project No. 34434 - Six (6) Ton Diesel Truck with Sander (#26)	168
	<ol style="list-style-type: none"> 1. That Report No. OPS23-008 be received; and 2. That the condition on the approval of a total of \$375,000 in 	

capital budget authority for Capital Project No. 34434 – Six (6) Ton Diesel Truck with Sander (#26) be lifted, and the project proceed; and

3. That Capital Project No. 34434 capital budget authority be increased to a total of \$390,000, representing an increase of \$15,000 to be funded from the Fleet and Equipment Asset Management reserve.

10. Notices of Motion

- *10.1 Mayor Mrakas; Re: Bike Share Program Feasibility Study** *182*

11. Regional Report

- *11.1 York Regional Council Highlights of April 27, 2023** *184*

1. That the York Regional Council Highlights of April 27, 2023, be received for information.

12. New Business

13. Public Service Announcements

14. Closed Session

15. Adjournment

Delegation Request

This request and any written submissions or background information for consideration by either Council or Committees of Council is being submitted to Legislative Services.

Council or Committee (Choose One) *

General Committee

Council or Committee Meeting Date * ?

2023-5-2



Subject *

Request to Speak at Council Meeting (May 2) Regarding Hike for Hospice

Full Name of Spokesperson and Name of Group or Person(s) being Represented (if applicable) *

Jennifer Adams and/or Camile Garzon on behalf of the Margaret Bahen Hospice and Doane House Hospice

Brief Summary of Issue or Purpose of Delegation *

I am writing on behalf of Margaret Bahen Hospice and Doane House Hospice to request an opportunity to speak at an upcoming Council Meeting on May 2 at 7pm. We would like to share some information about our upcoming event, Hike for Hospice, and seek support from the council.

Hike for Hospice is an important initiative for our organization to raise money for Margaret Bahen Hospice and Doane House Hospice so we can continue providing the free of charge hospice palliative care services to the York Region community at the time they are needed most. We would like to promote the event during the meeting and encourage members of the council and the community to get involved.

We are hoping to secure a few minutes on the agenda to share details about the event and answer any questions that the council may have. We believe that this event is a great opportunity for the council and the community to come together and make a positive impact in York Region.



HIKE FOR HOSPICE

SATURDAY, MAY 13TH, 2023

Location: Fairy Lake, Newmarket

Event Check-in: 9:00 AM


Hike Start: 10:00 AM

BBQ Lunch: 11:30 AM

Event Ends: 1:00 PM



Follow us at  @myhospiceMBH @DoaneHouseHospice

 @myhospice

 @MBahenHospice



www.myhospice.ca/hikeforhospice/





Town of Aurora
Finance Advisory Committee
Meeting Minutes

Date: Tuesday, April 11, 2023
Time: 5:45 p.m.
Location: Holland Room, Aurora Town Hall

Committee Members: Mayor Tom Mrakas (Chair)
 Councillor Michael Thompson*
 Councillor Ron Weese (Vice Chair)

Other Attendees: Councillor Rachel Gilliland*
 Doug Nadorozny, Chief Administrative Officer*
 Rachel Wainwright-van Kessel, Director, Finance
 Jason Gaertner, Manager, Financial Management
 Sandeep Dhillon, Advisor, Financial Management*
 Tracy Evans, Advisor, Financial Management*
 Palak Mehta, Council/Committee Coordinator

Attended electronically*

1. Call to Order

Council/Committee Coordinator, Palak Mehta called the meeting to order at 5:47 p.m.

Mayor Mrakas assumed Chair at 5:49 p.m.

1.1 Appointment of the Committee Chair

Councillor Ron Weese nominated Mayor Tom Mrakas as the Chair.

Moved by Ron Weese

Seconded by Councillor Thompson

1. That Tom Mrakas be elected as Chair for a two-year term (2023-2024) of the Finance Advisory Committee.

Carried**1.2 Appointment of the Committee Vice Chair**

Councillor Ron Weese nominated Councillor Thompson as Vice Chair.

Moved by Ron Weese

Seconded by Councillor Thompson

1. That Ron Weese be appointed as Vice Chair for a two-year term (2023-2024) of the Finance Advisory Committee.

Carried**2. Land Acknowledgement**

The Committee acknowledged that the meeting took place on Anishinaabe lands, the traditional and treaty territory of the Chippewas of Georgina Island, recognizing the many other Nations whose presence here continues to this day, the special relationship the Chippewas have with the lands and waters of this territory, and that Aurora has shared responsibility for the stewardship of these lands and waters. It was noted that Aurora is part of the treaty lands of the Mississaugas and Chippewas, recognized through Treaty #13 and the Williams Treaties of 1923.

3. Approval of the Agenda

Moved by Ron Weese

Seconded by Councillor Thompson

That the agenda as circulated by Legislative Services, be approved.

Carried**4. Declarations of Pecuniary Interest and General Nature Thereof**

There were no declarations of pecuniary interest under the *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50*.

5. Receipt of the Minutes

None.

6. Delegations

None.

7. Matters for Consideration

7.1 2023 Finance Advisory Committee Workplan

Staff provided an overview of the memo outlining the draft 2023 Finance Advisory Committee Workplan for the Committee's review and endorsement, and to ensure that Committee feedback is provided regarding subject areas and financial initiatives identified in the workplan as the Town's highest priorities.

The Committee discussed the Workplan, including additions, inquired about providing an opportunity through necessary resources to encourage partner groups of the Town of Aurora to adopt diversity, equity, and inclusion policies. Staff provided a response. The Committee further discussed how diversity, equity, and inclusion should be included as a condition of all future grant funding applications and agreements.

Moved by Councillor Thompson

Seconded by Ron Weese

1. That the memorandum regarding the 2023 Finance Advisory Committee be received; and
2. That the Finance Advisory Committee comments regarding the 2023 Finance Advisory Committee Workplan be received and referred to staff for consideration and further action as appropriate.

Carried

7.2 Council Budget Principals Policy

Staff provided an overview of the Council Budget Principals Policy, and outlined the key principles to help guide the Town of Aurora in the development of operating and capital budgets. Staff advised the principles were reviewed while recognizing that additional principles may be proposed regarding the Asset Management Plan.

Moved by Ron Weese

Seconded by Councillor Thompson

1. That the memorandum regarding Council Budget Principles Policy be received; and
2. That the Finance Advisory Committee comments regarding the Council Budget Principles Policy be received and referred to staff for consideration and further action as appropriate.

Carried

8. New Business

The Committee inquired about public engagement metrics and whether any targets were in place, what kind of engagement has happened regarding the budget in previous years, low public engagement reasons, as well as creative ways to boost public engagement. The Committee also inquired about the types of studies conducted, expenses surrounding studies, and costs or metrics surrounding managing staff time. Staff provided a response.

9. Adjournment

Moved by Ron Weese

Seconded by Councillor Thompson

That the meeting be adjourned at 6:13 p.m.

Carried



**Town of Aurora
Accessibility Advisory Committee
Meeting Minutes**

Date: Wednesday, April 12, 2023
Time: 7 p.m.
Location: Holland Room, Aurora Town Hall

Committee Members: Councillor Harold Kim (Chair)
Peter Angelo (Vice Chair)*
Alison Hughes*
Max Le Moine*
Hailey Reiss*
Jo-anne Spitzer

Members Absent: John Lenchak

Other Attendees: Gregory Peri, Accessibility Advisor*
John Firman, Manager, Business Support
Linda Bottos, Council/Committee Coordinator

*Attended electronically

1. Call to Order

The Chair called the meeting to order at 7:04 p.m.

1.1 Appointment of Committee Vice Chair

Moved by Jo-anne Spitzer
Seconded by Max Le Moine

1. That Peter Angelo be elected as Vice Chair of the Accessibility Advisory Committee for a two-year term (2023-2024).

Carried

2. Land Acknowledgement

The Committee acknowledged that the meeting took place on Anishinaabe lands, the traditional and treaty territory of the Chippewas of Georgina Island, recognizing the many other Nations whose presence here continues to this day, the special relationship the Chippewas have with the lands and waters of this territory, and that Aurora has shared responsibility for the stewardship of these lands and waters. It was noted that Aurora is part of the treaty lands of the Mississaugas and Chippewas, recognized through Treaty #13 and the Williams Treaties of 1923.

3. Approval of the Agenda

Moved by Jo-anne Spitzer

Seconded by Max Le Moine

That the agenda as circulated by Legislative Services be approved.

Carried

4. Declarations of Pecuniary Interest and General Nature Thereof

There were no declarations of pecuniary interest under the *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50*.

5. Receipt of the Minutes

None.

6. Delegations

None.

7. Matters for Consideration

7.1 Memorandum from Manager, Business Support; Re: Parks and Recreation Master Plan - Draft 1 Presentation

John Firman, Manager, Business Support, presented an overview of Draft 1 of the Parks and Recreation Master Plan including: scope; public

engagement; community survey results and broad themes; other trends and emerging influences; recommendations for indoor and outdoor recreation facilities, parkland, service delivery and program support; how the plan supports accessibility; and next steps. Committee members were encouraged to provide feedback on the Master Plan by May 3, 2023, directly to John via email, at the Open House on May 1, or through the Engage Aurora digital platform at engageaurora.ca/parksandrec.

The Committee discussed and inquired about various aspects of the draft Master Plan including the therapy pool program, potential to include public recreational facilities in private condominium developments, status of Highview Public School playground and funding, accessibility standards for the retrofit or redevelopment of playgrounds, and the recommended recreation needs assessment. Staff and the Chair provided clarification, noting the Committee's future opportunities for input, and staff agreed to provide further information regarding Highview Public School playground.

Moved by Hailey Reiss

Seconded by Alison Hughes

1. That the memorandum regarding the Parks and Recreation Master Plan – Draft 1 Presentation be received; and
2. That the Accessibility Advisory Committee comments regarding the Parks and Recreation Master Plan – Draft 1 Presentation be received and referred to staff for consideration and further action as appropriate.

Carried

7.2 Memorandum from Accessibility Advisor; Re: Site Plan Application SP-2023-01 (Submission #1), 100 Goulding Avenue

Staff provided an overview of the site plan and comments submitted to the Planner on behalf of the Committee. The Committee and staff discussed various aspects of the site plan and a further suggestion was made regarding consideration for: one to two additional barrier-free parking spaces on the west side of the site.

Moved by Alison Hughes

Seconded by Jo-anne Spitzer

Accessibility Advisory Committee Meeting Minutes
 Wednesday, April 12, 2023

4

1. That the memorandum regarding Site Plan Application SP-2023-01 (Submission #1), 100 Goulding Avenue, be received; and
2. That the Accessibility Advisory Committee comments regarding Site Plan Application SP-2023-01 (Submission #1) be received and referred to staff for consideration and further action as appropriate.

Carried

7.3 Memorandum from Accessibility Advisor; Re: Site Plan Application SP-2023-03 (Submission #1), 175 Eric T Smith Way

Staff provided an overview of the site plan and comments submitted to the Planner on behalf of the Committee. The Committee and staff discussed various aspects of the site plan and further suggestions were made regarding consideration for: accessible outdoor furniture and pathways; accessible indoor furniture; accessible door operators on barrier-free rooms; hoist lift in barrier-free rooms; and out-swinging doors for accessible washrooms.

Moved by Hailey Reiss

Seconded by Alison Hughes

1. That the memorandum regarding Site Plan Application SP-2023-03 (Submission #1), 175 Eric T Smith Way, be received; and
2. That the Accessibility Advisory Committee comments regarding Site Plan Application SP-2023-03 (Submission #1) be received and referred to staff for consideration and further action as appropriate.

Carried

7.4 Memorandum from Accessibility Advisor; Re: Site Plan Application SP-2020-09 (Submission #4), 1588 St. John's Sideroad

Staff provided an overview of the site plan and comments submitted to the Planner on behalf of the Committee. The Committee and staff discussed various aspects of the site plan and a further suggestion was made regarding consideration for: larger accessible washrooms.

Moved by Alison Hughes

Seconded by Max Le Moine

Accessibility Advisory Committee Meeting Minutes
 Wednesday, April 12, 2023

5

1. That the memorandum regarding Site Plan Application SP-2020-09 (Submission #4), 1588 St. John's Sideroad (Block 1), be received; and
2. That the Accessibility Advisory Committee comments regarding Site Plan Application SP-2020-09 (Submission #4) be received and referred to staff for consideration and further action as appropriate.

Carried

7.5 Memorandum from Accessibility Advisor; Re: National AccessAbility Week 2023 (May 28 to June 3)

Staff provided an overview of two Town initiatives planned for National AccessAbility Week including: (1) a keynote speaker/paralympic athlete will present to Town staff and Council members, with a focus on putting accessibility first, and share their experiences and challenges; and (2) Aurora is partnering with AccessNow, a web- and app-based resource for accessibility information. Staff advised that phase 1 involves an audit of the Town's eight main facilities and once the verification process is completed by the end of May, information will be available on the AccessNow website; phase 2 will include other Town-owned facilities, parks and trails; and phase 3 will include an analysis of the entire Town.

Moved by Jo-anne Spitzer

Seconded by Alison Hughes

1. That the memorandum regarding National AccessAbility Week 2023 (May 28 to June 3) be received; and
2. That the Accessibility Advisory Committee comments regarding National AccessAbility Week 2023 be received and referred to staff for consideration and further action as appropriate.

Carried

7.6 Round Table Discussion; Re: Town of Aurora Multi-Year Accessibility Plan 2022-2026

[\(Link to Multi-Year Accessibility Plan\)](#)

Staff provided an update on completed items including the sensory path at the Aurora Family Leisure Complex, ramps at the Aurora Seniors' Centre and Petch House, elections accessibility plan, accessible information

Accessibility Advisory Committee Meeting Minutes
Wednesday, April 12, 2023

6

formats on all Town platforms, and Council and staff training. Staff further discussed ongoing projects including audible pedestrian signals at intersections and automatic door openers at the Stronach Aurora Recreation Complex.

Moved by Max Le Moine

Seconded by Jo-anne Spitzer

1. That the Accessibility Advisory Committee comments regarding the Town of Aurora Multi-Year Accessibility Plan 2022-2026 be received and referred to staff for consideration and further action as appropriate.

Carried

8. Informational Items

None.

9. Adjournment

Moved by Hailey Reiss

Seconded by Alison Hughes

That the meeting be adjourned at 8:57 p.m.

Carried



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. CA023-001

Subject: 2022 Resident Satisfaction Survey Results

Prepared by: Daniel Bitonti, Manager of Corporate Communications

Department: Office of the Chief Administrative Officer

Date: May 2, 2023

Recommendation

1. That Report No. CA023-001 be received; and
2. That staff be directed to conduct a Resident Satisfaction Survey every two years to measure satisfaction with Town services and programs over time.

Executive Summary

The purpose of this report is to provide Council with the results of the Resident Satisfaction Survey conducted by Forum Research on behalf of the Town of Aurora and seek direction to conduct a survey every two years.

- Both the Corporate Management Team and the Executive Leadership Team were engaged to help inform the questions that residents would be asked on the survey
- While this report deals primarily with the telephone survey results, the open link online survey was an important engagement tool and still provides the Town with important insights
- Overall, the vast majority of telephone survey respondents (98 per cent) rated the quality of life in Aurora as either “good” or “very good”
- Respondents gave a wide range of answers on the most important issue facing the Town of Aurora
- The vast majority of respondents expressed overall satisfaction with Town services, as well as with individual services

- A gap analysis reveals that the Town could focus on By-Law and Animal Services, as well as Traffic Management, as primary areas for improvement
- The majority of respondents expressed the Town's website was their primary method of finding information about the Town
- The vast majority of respondents think they receive overall good value for their tax dollars

Background

It is best practice across Canada for municipalities to conduct citizen/resident satisfaction surveys on a regular basis.

A few examples of municipalities that conduct citizen/resident surveys on a regular basis include Edmonton, Calgary, Mississauga, Thunder Bay, Regina, Coquitlam, Red Deer, Kelowna, Blue Mountains, and Oakville.

It is estimated that the last citizen/resident survey conducted by the Town of Aurora was over 15 years ago. A November 2007 General Committee Report, summarizing the results from a survey conducted by Oraclepoll on behalf of the Town, is the last mention of citizen/resident survey in our records.

The Town had planned to conduct a survey in 2021, but due to the ongoing COVID-19 pandemic, Council approved the staff recommendation to postpone the survey until 2022.

In the summer of 2022, the Manager of Communications issued an IRFP to six leading public polling firms. The objectives for the 2022 Resident Satisfaction Survey were as follows:

- Determine the overall impressions of the Town's use of tax dollars
- Residents' perceived quality of life in the Town
- Identify top of mind issues.
- Determine the level of satisfaction with and perceived importance of services, programs and communications provided by the Town
- Identify residents' perceptions and expectations concerning specific municipal planning priorities
- Determine how residents would like to receive information and preferred ways of engagement in the future

In September 2022, Forum Research was selected to conduct the survey given the firm's experience conducting surveys for municipalities across Canada. Due to 2022 being an election year, it was decided to conduct the survey after the October municipal election.

In order to ensure statistically valid results, a computer-assisted telephone interviewing methodology was chosen, which is industry standard. This meant residents were sampled using random digit dialing techniques – a purely random sampling strategy. The telephone survey sample size was 800 residents and included both landline and cellphone numbers to ensure accuracy and representativeness of the survey. To keep the length of interviews within 10-minutes, not all respondents were asked every survey question. Sample size for each question is noted on each slide of the attached "2022 Town of Aurora Resident Survey Final Results." Results throughout were statistically weighted by age and gender, to ensure that the sample reflected the target population of Aurora according to 2021 Census data.

In addition to the telephone survey, Forum provided the Town with an open link online survey that allowed all residents to answer survey questions online.

The telephone survey was conducted between November 21 and December 21, 2022, while the open link online survey was available on the Engage Aurora platform between December 6, 2022 and January 6, 2023. The Communications division promoted the open link online survey through its normal communications channels.

Since this is the first resident survey the Town has done in over 15 years, the results of the 2022 Resident Satisfaction Survey should be viewed as a baseline to track the Town's progress in future surveys.

Analysis

Both the Corporate Management Team and the Executive Leadership Team were engaged to help inform the questions that residents would be asked on the survey

While Forum advised the Town to keep survey questions similar to those asked in surveys for other municipalities – as this allows for benchmarking – both the Corporate Management Team and the Executive Leadership Team were given the opportunity to provide feedback on the proposed survey questions. This helped ensure all important service areas were captured in the survey.

While this report deals primarily with the telephone survey results, the open link online survey was an important engagement tool and still provides the Town with important insights

As is industry standard, only the telephone survey, which used random digit dialing techniques, is considered to be statistically valid. However, the open link online survey was an important engagement tool for the Town, allowing residents who were not randomly called to still provide feedback on quality of life, services and Town priorities. Moreover, since there were no constraints on the length of the open link online survey, questions that didn't make the telephone survey were included in the open link online survey. In total, 432 people completed the open link online survey. Results of the open link online survey are attached as an appendix to the 2022 Town of Aurora Resident Survey Final Results. As was expected – and reflective of online surveys in general – the results of the open link online survey were not as positive as the telephone survey. This is likely due to “self-selection bias,” which often results in a disproportionate number of people choosing to take a given survey to express their dissatisfaction with a product or service. Regardless, the open link online survey still provides important insights on the sentiment of Aurora residents.

Overall, the vast majority of telephone survey respondents (98 per cent) rated the quality of life in Aurora as either “good” or “very good”

When benchmarked against six other Canadian municipalities that Forum conducted residents survey for, the Town of Aurora has the highest quality of life, with 98 per cent of respondents rating the quality of life in Aurora as either “good” or “very good.” The mean for the other six municipalities was 86 per cent.

Respondents gave a wide range of answers on the most important issue facing the Town of Aurora

This was an open-ended question that gave respondents the opportunity to express what they thought was the single most important issue facing the Town of Aurora. While not all issues identified by respondents are the sole responsibility of the Town of Aurora, the Town does have the ability to impact many of the issues identified. This included the top response of “urban sprawl and loss of greenspace,” which saw 20 per cent of respondents identify as the single most important issue facing the Town. “Housing—lack of Affordable Housing” was the next highest, identified as the most important issue by 18 per cent of respondents. Other issues identified as the most important by respondents included “Infrastructure” (8 per cent), “Taxes” (8 per cent) and “Traffic/road congestion/traffic lights” (7 per cent).

The vast majority of respondents expressed overall satisfaction with Town services, as well as with individual services

The vast majority of respondents, 92 per cent, expressed that they were either “very satisfied” or “somewhat satisfied” overall with the services provided by the Town of Aurora. This is significantly higher when benchmarked against the six other municipalities, with the mean for those being 80 per cent. When looking at the individual services provided solely by the Town of Aurora (CYFS is considered to be a shared service) “Parks, green spaces and multi-use trails” scored the highest, with 94 per cent of respondents saying they were either “very satisfied” or “somewhat satisfied” with this service. The lowest was “Road and sidewalk maintenance, including snow removal” with 74 per cent indicating they were “very satisfied” or “somewhat satisfied” with the service.

A gap analysis reveals that the Town could focus on By-Law and Animal Services, as well as Traffic Management, as primary areas for improvement

The gap analysis shows the difference between how satisfied residents are with each Town service and the impact of the services to residents’ overall service satisfaction (i.e., perceived importance). Findings from this analysis found that “By-Law and Animal Services,” as well as “Traffic Management, including traffic calming measures, crosswalk signs + street and traffic signs,” are the services that have the highest impact on overall satisfaction, but with lower individual satisfaction scores. The analysis suggests that an increase in satisfaction in these areas would have largest impact on overall satisfaction with Town services.

The analysis also identified “Arts and Culture offerings, including Town-led special events,” as well as “Garbage, Recycling, Organics and Yard Waste Collection,” as primary areas for maintenance. These services have relatively high impact on overall satisfaction and high individual satisfaction scores. The report suggests to focus on maintaining current levels of satisfaction in these areas.

The majority of respondents identified the Town’s website as their primary method of finding information about the Town

The majority of respondents, 55 per cent, said that their primary method of finding information about the Town was through aurora.ca, the Town’s main website. Additionally, half of respondents said they prefer to receive information from the Town via email. These insights reveal that despite a steady increase in social media use amongst all demographics across all platforms, continuing to strengthen aurora.ca, as

well as Town e-newsletters, should be a priority for the Town's Communications division.

The vast majority of respondents think they receive overall good value for their tax dollars

85 per cent of respondents indicated that they receive either "very good" or "fairly good" value for their tax dollars when it comes to Town of Aurora services and programs. This is significantly higher than the other six Canadian municipalities used as a benchmark, with the mean for those six being 76 per cent.

Advisory Committee Review

N/A

Legal Considerations

None.

Financial Implications

Should any changes to the Town's levels of service be deemed necessary in response to these survey results; any resultant proposed actions will be brought to Council at the appropriate time for its consideration which will include a financial feasibility analysis.

Communications Considerations

The Town will inform the public of the results of the Resident Satisfaction Survey through regular communications channels and by posting the "Final Results" to the Engage Aurora website. The Town will also consult the public on future Resident Satisfaction Surveys.

Climate Change Considerations

The recommendations of this report do not present any implications to climate change. Throughout the community engagement process of this project, initiatives, such as telephone and online contact approaches, were taken to prevent any potential emissions of GHGs from the use of paper or the release of chemical effluents from the use of printing products."

Link to Strategic Plan

Conducting regular Resident Satisfaction Surveys closely aligns with many facets of Aurora's Strategic Plan, most notably the Goal of "Supporting an exceptional quality of life for all." Objective #6 of this goal includes:

- Promoting service accountability, excellence and innovation
- Work with community partners to define, redefine and meet community expectations
- Regularly examine the Town's municipal structure and resource allocation to maintain flexibility and respond to rapid changes within the community
- Develop a plan to review and realign service levels to reflect current and future demographic trends

Alternative(s) to the Recommendation

Council to provide direction

Conclusions

The 2022 Town of Aurora Resident Satisfaction Survey has been completed and shows that:

- The vast majority of residents rate the overall quality of life in Aurora to be either "very good" or "good";
- That the majority of residents expressed some degree of satisfaction with all services provided by the Town of Aurora;
- There are several identified areas that the Town could focus on to improve overall levels of satisfaction with services.

Attachments

Attachment #1 – 2022 Town of Aurora Resident Survey Final Results

Previous Reports

Report No. CA021-003, Citizen Survey 2021, April 6, 2021

Pre-submission Review

Agenda Management Team review on April 13, 2023

Approvals

Approved by Doug Nadorozny, Chief Administrative Officer



ANNUAL RESIDENT SURVEY

Town of Aurora
February 2023



Table of Contents

Executive Summary	3
Methodology	7
Detailed Findings	10
Quality of Life	11
Quality of Services	18
Gap Analysis	22
Communication with The Town	26
Taxations and Priorities	35
Demographics	40
Appendix: Online Results	47



EXECUTIVE SUMMARY

Executive Summary



Life in the Town of Aurora

- Nearly all respondents (TOP2: 98%) rate the quality of life in the Town of Aurora as either good or very good. *Slide 13*
- Aurora has a positive Net Promoter Score of 19, indicating that residents of Aurora are more likely to say they would recommend the Town than they would not. *Slide 16*

Issues & Priorities

- However, there are some concerns expressed by respondents. *Slide 12*
 - Development/loss of greenspace (20%) is the biggest ongoing issue facing the Town.
 - As well, lack of affordable housing (18%) is another pressing issue mentioned by respondents.



Executive Summary

Core Services & Satisfaction

- The majority of Aurora respondents (92%) are satisfied with the Town's delivery of services. *Slide 21*
 - Fire services (TOP2: 99%), parks, green spaces, and multi-use trails (TOP2: 93%), arts and culture offerings (TOP2: 94%), recreation facilities and spaces (TOP2: 93%), availability of online services (TOP2: 93%) are the services respondents are most satisfied with.
 - Although satisfaction remains high, road and sidewalk maintenance, including snow removal has the lowest satisfaction among respondents (TOP2: 74%).
- A statistical analysis has been used to show the difference between how satisfied residents are with each Town's service and the impact of the services to residents' overall service satisfaction (i.e., perceived importance). Findings from this analysis found two primary areas of improvement for the Town: *Slides 24-25*
 - By-law and Animal Services, and
 - Traffic management, including traffic calming, crosswalk signs + street and traffic signs.



Executive Summary

Experience with Town Staff

- About half of respondents have interacted with the Town in the last 12 months (54%), and the most common method of interacting with the Town was through telephone (33%). *Slides 27, 29*
 - Reasons for interacting with the Town varied, although a common reasons included requesting a service or permit (27%). *Slide 28*
 - As well, the majority of those who have interacted the Town were satisfied with the service they received (TOP2: 82%). *Slide 30*

Spending and Taxation

- Most respondents (TOP2: 85%) say they receive a good value for their tax dollars. *Slide 36*
- The majority (TOP2: 79%) is also supportive of the Town spending money on infrastructure renewal and construction, however they are split on how to fund this renewal in infrastructure, with half supporting an increase in taxes to fund this (TOP2: 51%) and half opposing (BTM2: 49%). *Slide 38*





METHODOLOGY

Methodology



Method: CATI (Computer Aided Telephone Interview)

Criteria for Participation: Residents in the Town of Aurora who are 18 years of age or older

Sample Size: n=800

Average Length of Interview (LOI): 9.5 min

Margin of Error: $\pm 3.46\%$ (entire sample)

Fieldwork Dates: November 21st – December 21st, 2022

- Additional Notes:**
- CATI sample was drawn using random digit dialing (RDD) among the Town of Aurora residents. A mix of landline and cell phone sample was used to reach cell phone-only households.
 - To keep LOI within 10-minutes, not all respondents were asked every survey question. Sample size for each question is noted on each slide.
 - Results throughout this report have been statistically weighted by age and gender, to ensure that the sample reflects the target population according to 2021 Census data.
 - Comparisons to other Canadian municipalities have been included where possible.
 - Significant differences across sub-groups are noted where they exist.
 - An online survey hosted by the Town was also available and results are included in the Appendix section of the report.



Reporting Considerations

TOP2 / BTM2

Top 2 (TOP2) and Bottom 2 (BTM2) reference the collected TOP2 positive and BTM2 negative responses, respectively where applicable. For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “somewhat satisfied,” where a grouping of “not satisfied” (BTM2) may be the combined result of “not very satisfied” and “not at all satisfied.”

Rounding

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Multi-mentions

In some cases, more than one answer option is applicable to a respondent. Multiple mention questions allow respondents to select more than one answer category for a question. For questions that ask for multiple mentions (e.g., “What is your preferred method to contact the Town of Aurora for advice, information or inquire about a service?”), it is important to note that the percentages typically add to over 100%. This is because the total number of answer categories selected for a question can be greater than the number of respondents who answered the question. For example, respondents were able to select “telephone” and “email” as their answer.

Significance Testing

Throughout the report, statistically significant differences (at the 95% confidence level) between demographic segments have been stated under the related finding in the right text boxes. It is important to point out that, statistical differences exist only between the segments mentioned in the notes.

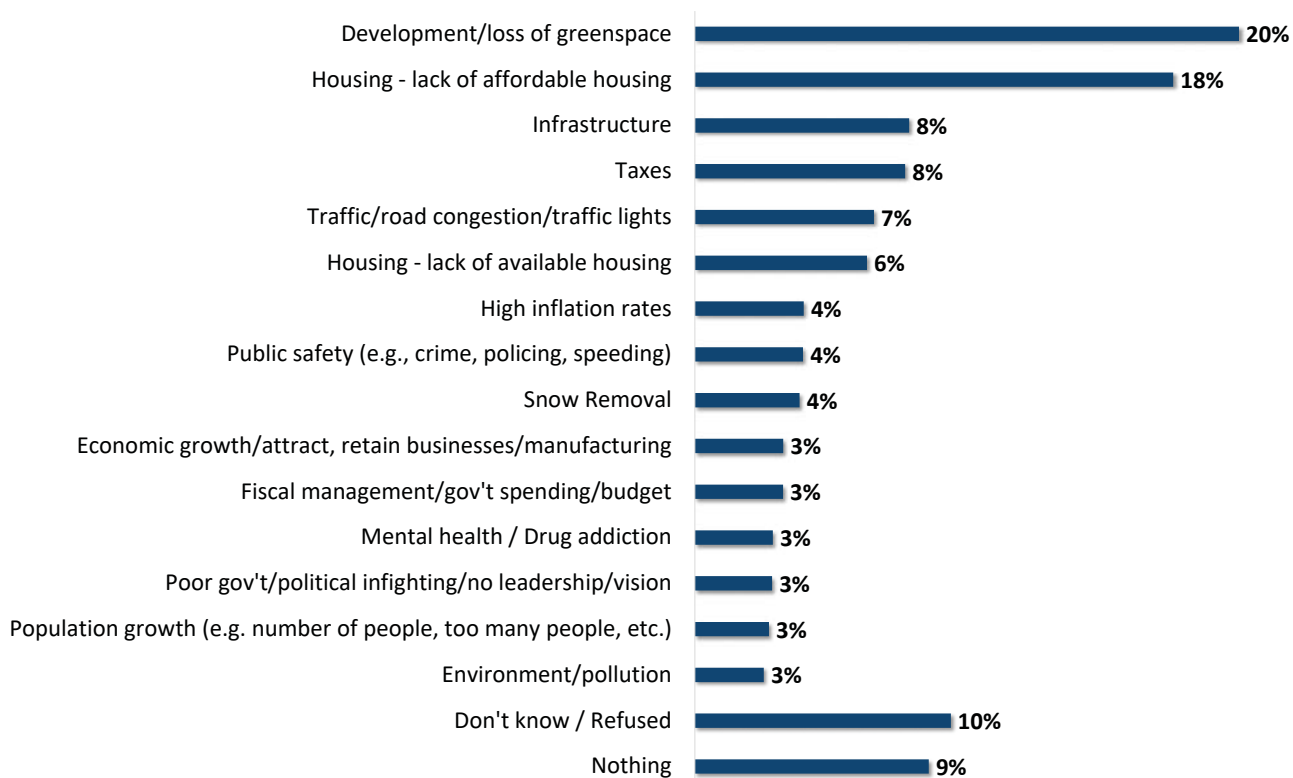


DETAILED FINDINGS



QUALITY OF LIFE

Top of Mind Issues



*note: not shown if <3%

Q1. In your opinion, what is the single most important issue facing the Town of Aurora today? [Multi-mentions accepted, up to 3]

Framework: All respondents.

Sample Size: n=473

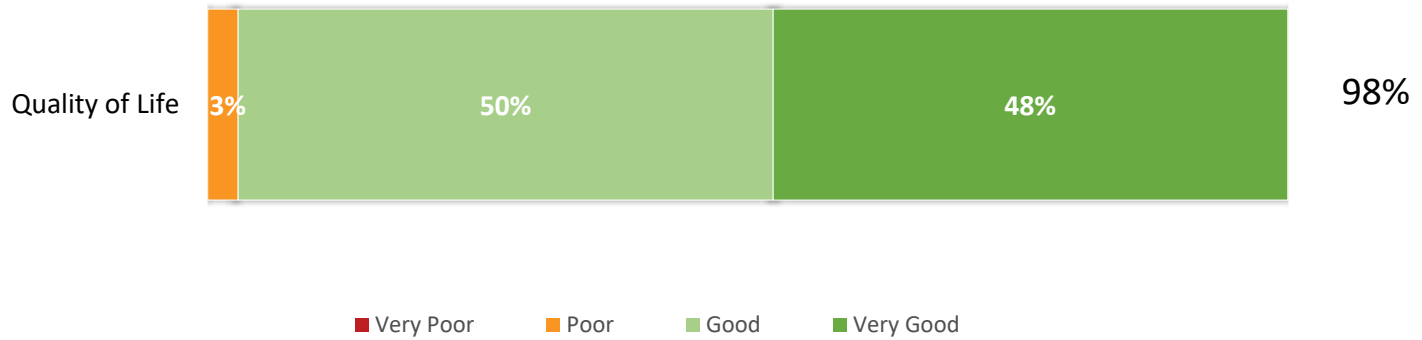
Development/loss of greenspace is the most important issue facing the community, with 1 in 5 (20%) respondents saying so.

- Respondents aged 55 and older are more concerned about development/loss of greenspace than respondents aged 18 to 34 (25% vs 11%)

Other top of mind issues are lack of affordable housing (18%), infrastructure (8%) and taxes (8%).

- Single families are more concerned about lack of affordable housing compared to families of 2 or 3 (29% vs 13% and 12%, respectively).

Quality of Life



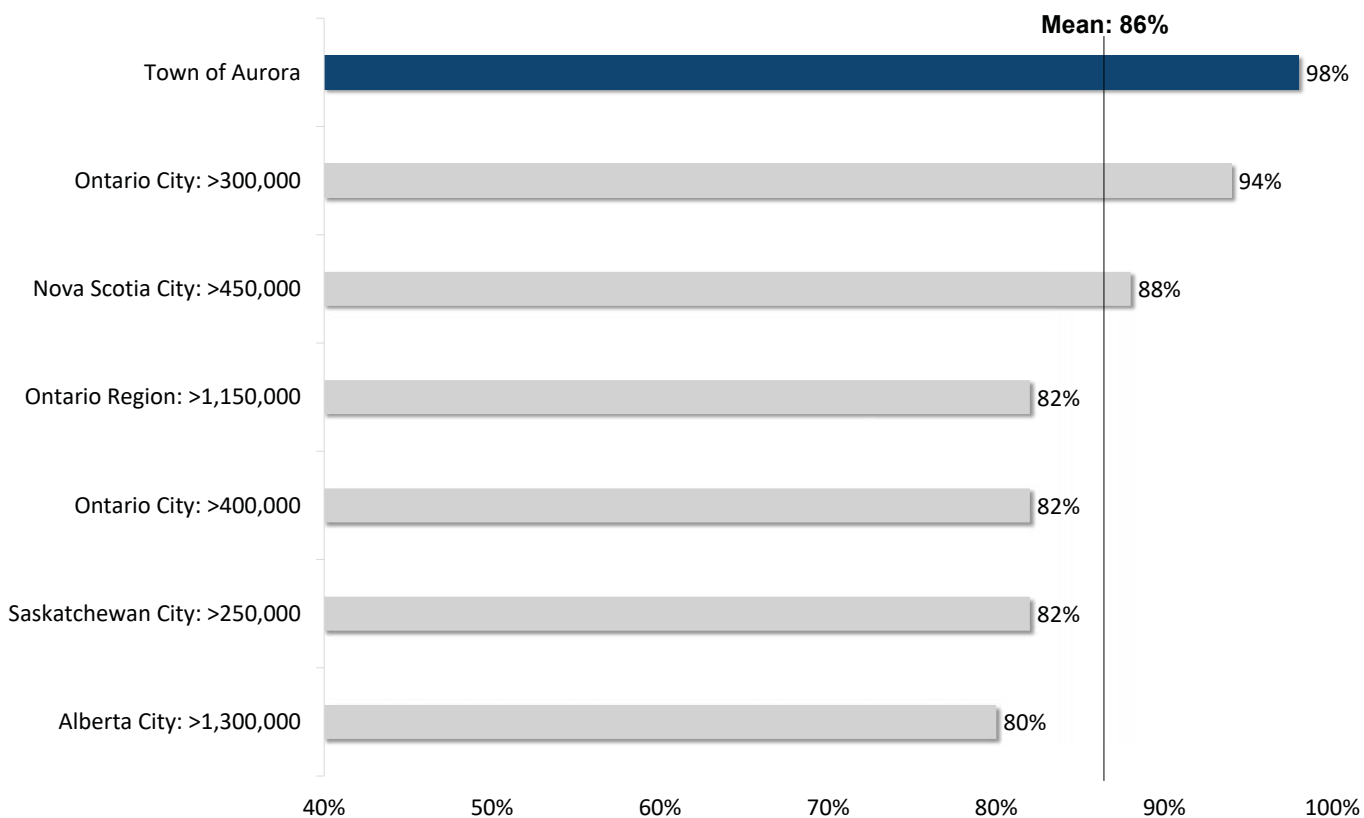
TOP2

98%

The vast majority of respondents are positive towards the overall quality of life in the Town of Aurora, with nearly all (TOP2: 98%) rating the quality of life as good or very good.

Q2. How would you rate the overall quality of life in the Town of Aurora today? Would you say it's...
 Framework: All respondents (exc. Don't know / Refused)
 Sample Size: n=792

Quality of Life – Benchmark



When compared to other municipalities across Canada, the Town of Aurora has the highest rating of quality of life.

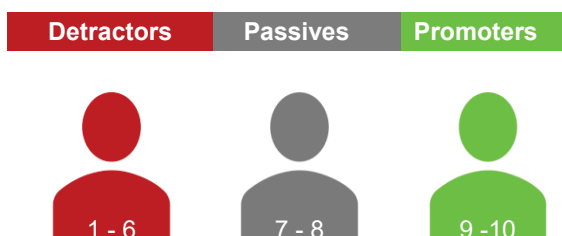
**This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2021-2022. Comparisons for this question include 6 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.*

Q2. How would you rate the overall quality of life in the Town of Aurora today? Would you say it's...
Framework: All respondents (exc. Don't know / Refused)
Sample Size: n=792



Net Promoter Score (NPS) - Methodology

Net Promoter Score = Promoters – Detractors



Question: How likely would you be to recommend Aurora as a place to live to a friend or colleague?
Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.

- The Net Promoter Score (NPS) assesses the willingness of residents to promote Aurora. The NPS was measured by asking residents to rate their likelihood of recommending Aurora as a place to live, on a scale from 1 to 10, with 1 being not at all likely and 10 being very likely.
- Based on the score provided, residents were classified as Promoters, Passives, or Detractors of Aurora.
- A Net Promoter Score (NPS) is calculated by subtracting the detractors from the promoters, which provides a net score for the proportion of residents promoting Aurora.

* Note: The graphics are a visualization of the methodology and not of the actual results

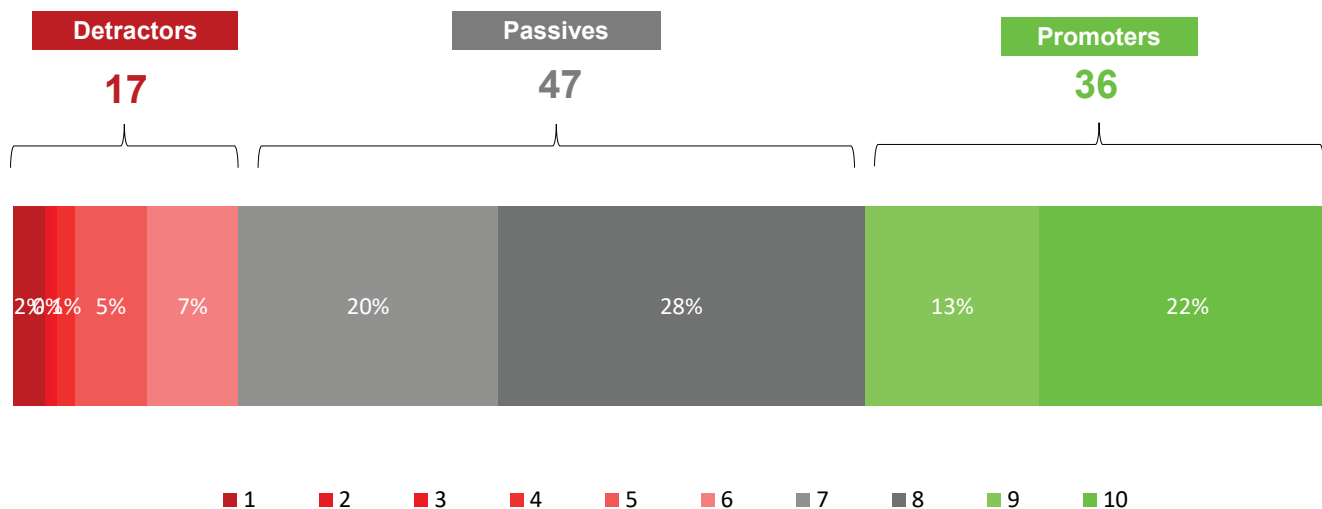
Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague? Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.

Framework: All respondents.

Sample Size: n=800



Recommending the Town of Aurora Net Promoter Score (NPS) Analysis



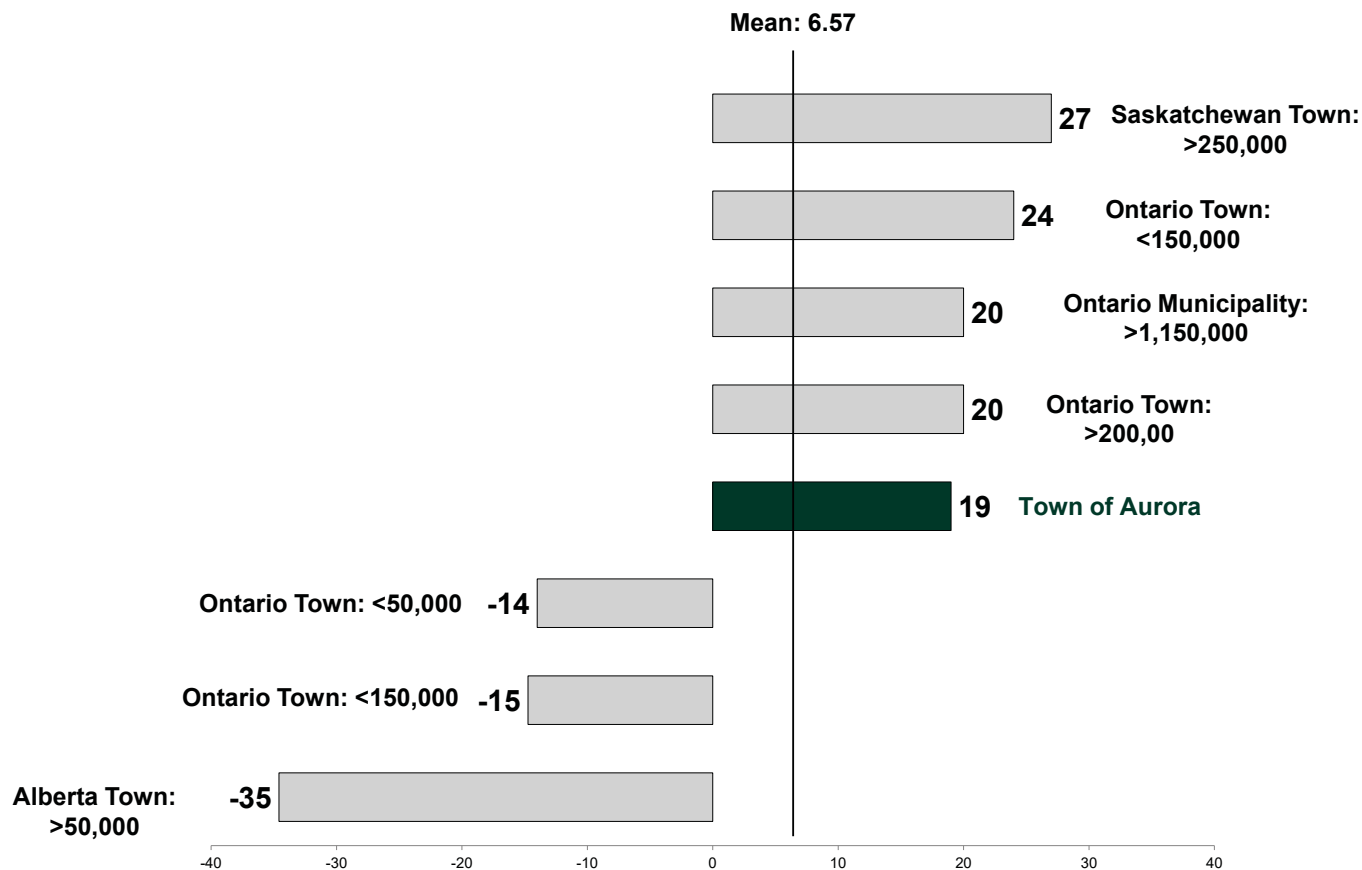
Net Promoter Score = 36 - 17 = 19

A positive NPS of 19 indicates that residents of Aurora are more likely to say they would recommend the Town as a place to live to a friend or colleague than they would not.

- Respondents aged 35 to 54 and 55 or older are more likely to recommend the Town than respondents aged 18 to 34 (TOP3: 68% and 75% vs 44%, respectively).
- Female respondents are more likely to recommend the Town than their male counterparts (TOP3: 71% vs 57%).
- Families with children are more likely to recommend the Town than families without children (TOP3: 73% vs 60%).

Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague? Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.
 Framework: All respondents.
 Sample Size: n=800

Recommending the Town of Aurora - Benchmark



Overall, Aurora's NPS is higher than the municipal benchmark average.

**This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2020-2021. Comparisons for this question include 7 municipalities across Canada, with populations ranging from ~50,000 to ~1,150,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.*

Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague?
 Framework: All respondents.
 Sample Size: n=800



QUALITY OF SERVICES

Satisfaction with Services Provided by the Town



Services provided by the Town of Aurora



■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Somewhat Satisfied
 ■ Very Satisfied

TOP2

92%

Over 9 in 10 respondents (TOP2: 92%) are satisfied with the delivery of services provided by the Town of Aurora.

- Families of 3 or 4 are more likely to feel satisfied with services provided by the Town compared to single families (95% and 97% vs 77%, respectively).

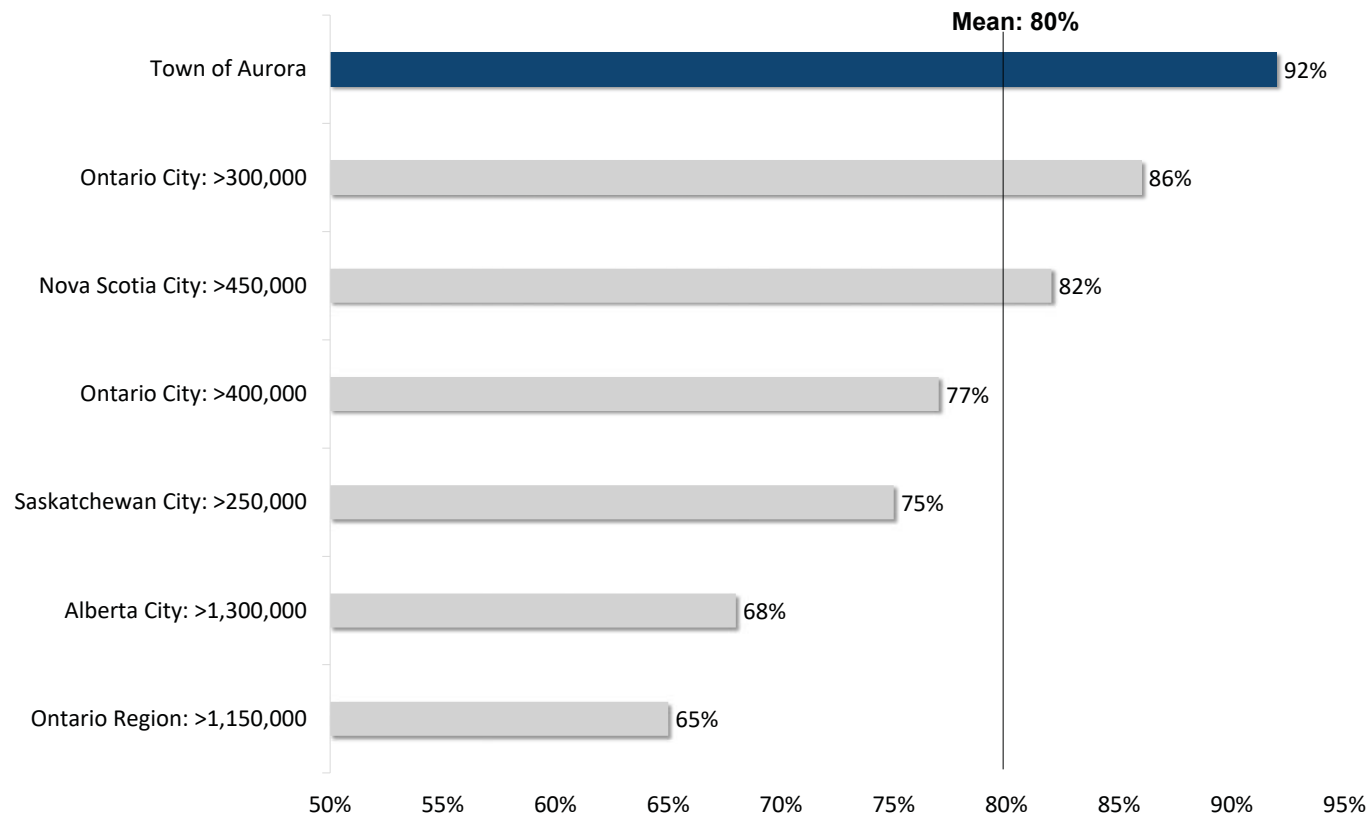
Q4. Overall, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the Town of Aurora?

Framework: All respondents (exc. Don't know / Refused)

Sample Size: n=480



Satisfaction with Services - Benchmark



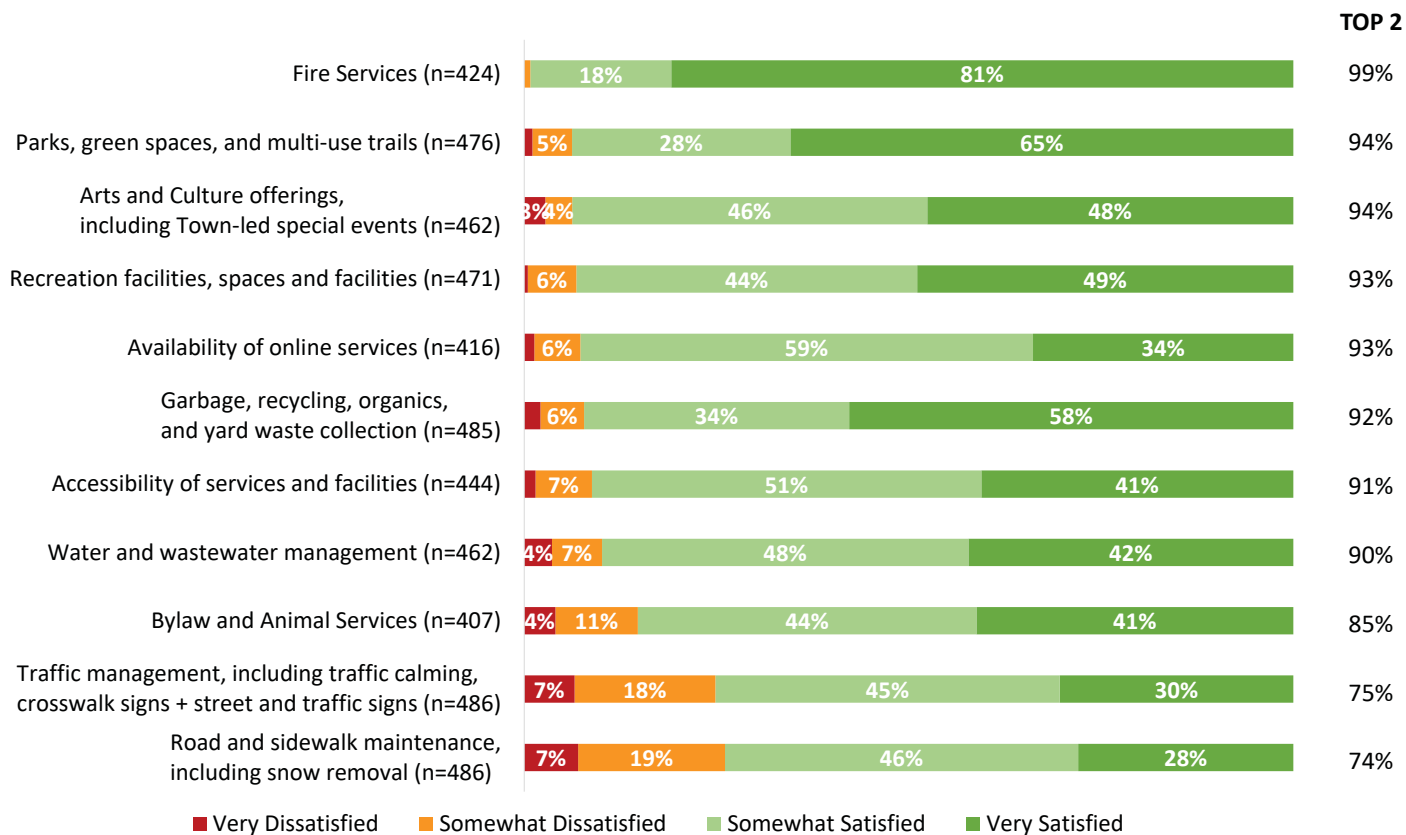
When compared to other municipalities across Canada, the Town of Aurora has the highest rating of Satisfaction with services.

**This benchmark analysis is based on the results of surveys that asked a similar question and were conducted between 2021-2022. Comparisons for this question include 6 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.*

Q4. Overall, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the Town of Aurora?
Framework: All respondents (exc. Don't know / Refused)
Sample Size: n=480



Satisfaction of Services Provided



Respondents are satisfied with all services provided by the Town.

Nearly all respondents are satisfied with fire services (TOP2: 99%), and more than 9 in 10 are satisfied with all other services, with the exception of 3:

- Bylaw and animal services (TOP2: 85%)
- Traffic management, including traffic calming, crosswalk signs + street and traffic signs (TOP2: 75%)
- Road and sidewalk maintenance, including snow removal (TOP2: 74%).

However, respondents are still satisfied with these categories overall.

Q5. And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the Town of Aurora on each of the following services?
 Framework: All respondents (exc. Don't know / Refused)
 Sample Size: Shown in chart above; varies for each area



GAP ANALYSIS



Interpreting the Gap Analysis

The Gap analysis shows the difference between how satisfied respondents are with each Town service and the impact of the services to respondents' overall service satisfaction.

- **Satisfaction scores** are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual Town services.
- **Impact on overall satisfaction scores** are plotted horizontally across the bottom of the chart (along the X-axis). They are based on a statistical method called regression analysis that determines how a specific service (“independent variable”) contributes to respondents' overall satisfaction with the services (“dependent variable”). Impact on overall satisfaction can also be referred to as perceived importance.

As a result of the analysis, Town services have distributed among four areas:

1. Primary Areas for Improvement:

- Services that have the highest impact on overall satisfaction, but with lower individual satisfaction scores. The regression analysis identifies that these services are the strongest drivers of satisfaction. If the Town can increase satisfaction in these areas, this will have the largest impact on overall satisfaction with Town services.

2. Secondary Areas for Improvement:

- Services that have relatively high impact on overall satisfaction and have lower individual satisfaction scores. This should be the secondary area of focus to improve the satisfaction scores.

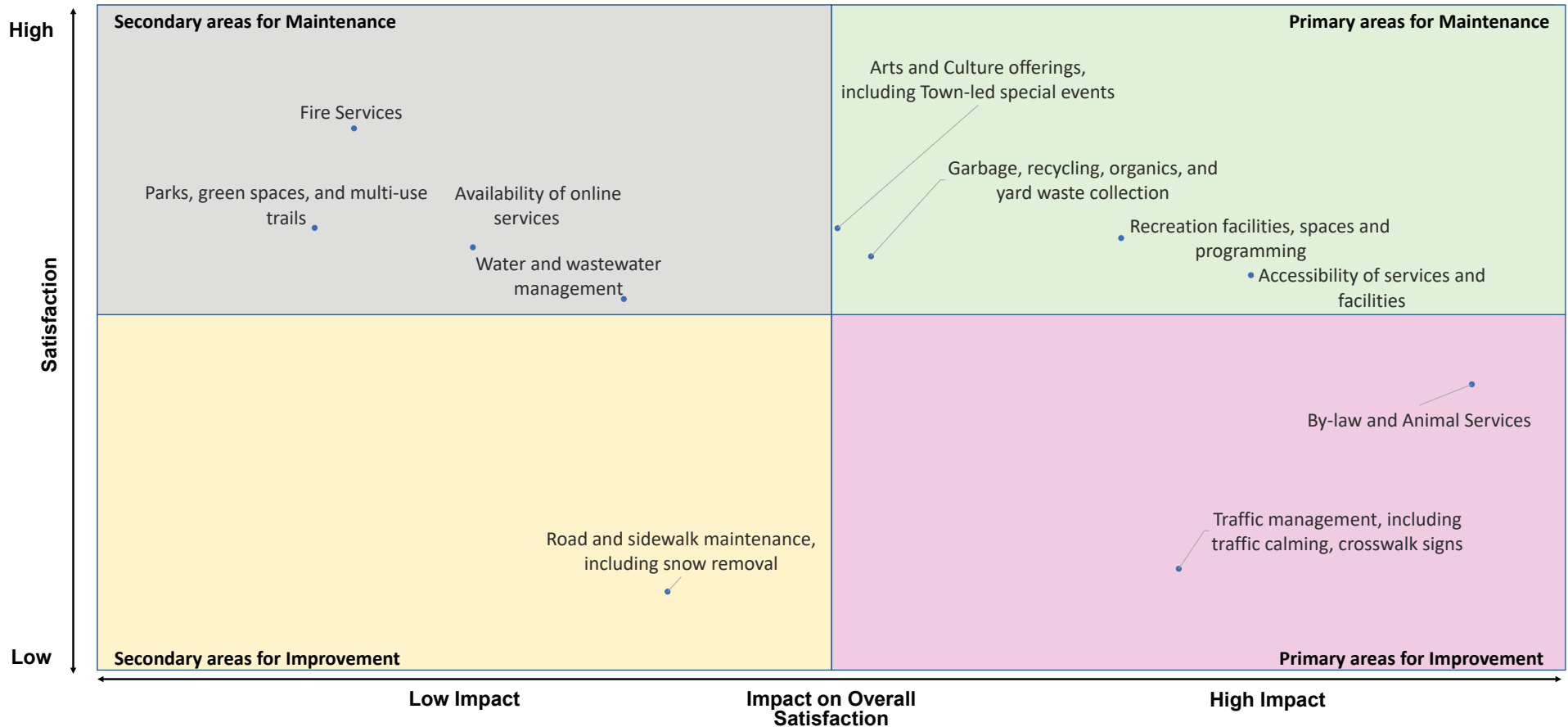
3. Primary Areas for Maintenance:

- Services that have relatively high impact on overall satisfaction and high individual satisfaction scores. The focus here is on maintaining the current level of service and satisfaction.

4. Secondary Areas for Maintenance:

- Services with lower impact on overall satisfaction but high individual satisfaction scores. The focus here should also be to maintain current satisfaction levels.

Gap Analysis



*n = 273 cases used in estimation of a total sample size of 800; cases containing invalid responses (such as don't know or refused) are excluded; R-squared: 0.3345

Gap Analysis



The services that the Town should consider as **primary areas for improvement** include:

- By-law and Animal Services
- Traffic management, including traffic calming, crosswalk signs + street and traffic signs

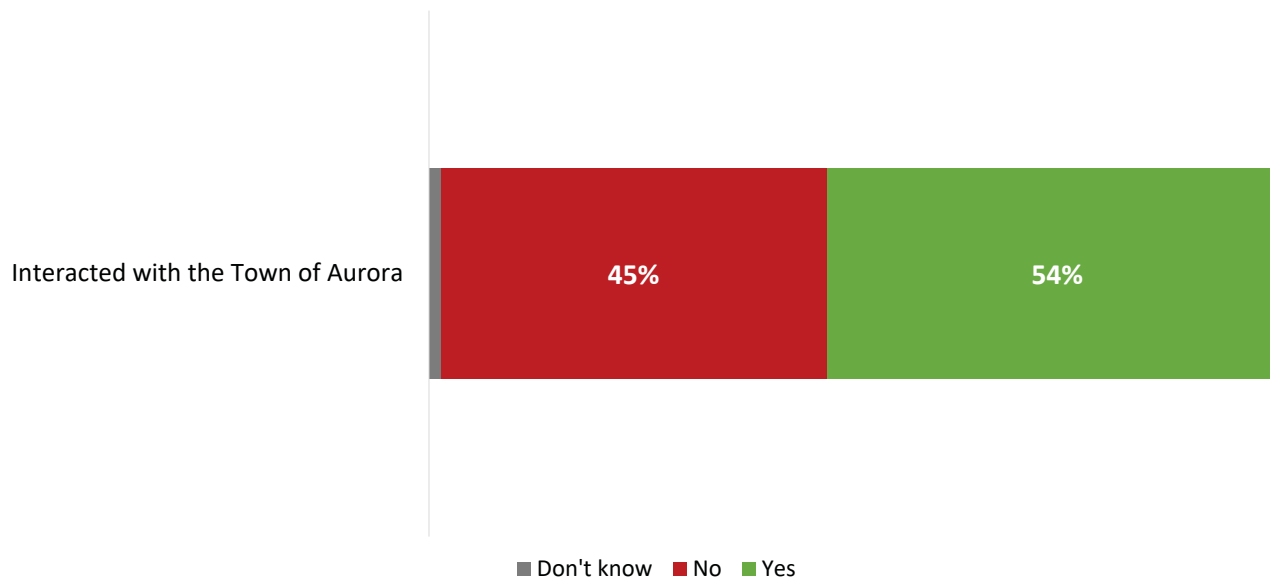
The services that the Town should consider as **secondary areas for improvement** include:

- Road and sidewalk maintenance, including snow removal



COMMUNICATION WITH THE TOWN

Interaction with the Town in Past 12 Months



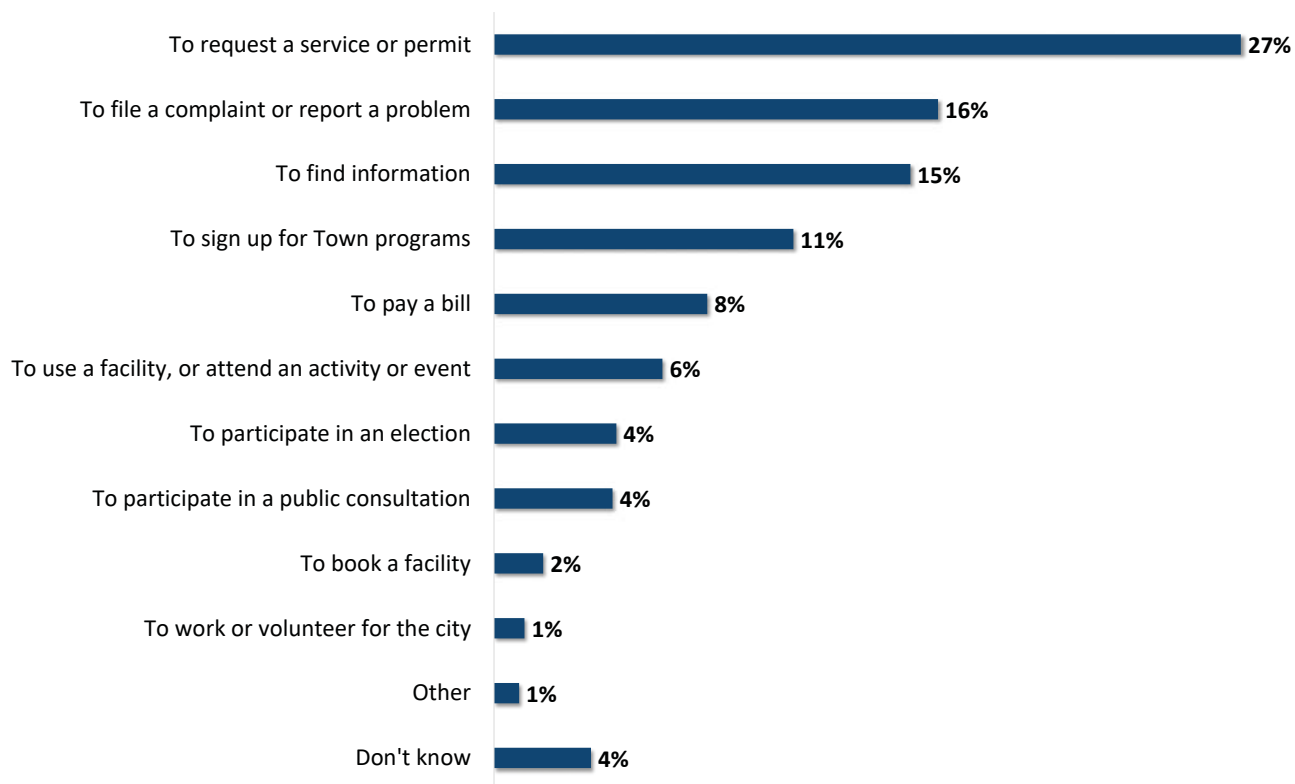
In the last 12 months, 1 in 2 (54%) respondents have interacted with the Town.

- Families with children are more likely to interact with the Town than families without children (66% vs 47%).
- Respondents aged 18 to 34 are less likely to interact with the Town than respondents aged 35 to 54 (Answered No: 59% vs 37%).
- Male respondents are less likely to contact the Town than their female counterparts (Answered No: 52% vs 38%).

Q8. In the past 12 months, have you interacted with the town of aurora?
 Framework: All respondents.
 Sample Size: n=467



Reasons for Interaction



Of those who have interacted with the Town within the last 12 months, respondents have mostly done so to request a service or permit (27%), to file a complaint or report a problem (16%), or to find information (15%).

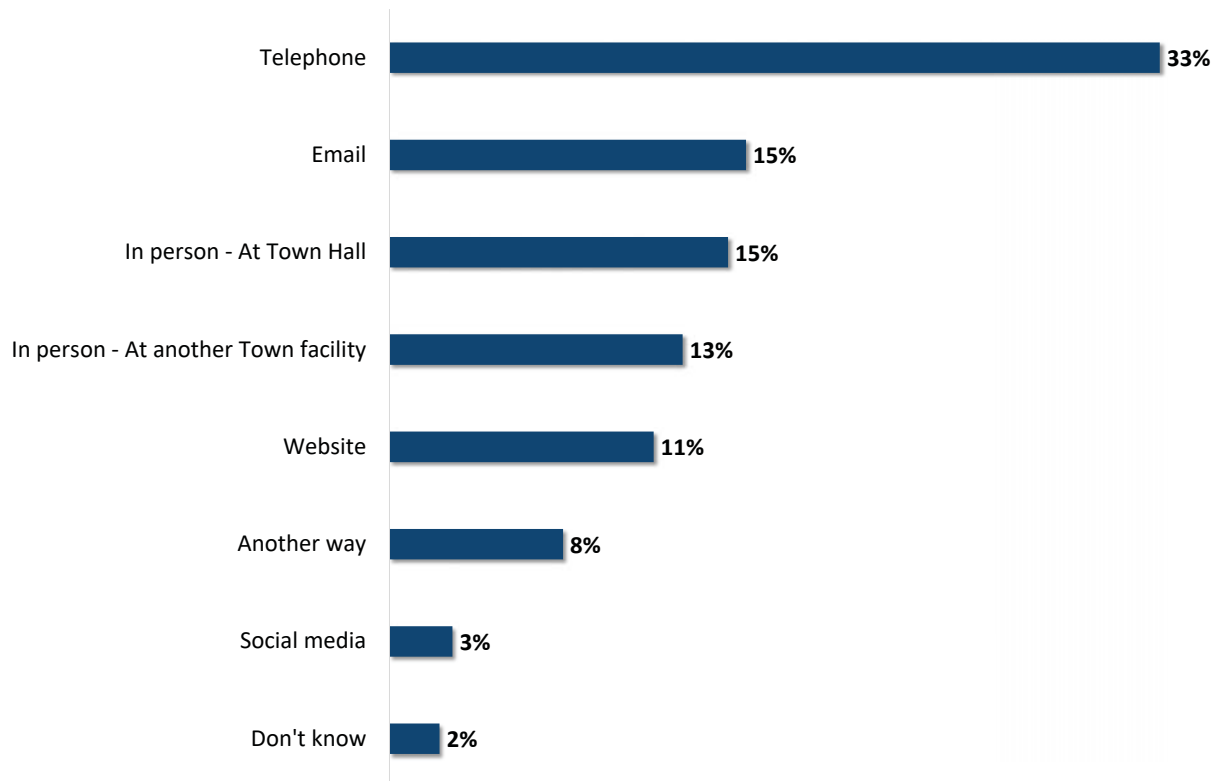
Q9. What was the primary reason for your most recent interaction with the Town of Aurora?

Framework: Respondents who have interacted with the Town in the last 12 months

Sample Size: n=251



Interaction Methods

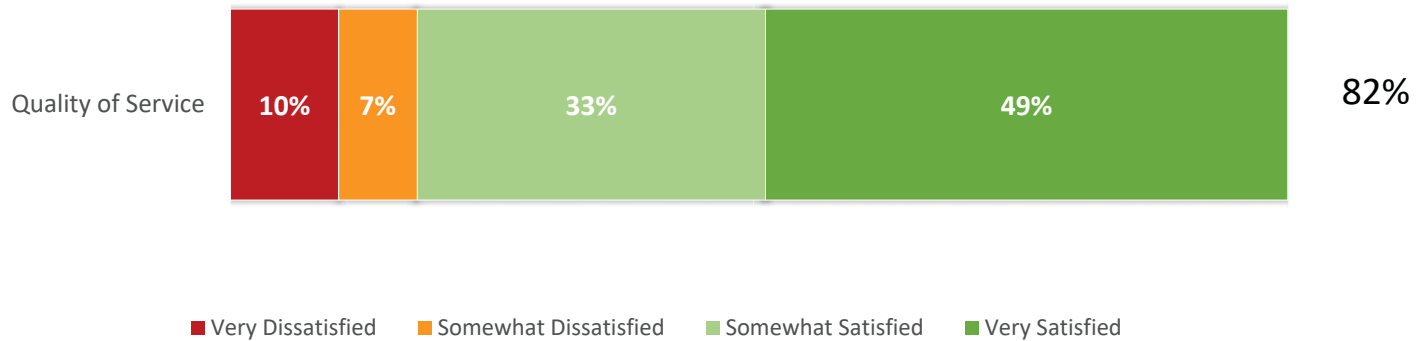


Of those who have interacted with the Town within the last 12 months, a third (33%) have done so through telephone. Other methods of contact include email (15%) and in person, either at Town hall (15%) or at another Town facility (13%).

Q10. And which method did you use for your most recent interaction with the Town of Aurora?
Framework: Respondents who have interacted with the Town in the last 12 months
Sample Size: n=251



Quality of Service



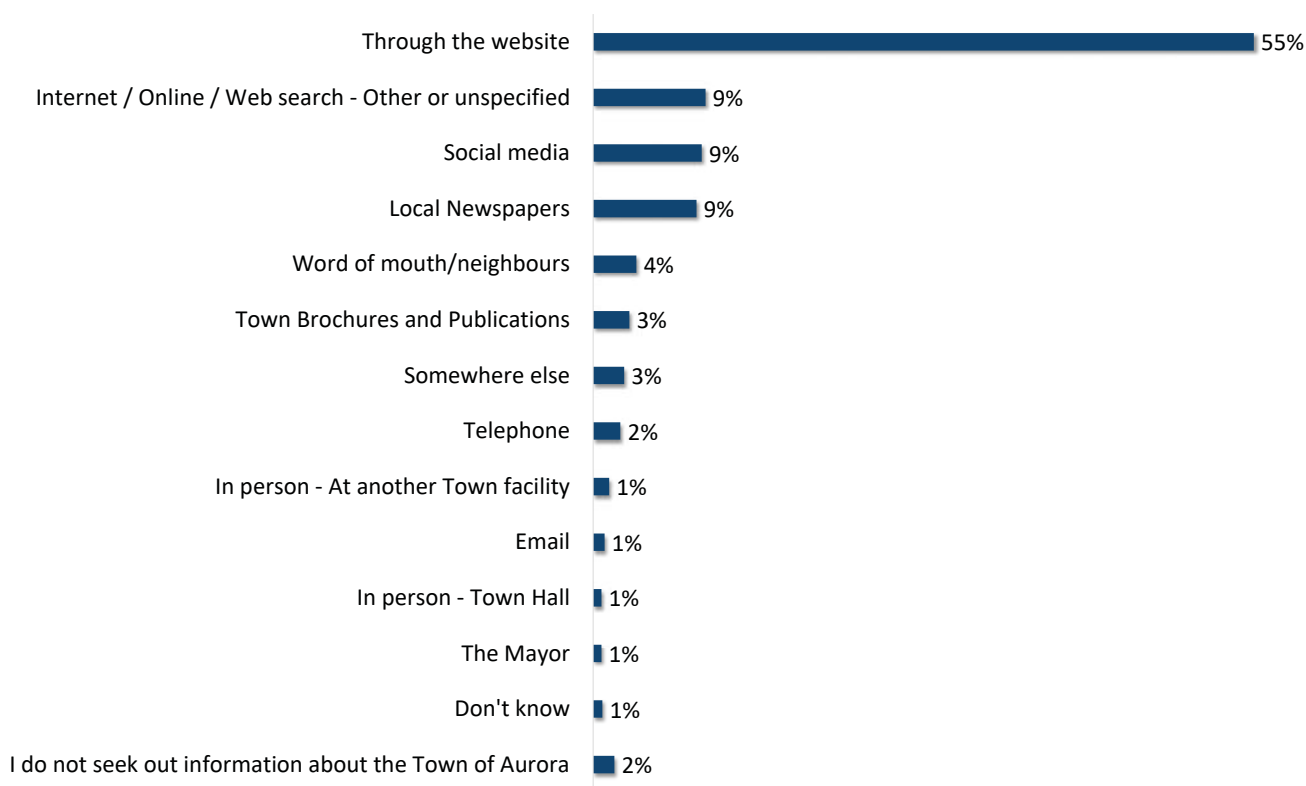
Overall, 4 in 5 respondents (TOP2: 82%) are satisfied with the service they received from their recent interaction with the Town.

- Respondents aged 55 or older are more likely to feel very satisfied than respondents aged 35 to 54 (59% vs 41%).
- Women are also more likely to feel very satisfied than men (58% vs 40%).

Q11. And still thinking about the most recent interaction you had with the Town of Aurora... Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the service that you received?
Framework: Respondents who have interacted with the Town in the last 12 months
Sample Size: n=251



Methods of Finding Information



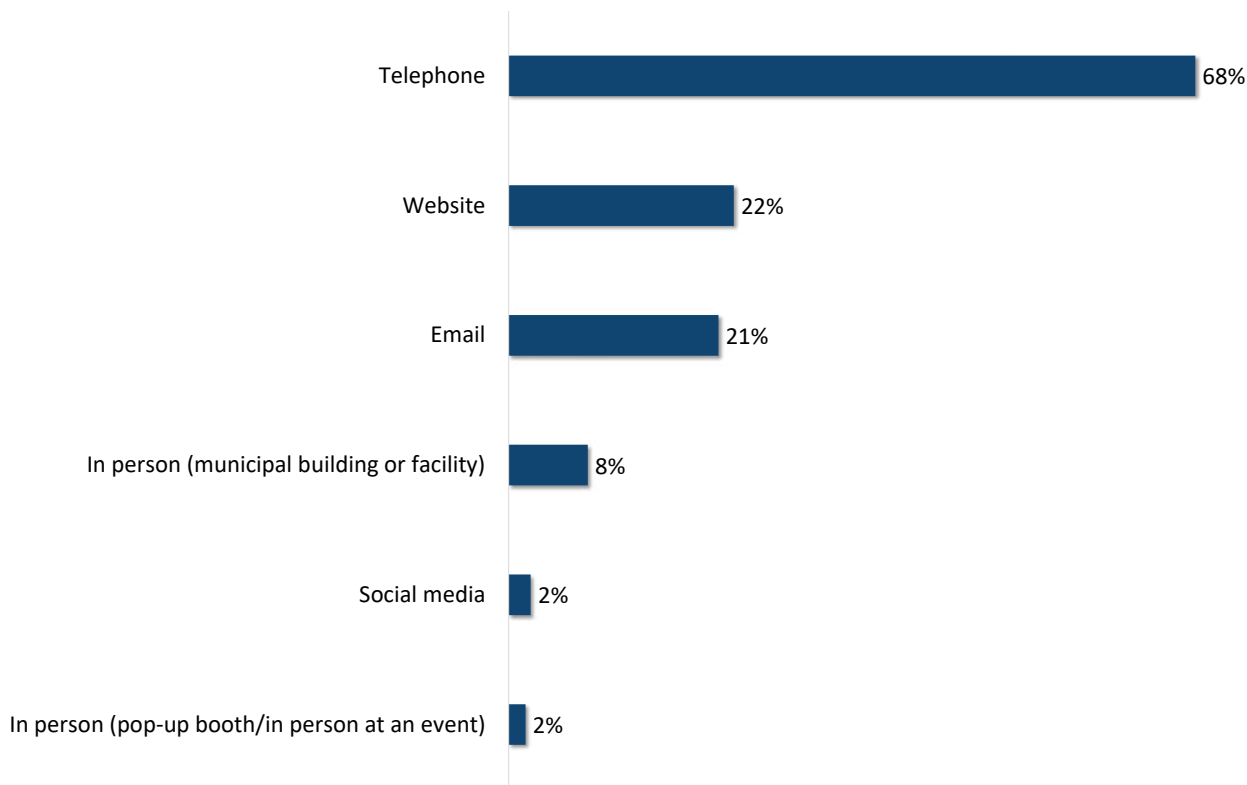
Over 1 in 2 respondents (55%) have found information about the Town of Aurora through the website.

Other specified methods finding information are through internet / online / web search – other or unspecified (9%), social media (9%) and local newspapers (9%).

Q12. How do you most often find information about the Town of Aurora?
Framework: All respondents.
Sample Size: n=467



Preferred Methods of Contacting the Town



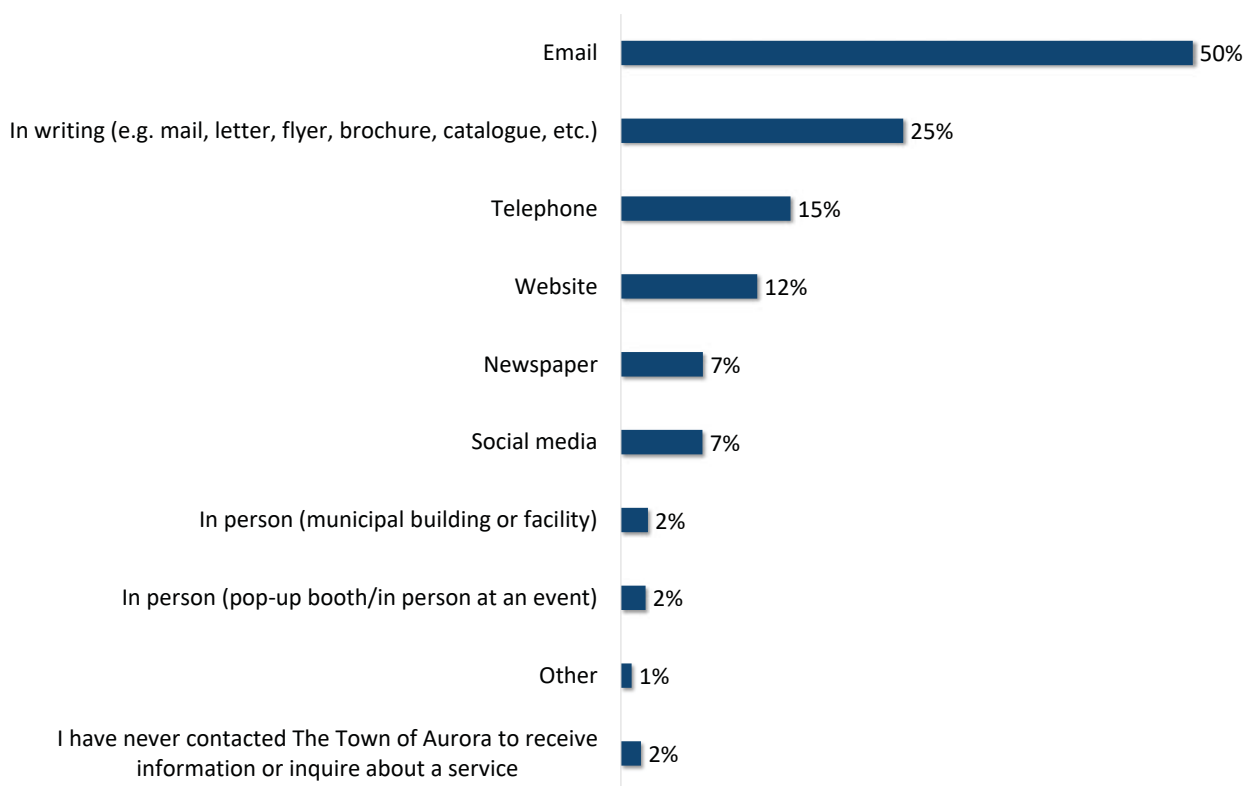
*note: not shown if <2%

Q13. What is your preferred method to contact the Town of Aurora for advice, information or inquire about a service? [Multi-mentions accepted, up to 3]
Framework: All respondents.
Sample Size: n=467

When contacting the Town of Aurora for advice, information or inquire about a service, the majority of respondents preferred telephone (68%), followed by website (22%) and email (21%).



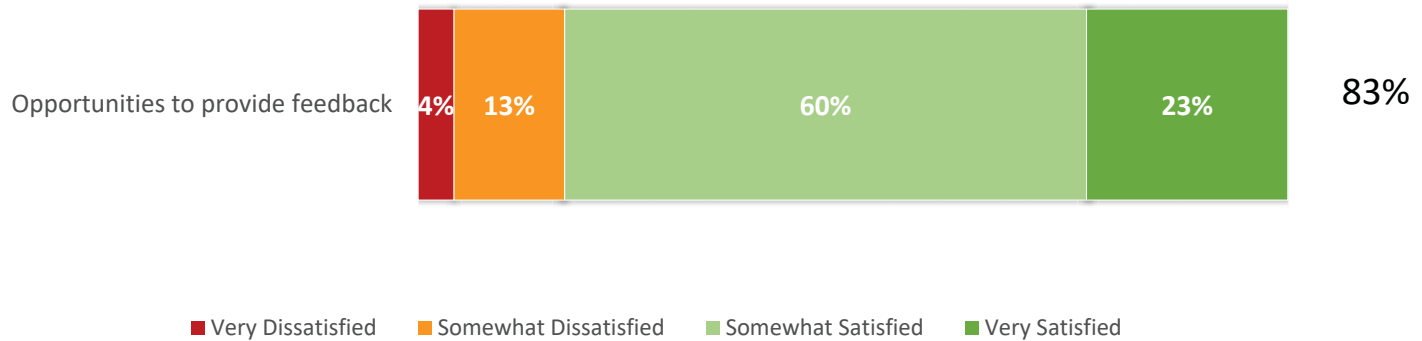
Preferred Methods of Receiving Information



Email is the most preferred method of receiving information from the Town of Aurora (50%). Other specified methods were in writing (e.g., mail, letter, flyer, brochure, catalogue, etc.) (25%), telephone (15%) and website (12%).

Q14. Generally, what is your preferred method of receiving information from the Town of Aurora?
Framework: All respondents.
Sample Size: n=467

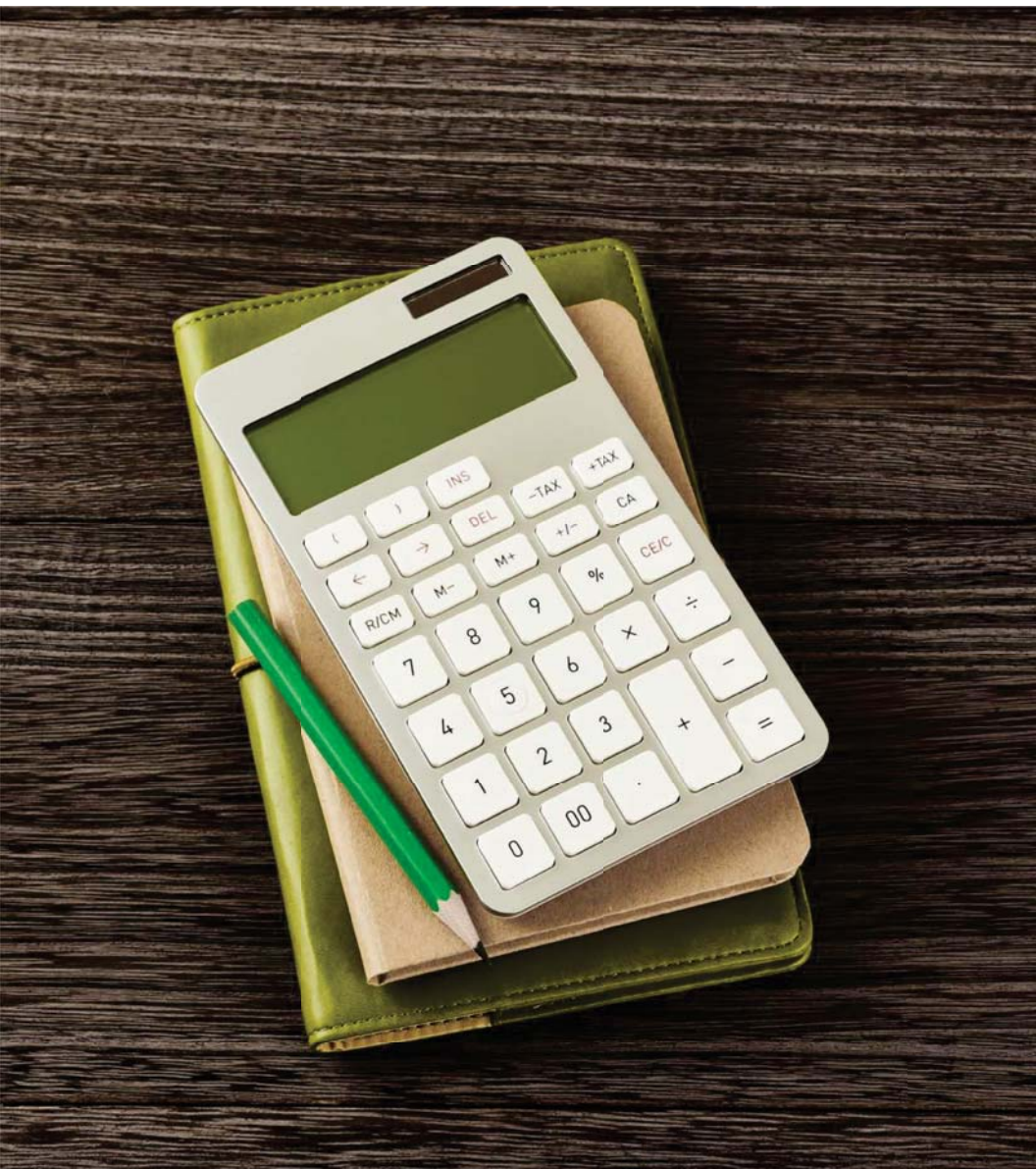
Overall Satisfaction with Town Engagement



Over 8 in 10 (TOP2: 83%) are satisfied with the opportunities to engage with the Town in order to provide feedback on programs, services and policies.

- Single household families are more likely to feel satisfied with the opportunities to engage with the Town in order to provide feedback on programs, services and policies compared to families of 2 or 3. (TOP2: 93% vs 79% and 72%, respectively).

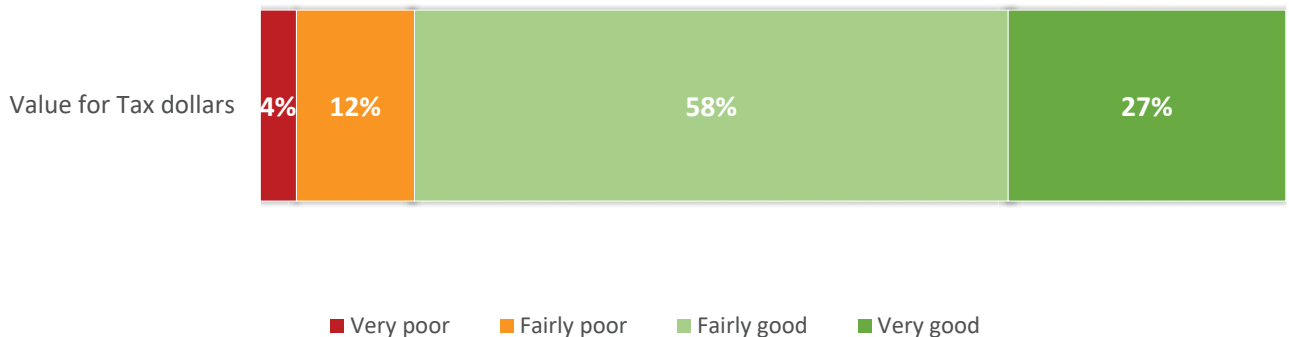
Q16. How satisfied are you with the opportunities to engage with the Town in order to provide feedback on programs, services and policies? Would you say you are...
Framework: All respondents.
Sample Size: n=431



TAXATIONS AND PRIORITIES



Value for Tax Dollars



TOP2

85%

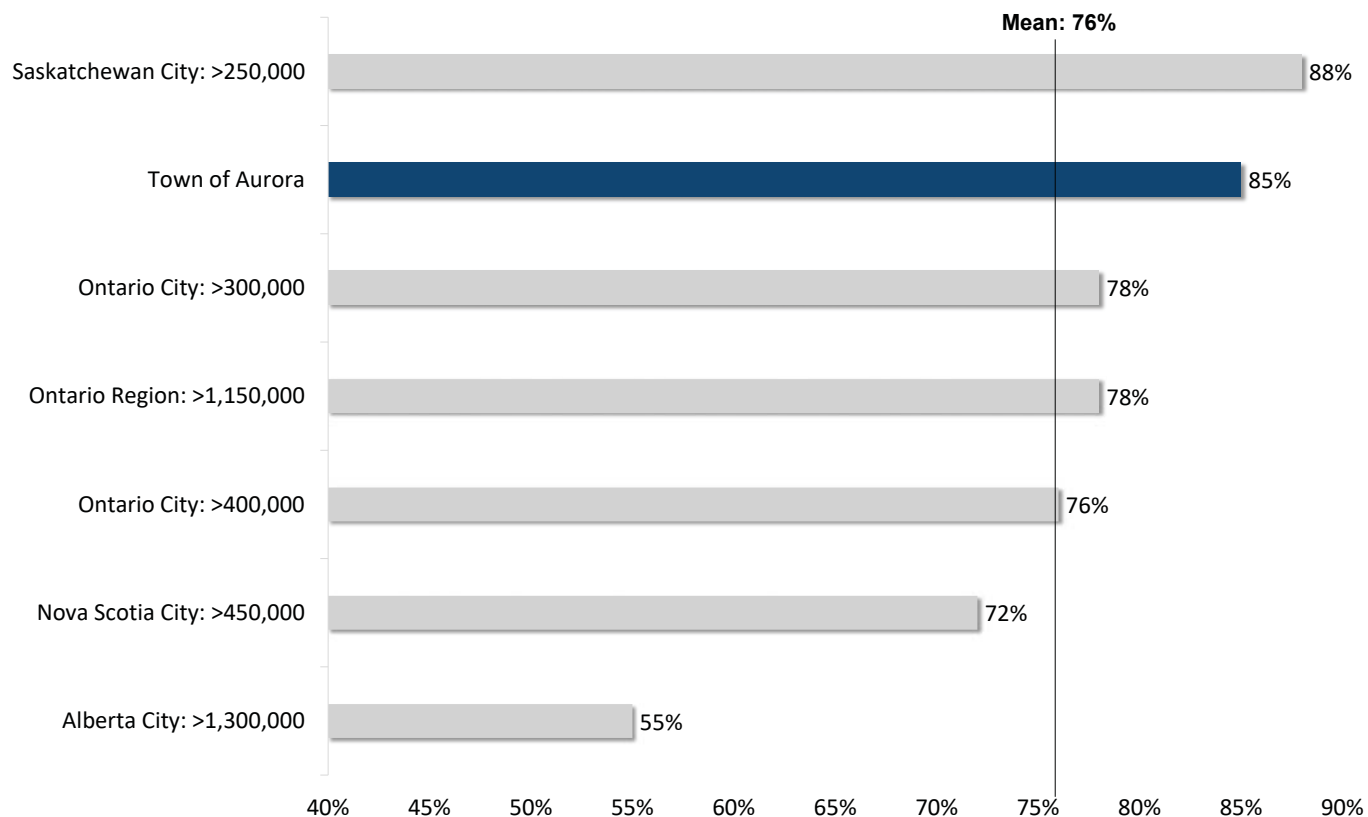
Majority of respondents (TOP2: 85%) think they received an overall good value for their tax dollars.

- Respondents aged 55 and older are more likely to feel very good about the value for their tax dollars than respondents aged 18 to 34 (37% vs 16%).

Q17. Thinking about the programs and services you receive from the Town of Aurora, would you say that, overall, you receive very good, fairly good, fairly poor, or very poor value for tax dollars?
 Framework: All respondents.(exc. Don't know)
 Sample Size: n=417



Value for tax dollars - Benchmark



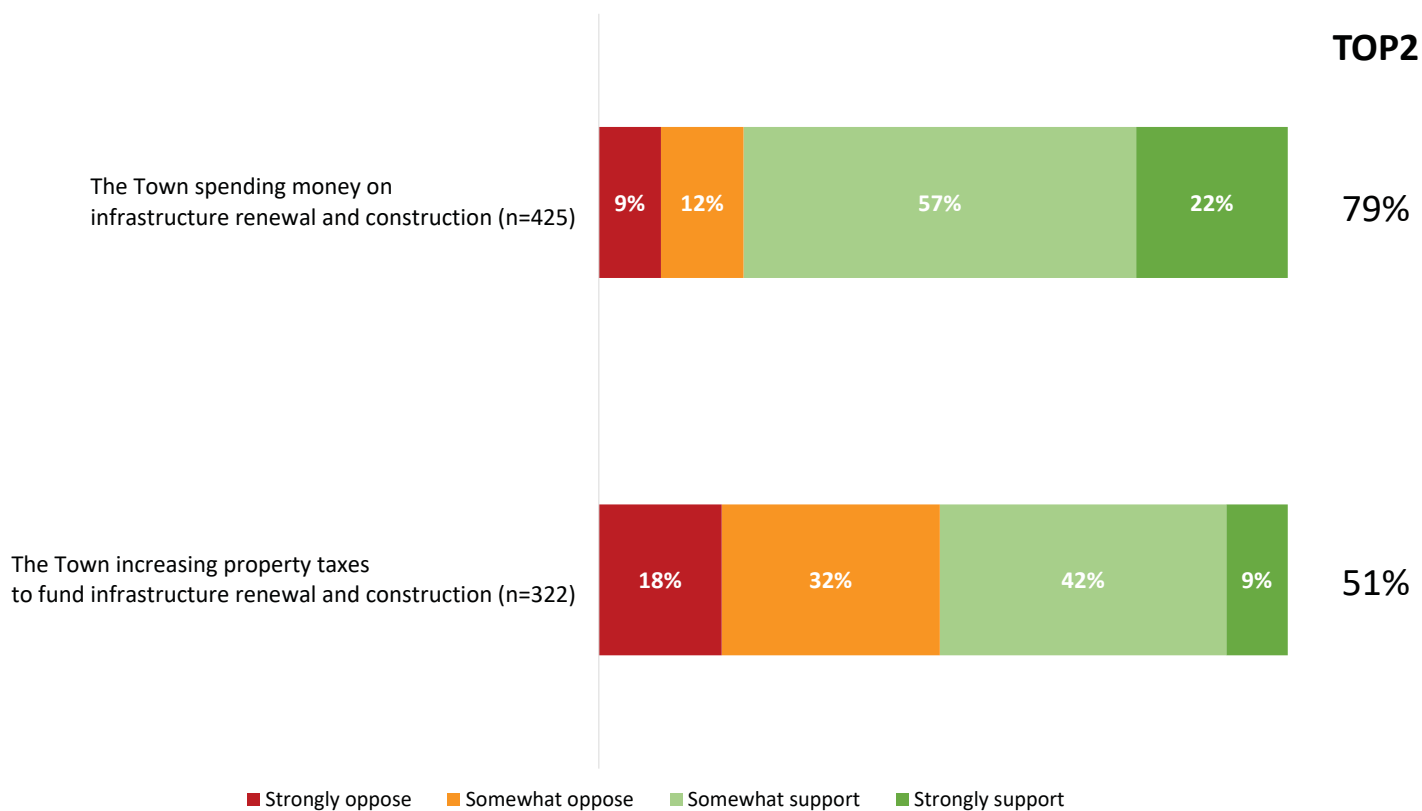
When compared to other municipalities across Canada, the Town of Aurora has the second highest rating of Value for tax dollars, and scores above the mean.

**This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2021-2022. Comparisons for this question include 6 municipalities across Canada, with populations ranging from ~250,000 to ~1,300,000. Populations shown are rounded to the nearest 50,000 based on 2021 Census data.*

Q17. Thinking about the programs and services you receive from the Town of Aurora, would you say that, overall, you receive very good, fairly good, fairly poor, or very poor value for tax dollars?
Framework: All respondents.(exc. Don't know)
Sample Size: n=417



Balance for Property Taxations and Services



TOP2

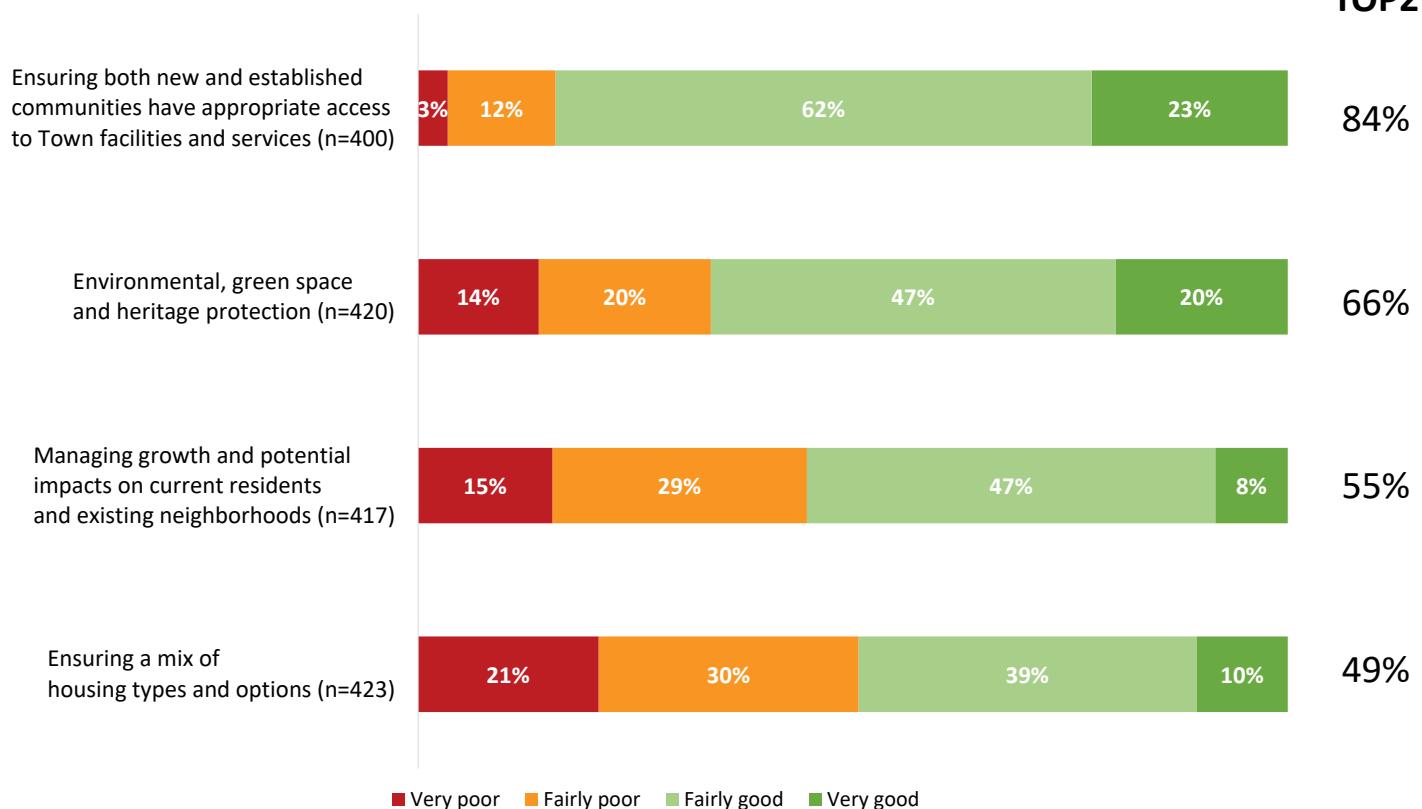
Majority of respondents are supportive with the Town spending money on infrastructure renewal and construction (TOP2: 79%).

However, respondents' opinions are split with how to fund this renewal in infrastructure, with about half supporting the Town increasing property taxes (TOP2: 51%) and the other half and opposing a property tax hike (BTM2: 49%).

Q18. Property taxes in the Town of Aurora in part allow the Town to spend money to renew infrastructure. Infrastructure means assets like roads, bridges, storm sewers, parks, recreation centers, arenas, libraries and other Town facilities. In the future, the Town may need additional funds to maintain Town assets. Do you strongly support, somewhat support, somewhat oppose or strongly oppose...
Framework: All respondents.(exc. Don't know)
Sample Size: Shown in chart above; varies for each area



Priorities in Town



TOP2

Majority of respondents (TOP2: 84%) think that the Town is doing good in ensuring both new and established communities have appropriate access to Town facilities and services (TOP2: 84%)

- Respondents aged 35 to 54 are more likely to think that the Town is doing good in ensuring both new and established communities have appropriate access to Town facilities and services, compared to respondents aged 55 or older (TOP2: 91% vs 82%).

2 in 3 respondents (TOP2: 66%) think that the Town is doing good in terms of environmental, green space and heritage protection as it continues to develop.

1 in 2 respondents (TOP2: 55%) think that the Town is doing good in terms of managing this growth and the potential impacts on current residents and existing neighborhoods.

Around 1 in 2 respondents (TOP2: 49%) think that the Town is doing good in terms of managing this growth and the potential impacts on current residents and existing neighborhoods.

Q19. Aurora's population is expected to grow by nearly 20,000 people in the next two decades, meaning that ongoing development is a necessity in the Town in order to provide new residents with housing. How would you say that the Town is doing in terms of managing this growth and the potential impacts on current residents and existing neighborhoods? / **Q20.** And using the same scale, how would you say the Town is doing in ensuring there is a mix of housing types and options to support diverse populations and various income levels? / **Q21.** How would you say the Town is doing in terms of environmental, green space and heritage protection as it continues to develop? / **Q23.** How would you say the Town is doing in ensuring both new and established communities have appropriate access to Town facilities and services?
Framework: All respondents, (exc. Don't know)
Sample Size: Shown in chart above; varies for each area



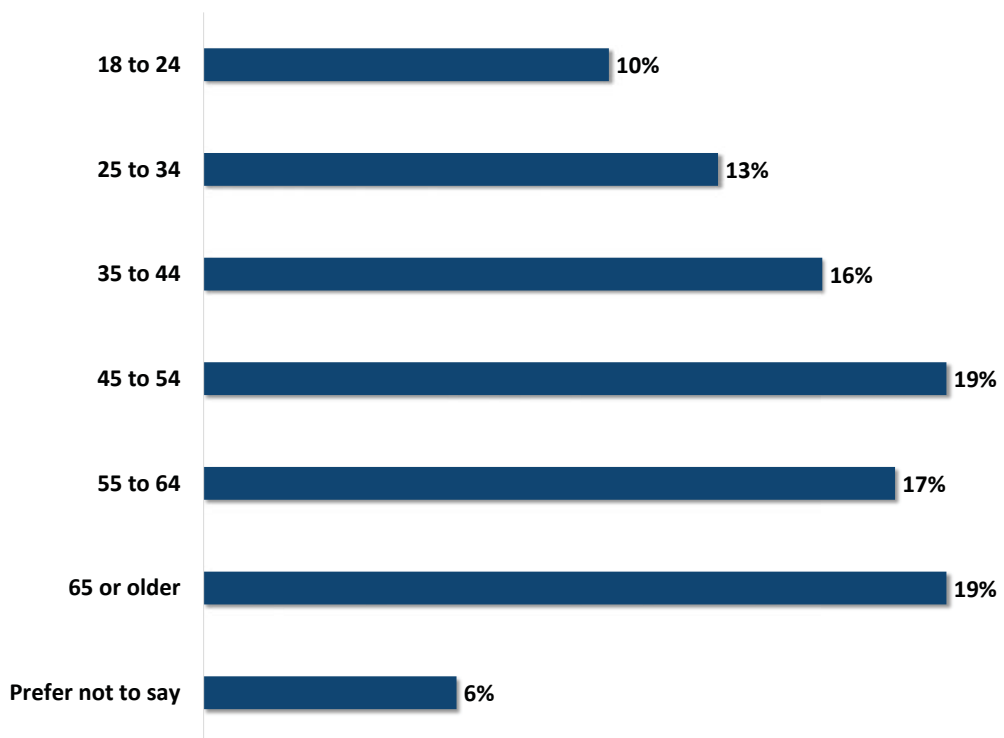


DEMOGRAPHICS

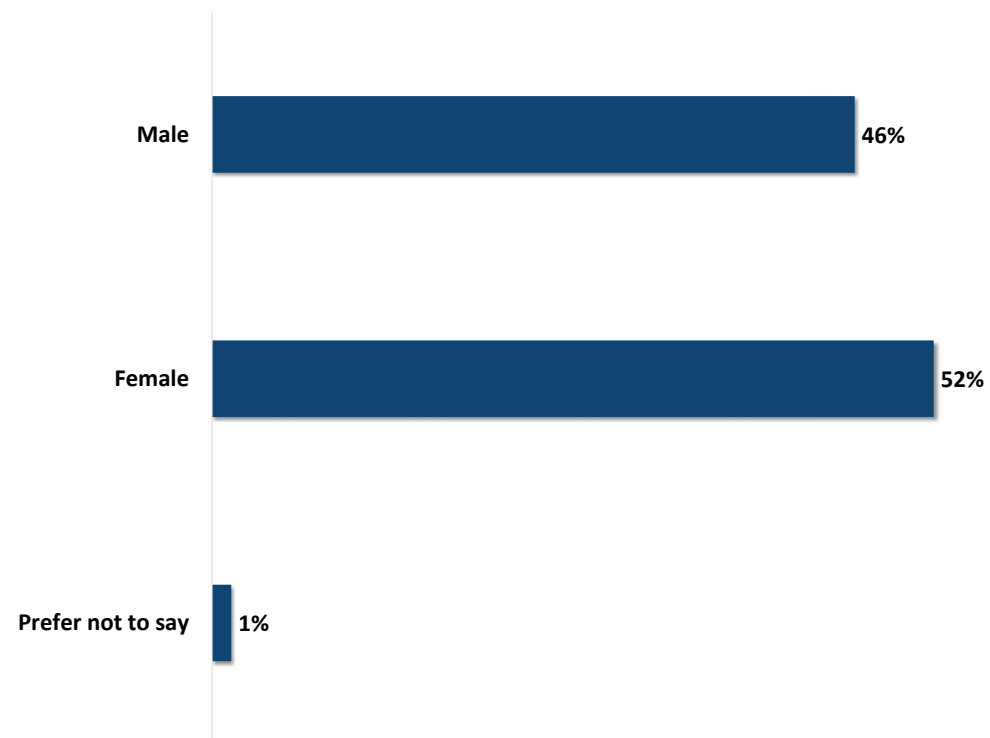


Demographics

Age



Gender

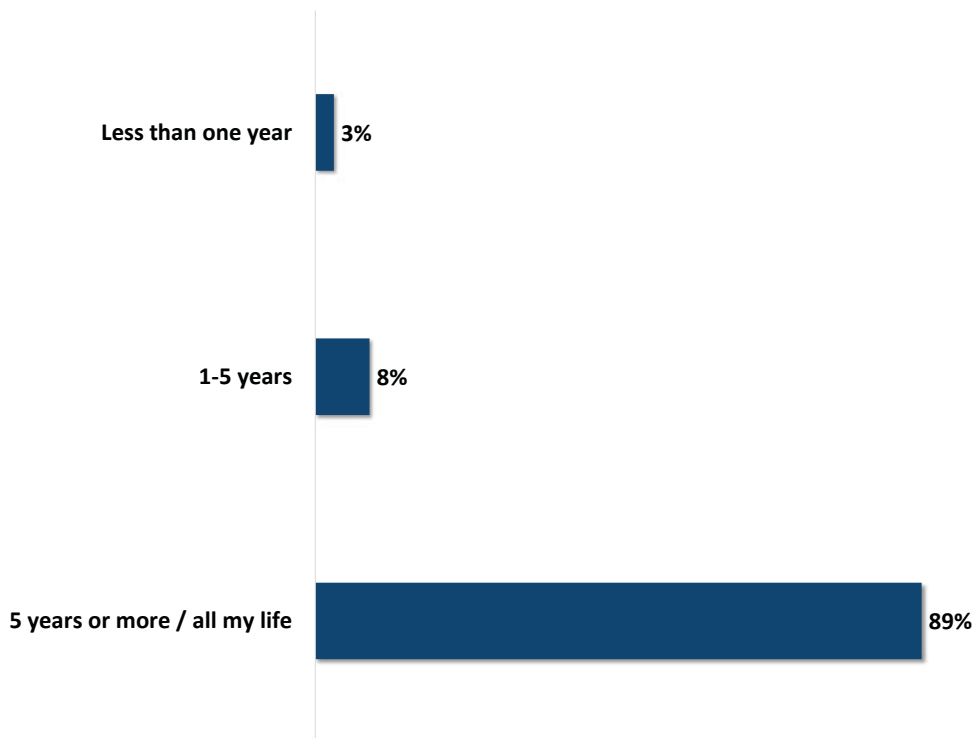


D1: How old are you? / D2. What is your gender identity?
 Framework: All respondents.
 Sample Size: n=800

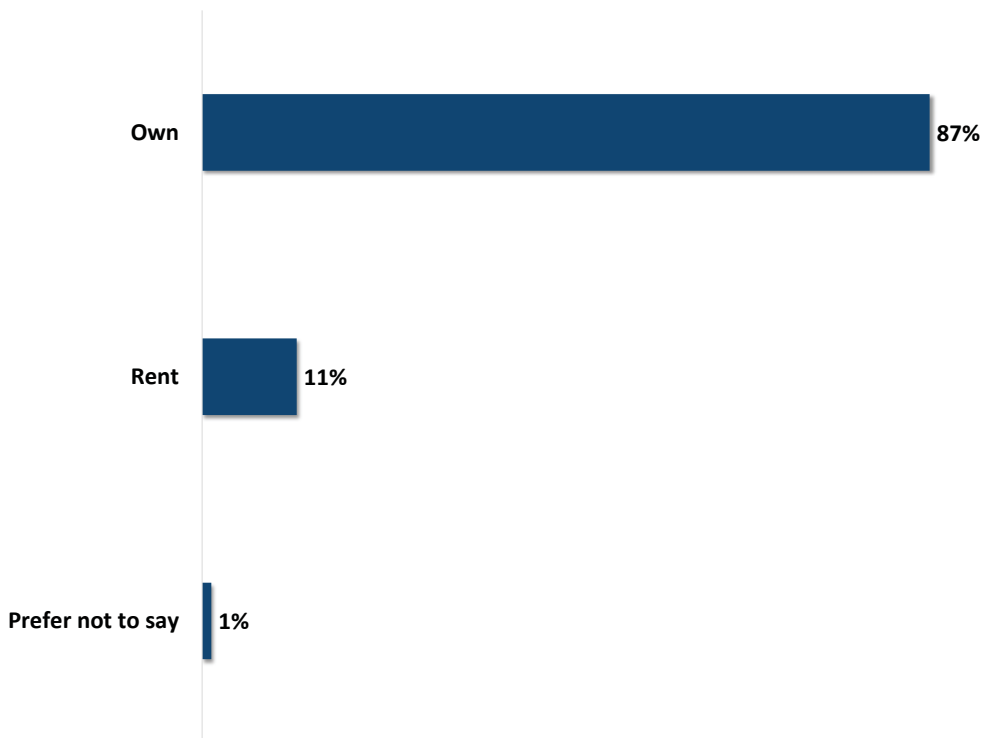
Demographics



Tenure of Living in Aurora



Home Ownership

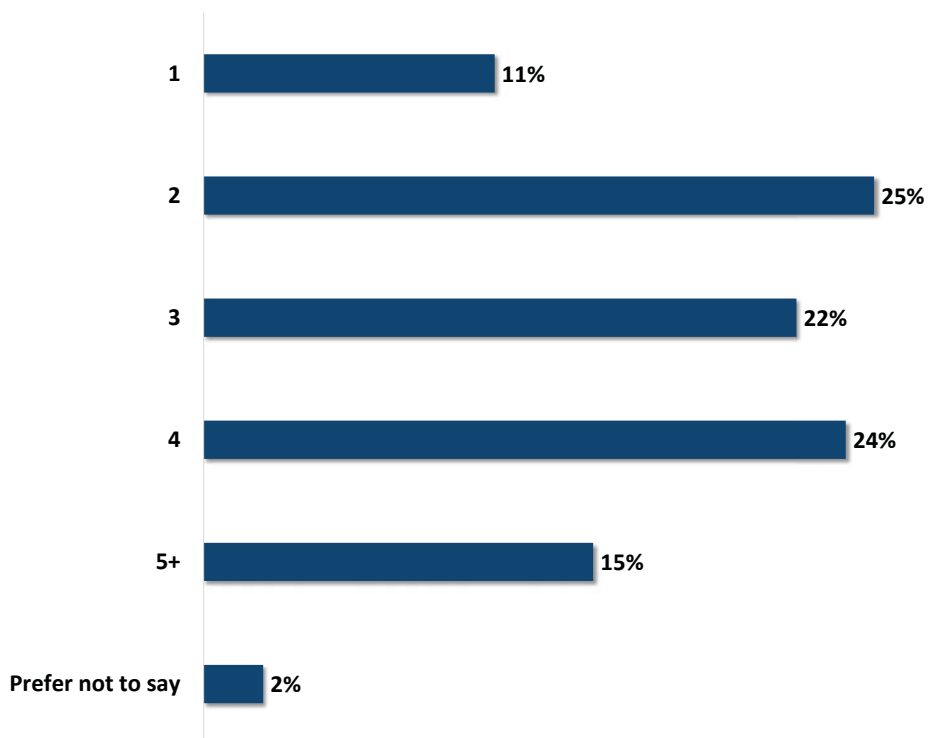


D3. How long have you lived in Aurora? / D4. Do you (or does a member of your household) own or rent your home?
Framework: All respondents.
Sample Size: n=800

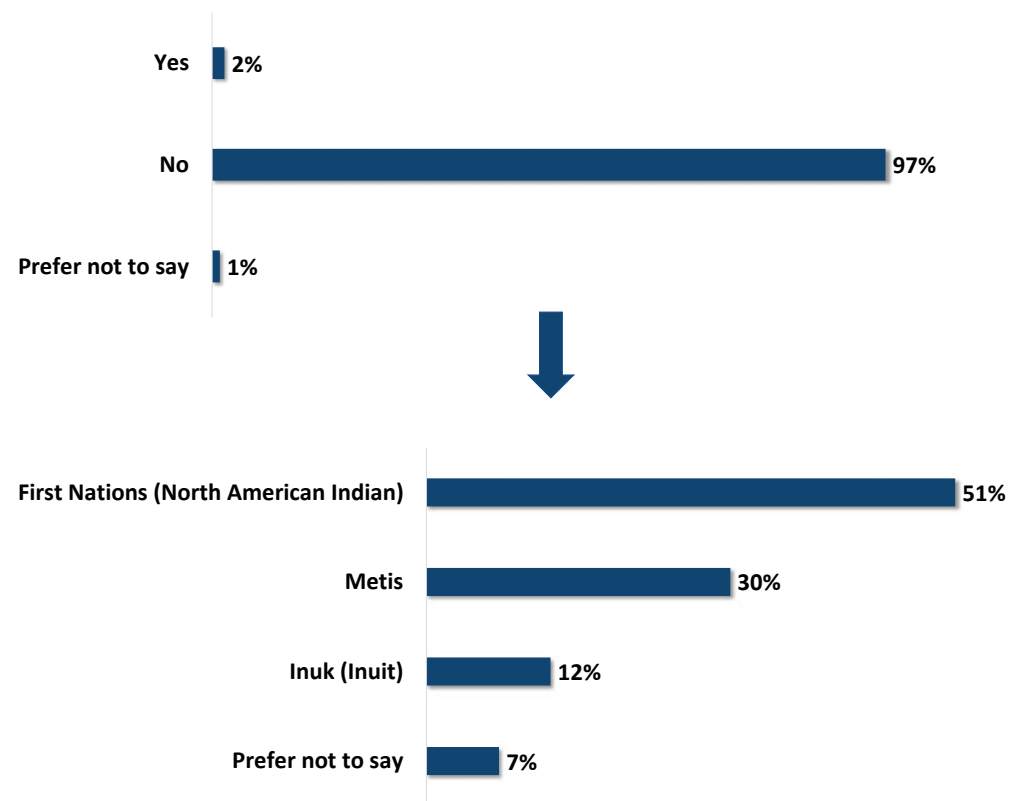


Demographics

Household Size



First Nations, Métis or Inuk

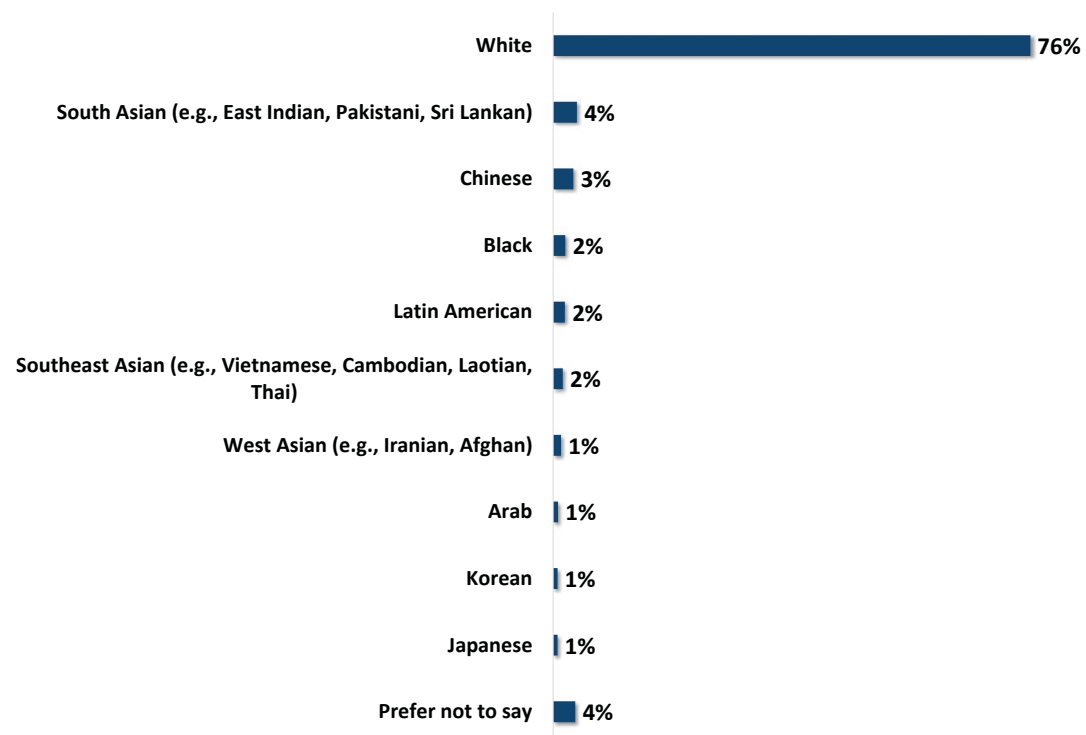


D5. How many adults and children (under the age of 18) are in your household, including yourself? / D6a. Do you identify as, First Nations, Métis or Inuk (Inuit)? / D6b. Which do you identify as?
 Framework: All respondents.
 Sample Size: n=800

Demographics



EthniTown

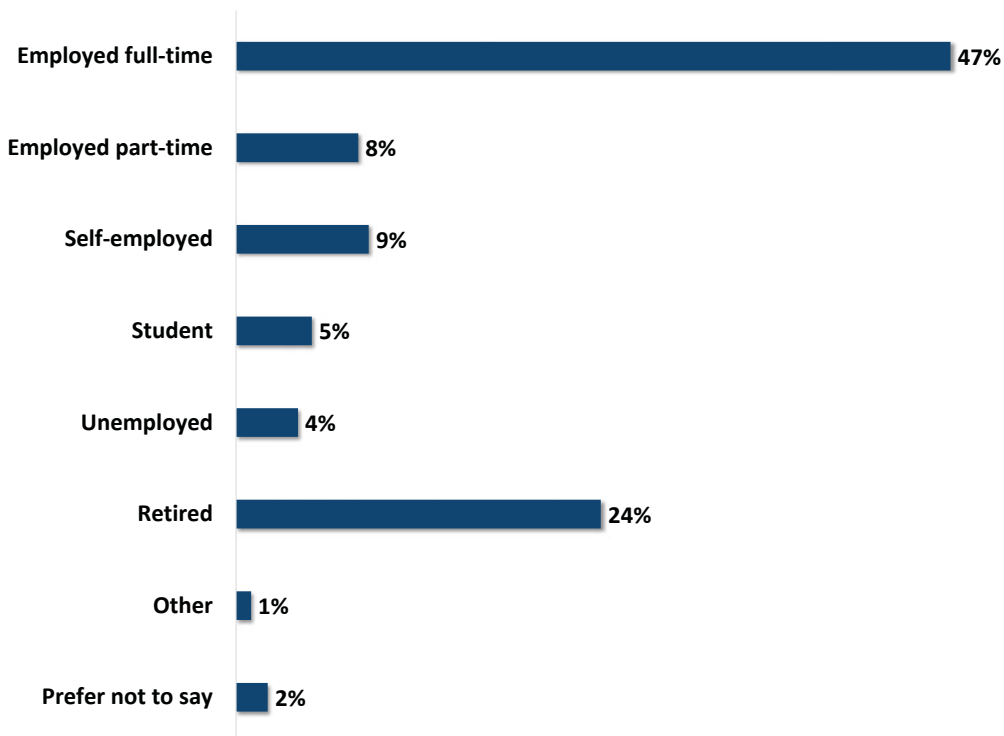


D6c. Please indicate whether you identify as belonging to each of the following groups:
Framework: All respondents.
Sample Size: n=800

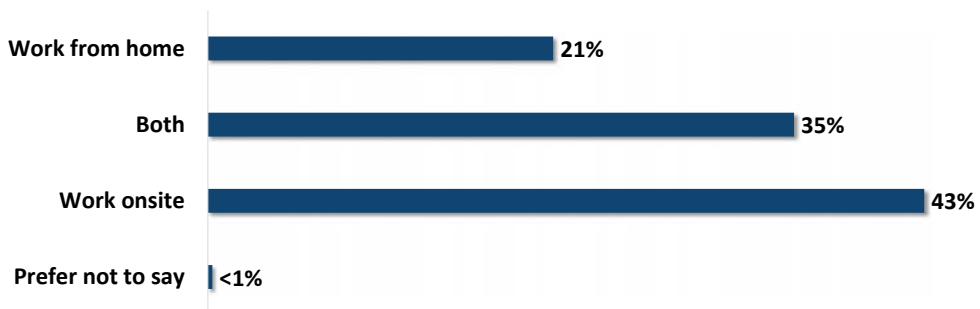


Demographics

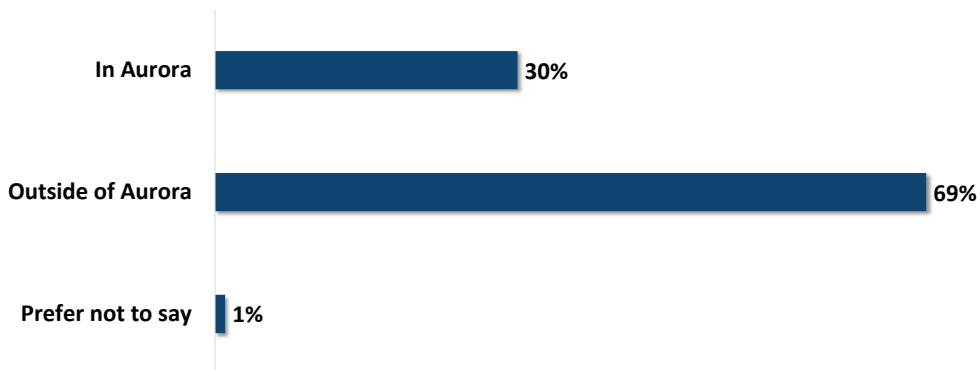
Employment



Worksite

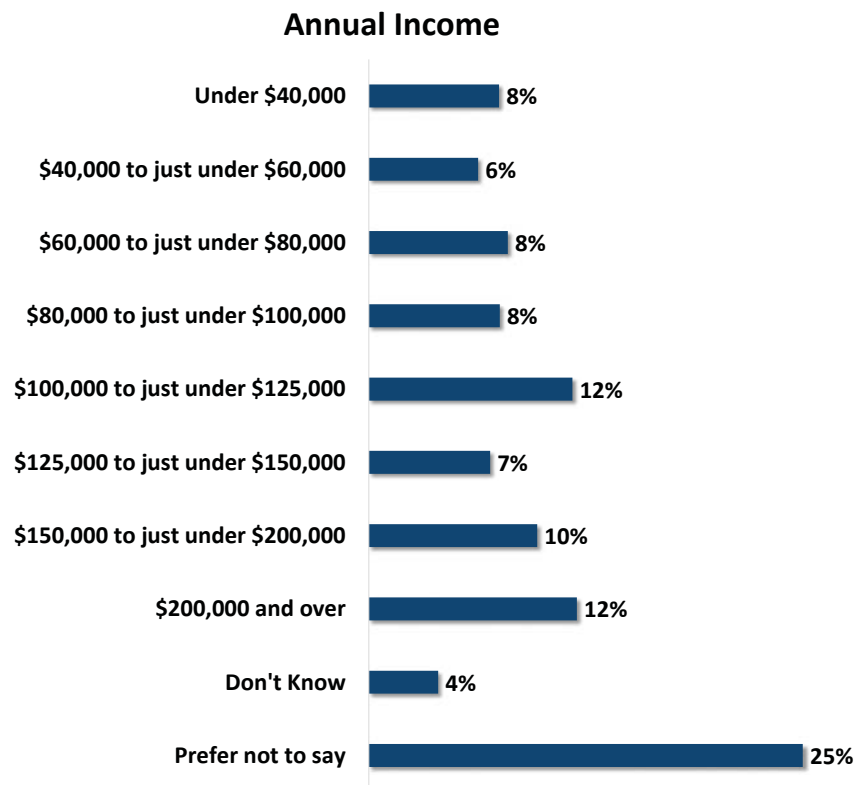


Work Location



D7a. What is your current primary employment status? / D7b. Do you work from home, at your place of work, or a mix of both? / D7c. And is the company you work for in Aurora or outside of Aurora?
 Framework: D7a: All respondents / D7b/D7c: Currently employed respondents
 Sample Size: n=800 / n=352

Demographics



D8. And lastly, which of the following categories was your total household income before taxes in 2021?
 Framework: All respondents.
 Sample Size: n=800



APPENDIX: Online Results

Methodology



Method: CAWI (Computer Aided Web Interview)

Criteria for Participation: Residents in the Town of Aurora who are 18 years of age or older

Sample Size: n=423

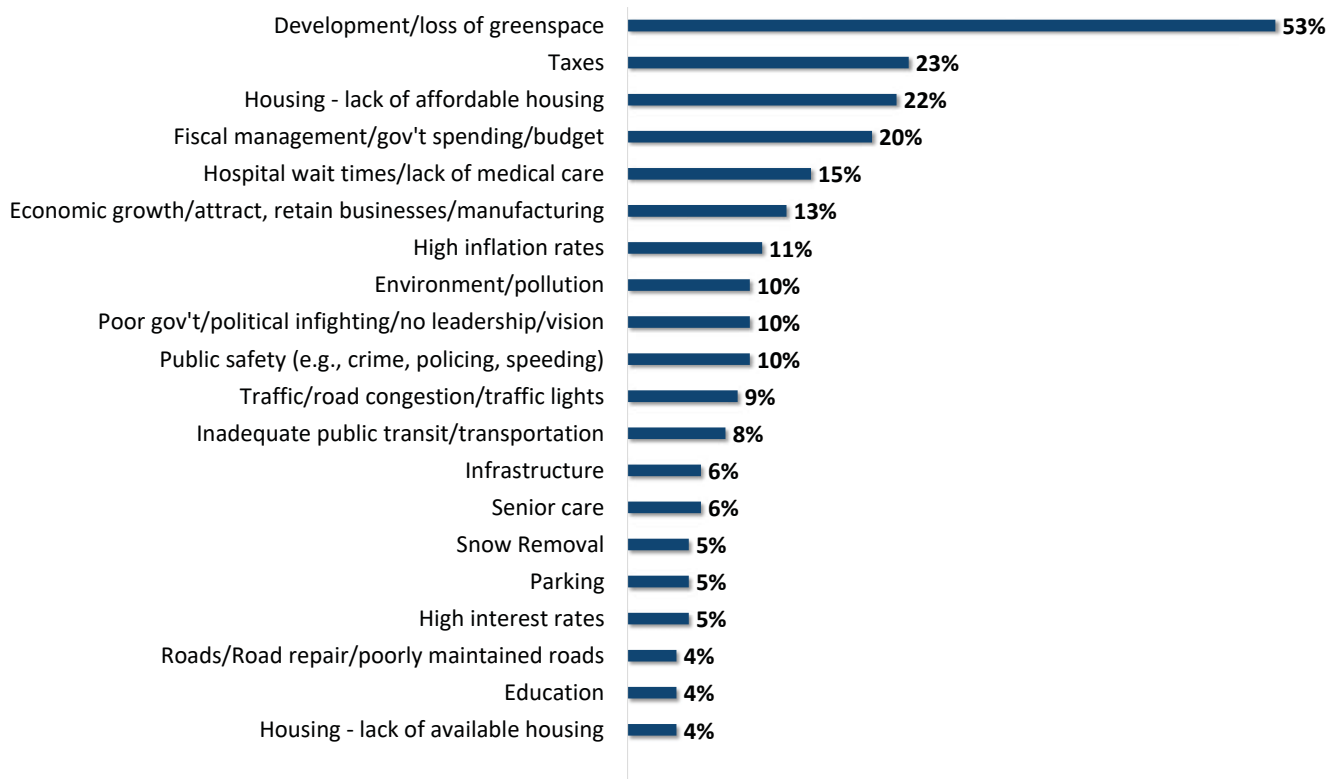
Average Length: 13.4 min

Fieldwork Dates: December 6th, 2022 – January 6th, 2023

- Additional Notes:**
- CAWI data was collected through an open link hosted on the Town of Aurora's website. The sample from CAWI consists of only self-selected respondents, who have chosen to take part in the survey on their own accord, and all have computer access and an internet connection. Due to this fact, CAWI data is not weighted and is reported separately as it is affected by self-selection bias and cannot be representative of Aurora demographics.
 - The questionnaire was available in 7 languages (English, French, Spanish, Simplified Chinese, Russian, Italian, and Farsi) to accommodate a wide variety of residents. The survey was completed in English n=414, French n=1, and Simplified Chinese n=8.



Top of Mind Issues



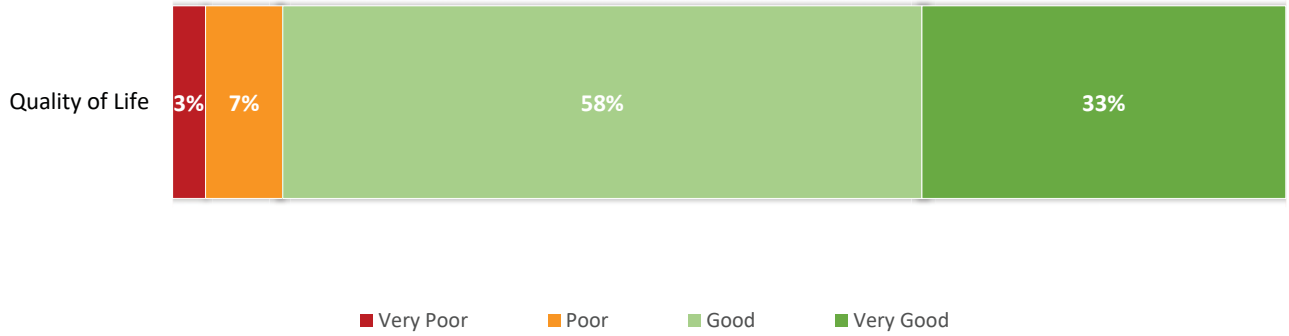
*note: not shown if <3%

Q1. In your opinion, what is the single most important issue facing the Town of Aurora today? [Multi-mentions accepted, up to 3]
 Framework: All respondents.
 Sample Size: n=423

Development/loss of greenspace is the most important issue facing the community, with around half (53%) respondents saying so.

Other top of mind issues are taxes (23%) and Housing - lack of affordable housing (22%).

Quality of Life



TOP2

90%

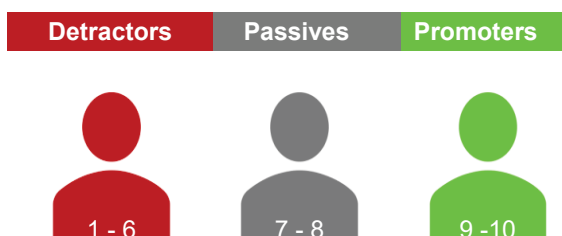
Majority of respondents are positive towards the overall quality of life in the Town of Aurora, with 9 in 10 (TOP2: 90%) rating the quality of life as good or very good.

Q2. How would you rate the overall quality of life in the Town of Aurora today? Would you say it's...
 Framework: All respondents (exc. Don't know / Refused)
 Sample Size: n=423



Net Promoter Score (NPS) - Methodology

Net Promoter Score = Promoters – Detractors



Question: How likely would you be to recommend Aurora as a place to live to a friend or colleague?
Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.

- The Net Promoter Score (NPS) assesses the willingness of residents to promote Aurora. The NPS was measured by asking residents to rate their likelihood of recommending Aurora as a place to live, on a scale from 1 to 10, with 1 being not at all likely and 10 being very likely.
- Based on the score provided, residents were classified as Promoters, Passives, or Detractors of Aurora.
- A Net Promoter Score (NPS) is calculated by subtracting the detractors from the promoters, which provides a net score for the proportion of residents promoting Aurora.

* Note: The graphics are a visualization of the methodology and not of the actual results

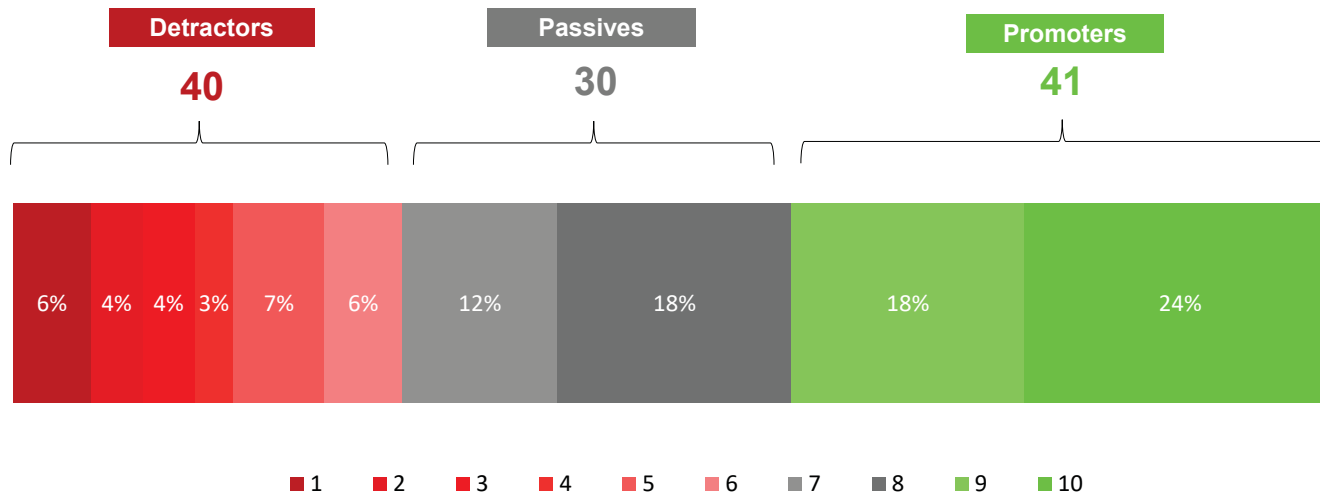
Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague? Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.

Framework: All respondents.

Sample Size: n=423



Recommending the Town of Aurora Net Promoter Score (NPS) Analysis



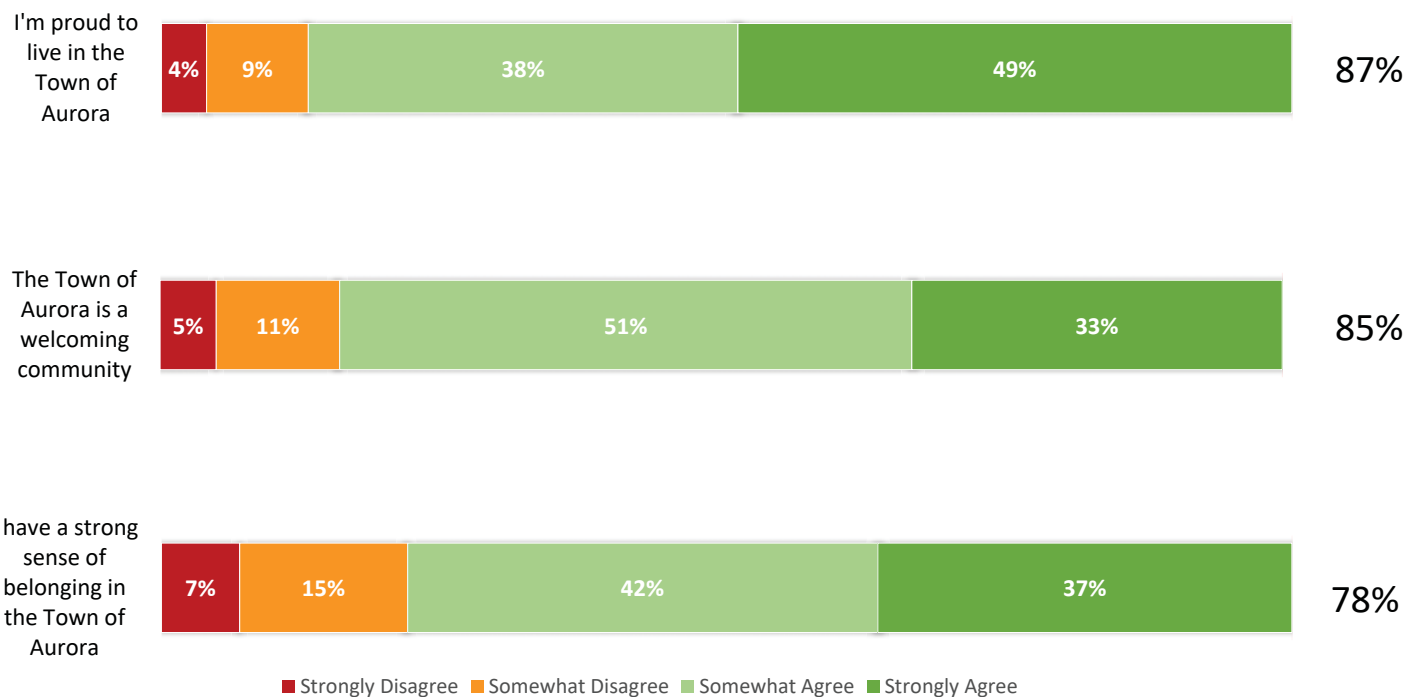
Net Promoter Score = 41 - 40 = 1

A positive NPS of 1 indicates that residents of Aurora are more likely to say they would recommend the Town than they would not.

Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague? Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.
 Framework: All respondents.
 Sample Size: n=423



Community Belonging and Pride in Aurora



TOP2

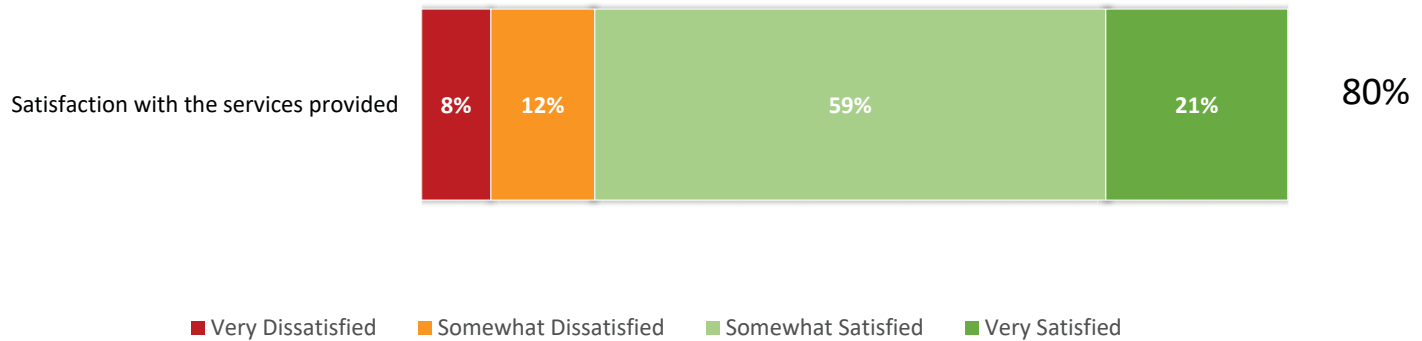
Majority of respondents feel proud to live in the Town of Aurora (TOP2: 87%), think the Town Is a welcoming community (TOP2: 85%) and have a strong sense of belonging in the Town (TOP2: 78%)

Q3A, Q3B, Q3C. Please rate the extent to which you agree or disagree with the following statements.
Framework: All respondents (exc. Don't know)
Sample Size: n=423
Note: These questions were not asked in CATI due to time constraints.



QUALITY OF SERVICES

Satisfaction with Delivery of Services

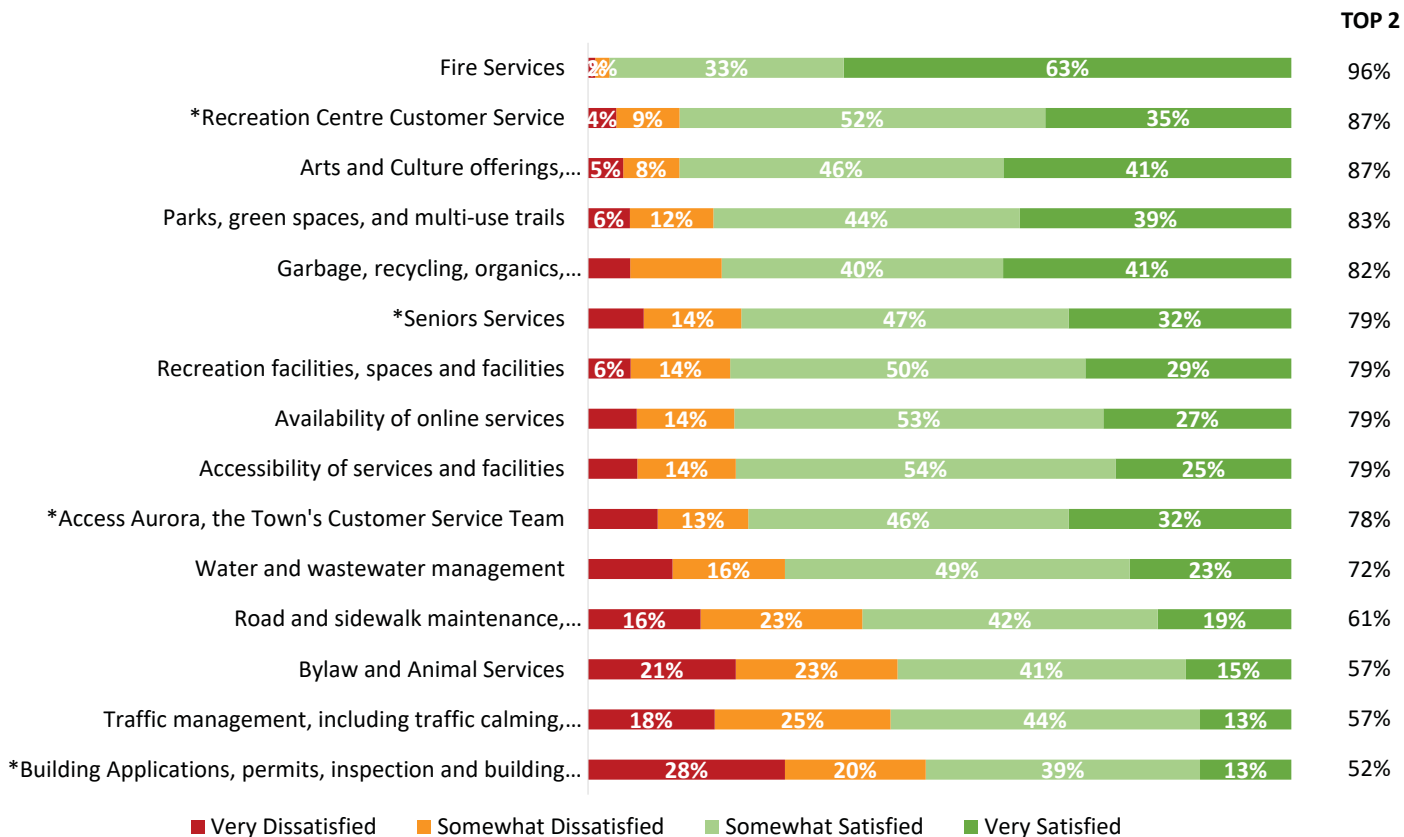


Majority of respondents (TOP2: 80%) are satisfied with the delivery of services provided by the Town of Aurora.

Q4. Overall, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the Town of Aurora?
Framework: All respondents (exc. Don't know / Refused)
Sample Size: n=423



Satisfaction of Services Provided



Majority of respondents are satisfied with all services provided by the City.

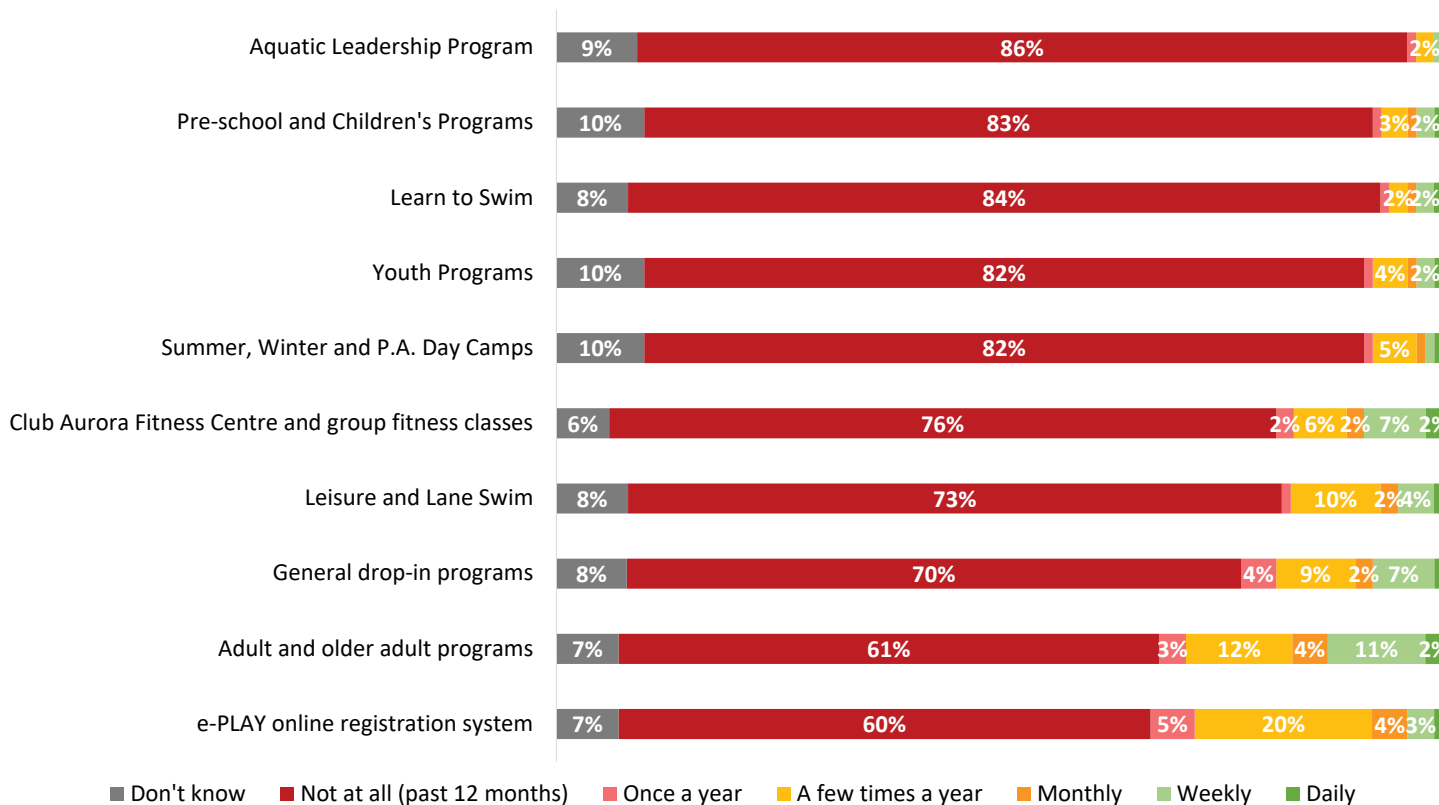
Respondents are most satisfied with fire services (TOP2: 97%), and more than 8 in 10 are satisfied with recreation centre customer service (TOP2: 87%) and arts and culture offerings (TOP2: 87%).

Respondents are less satisfied with building applications, permits, inspection and building requirements (TOP2: 52%), traffic management, including traffic calming, crosswalk signs + street and traffic signs (TOP2: 57%), and bylaw and animal services (TOP2: 57%).

Q5. And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the Town of Aurora on each...
 Framework: All respondents (exc. Don't know / Refused)
 Sample Size: 423
 Note: *Denotes services that were not asked in CATI due to time constraints.



Participation in Town of Aurora's Program

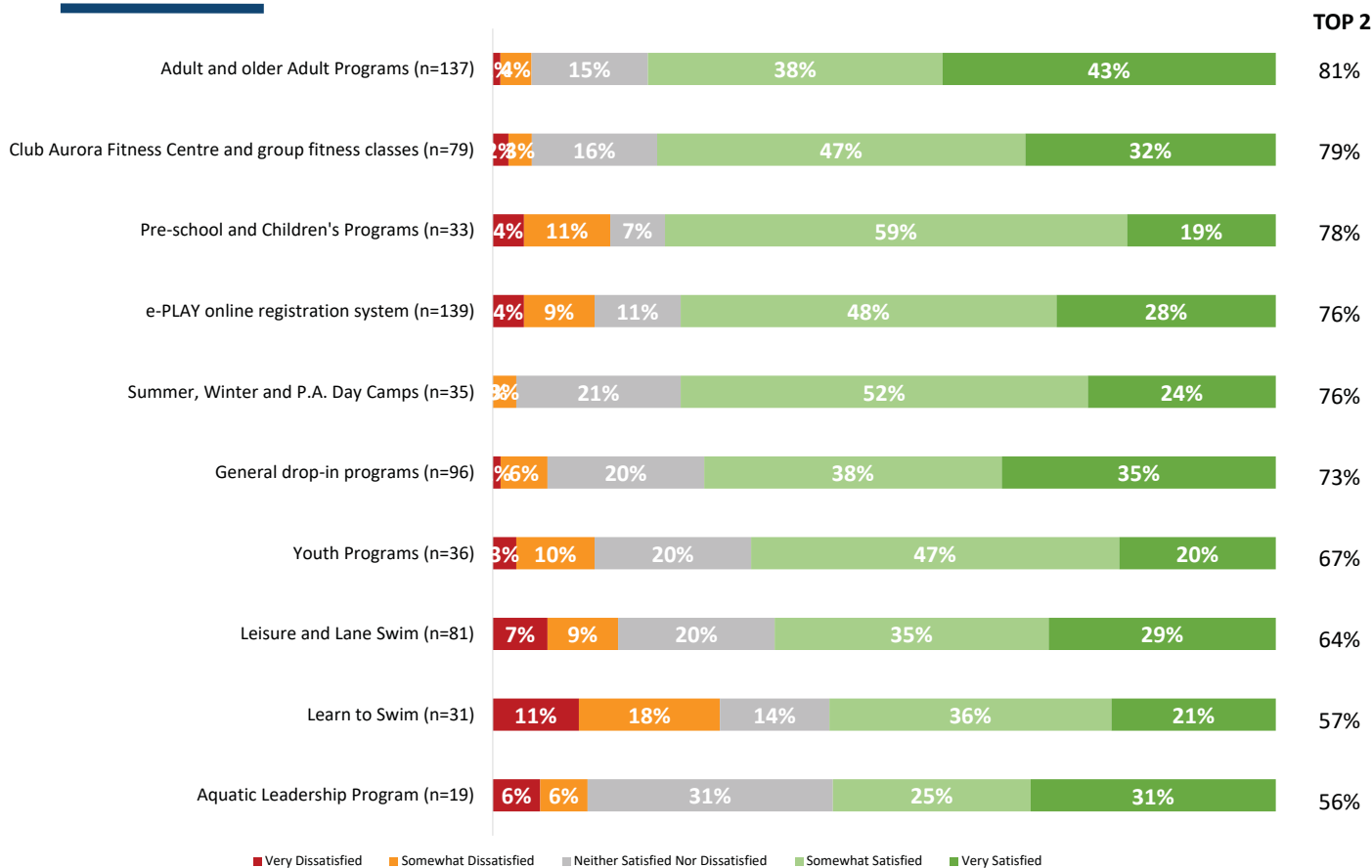


Majority of respondents have not participated in at least one of the listed programs within the past 12 months.

Q6. Please tell us if you participated in the following programs: daily, weekly, monthly, a few times a year, once a year, or not at all in the past 12 months
Framework: All respondents (exc. Refused)
Sample Size: 423
Note: These survey questions were not asked in CATI due to time constraints.



Satisfaction with Town of Aurora's Programs



Majority of respondents who attended the program at least once a year are satisfied with all services provided by the City.

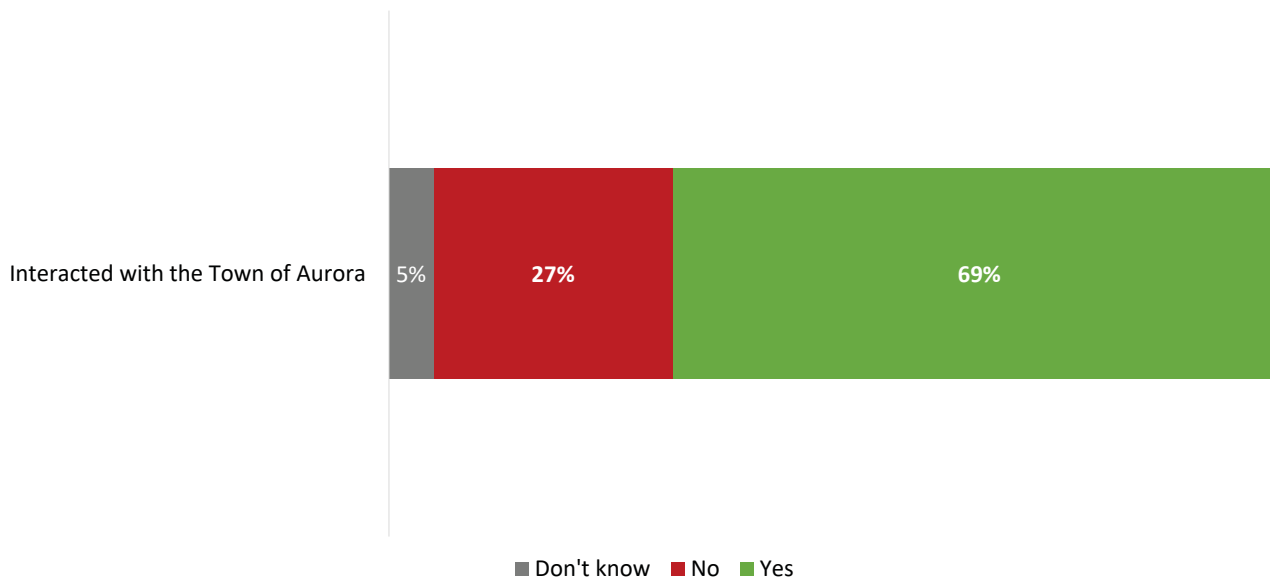
Respondents are most satisfied with adult and older adult programs (TOP2: 81%), and more than 7 in 10 are satisfied with Club Aurora Fitness Centre and group fitness classes (TOP2: 79%), pre-school and children's programs (TOP2: 78%), e-PLAY online registration system (TOP2: 76%), summer, winter, and P.A. day camps (TOP2: 76%), and general drop-in programs (TOP2: 73%).

Q7. For each program, please tell us if you were very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied.
Framework: Respondents who attended a program at least once a year (exc. Don't know / Refused)
Sample Size: Shown in chart above; varies for each program
Note: These survey questions were not asked in CATI due to time constraints.



COMMUNICATION WITH THE TOWN

Interaction with the Town in Past 12 Months

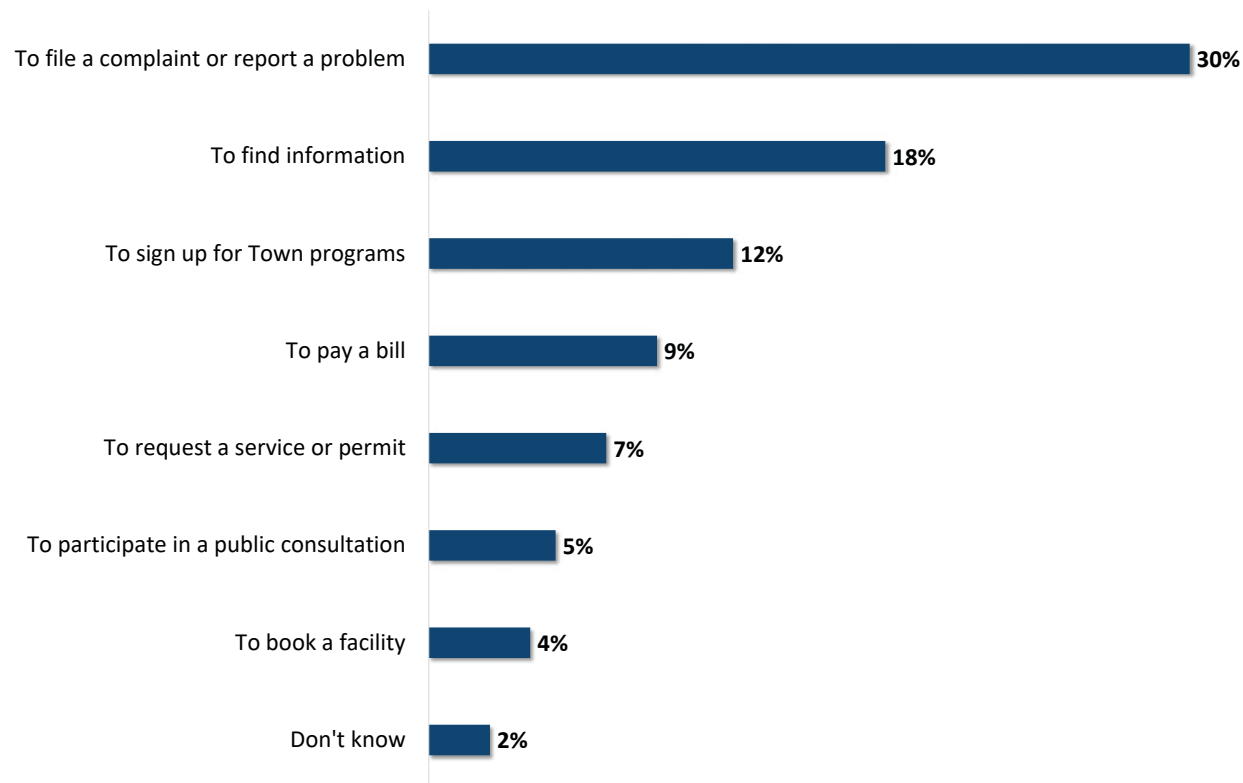


In the last 12 months, about 7 in 10 (69%) respondents have contacted the Town.

Q8. In the past 12 months, have you interacted with the town of aurora?
Framework: All respondents.
Sample Size: n=423



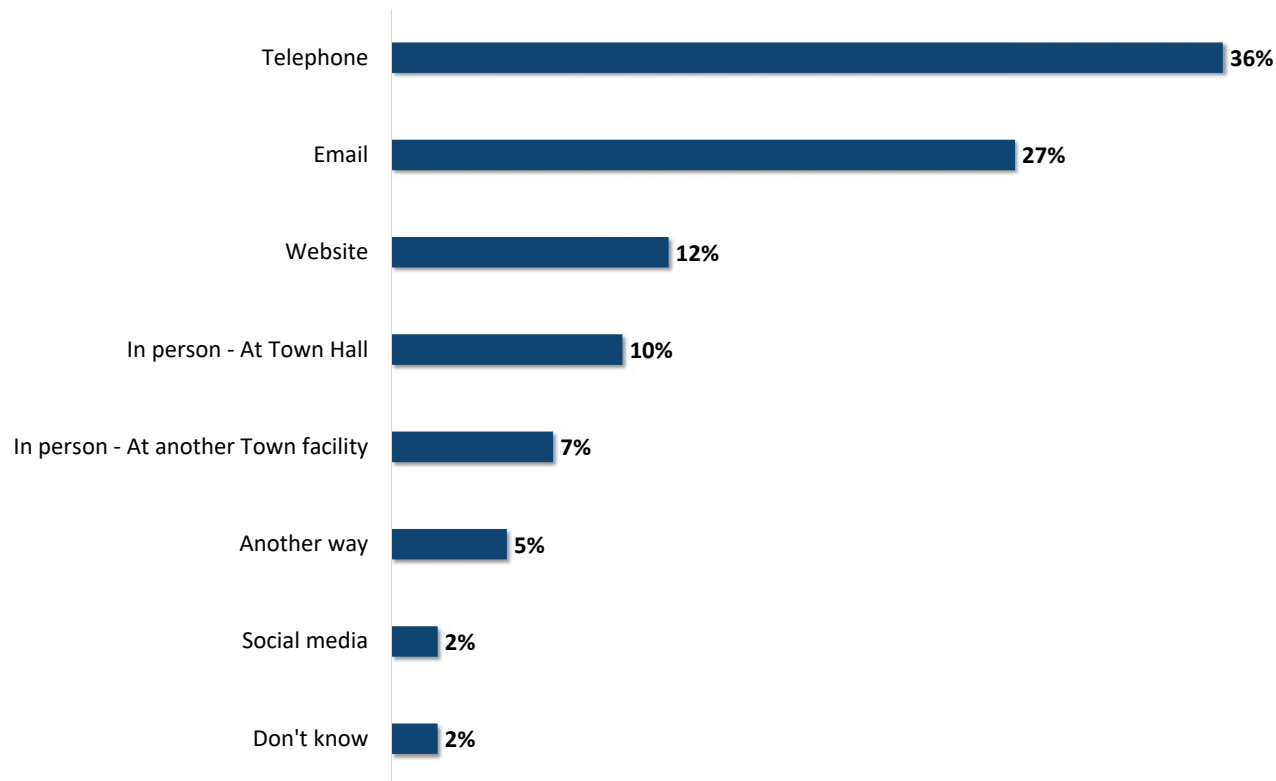
Reasons for Contacting



Of those who have contacted the Town within the last 12 months, respondents were mostly contacting the Town to file a complaint or report a problem (30%), to find information (18%), or to sign up for town programs (12%).

Q9. What was the primary reason for your most recent interaction with the Town of Aurora?
Framework: Respondents who contacted the city in the last 12 months
Sample Size: n=290

Contacting Methods

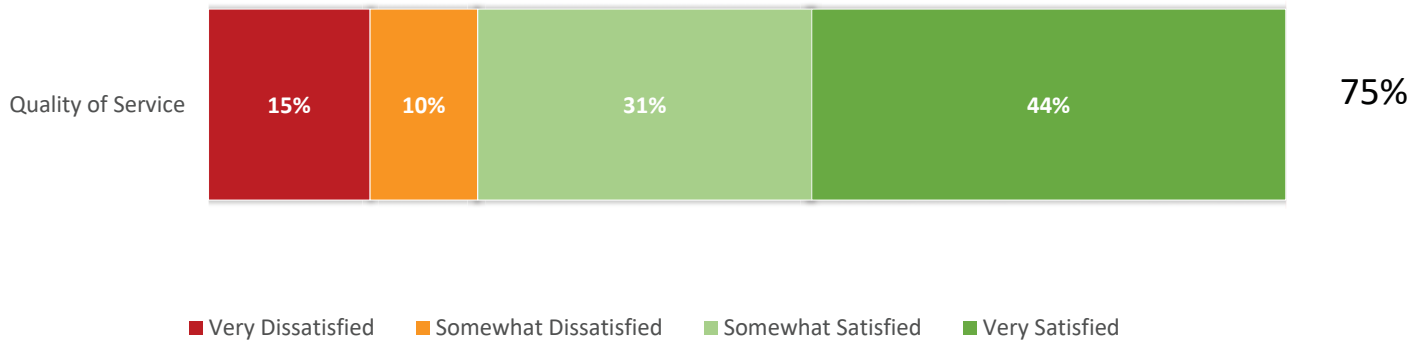


Of those who have contacted the Town within the last 12 months, telephone (36%) is the most popular method for respondents to contact the Town, followed by email (27%) and website (12%).

Q10. And which method did you use for your most recent interaction with the Town of Aurora?
Framework: Respondents who contacted the city in the last 12 months
Sample Size: n=290



Quality of Services

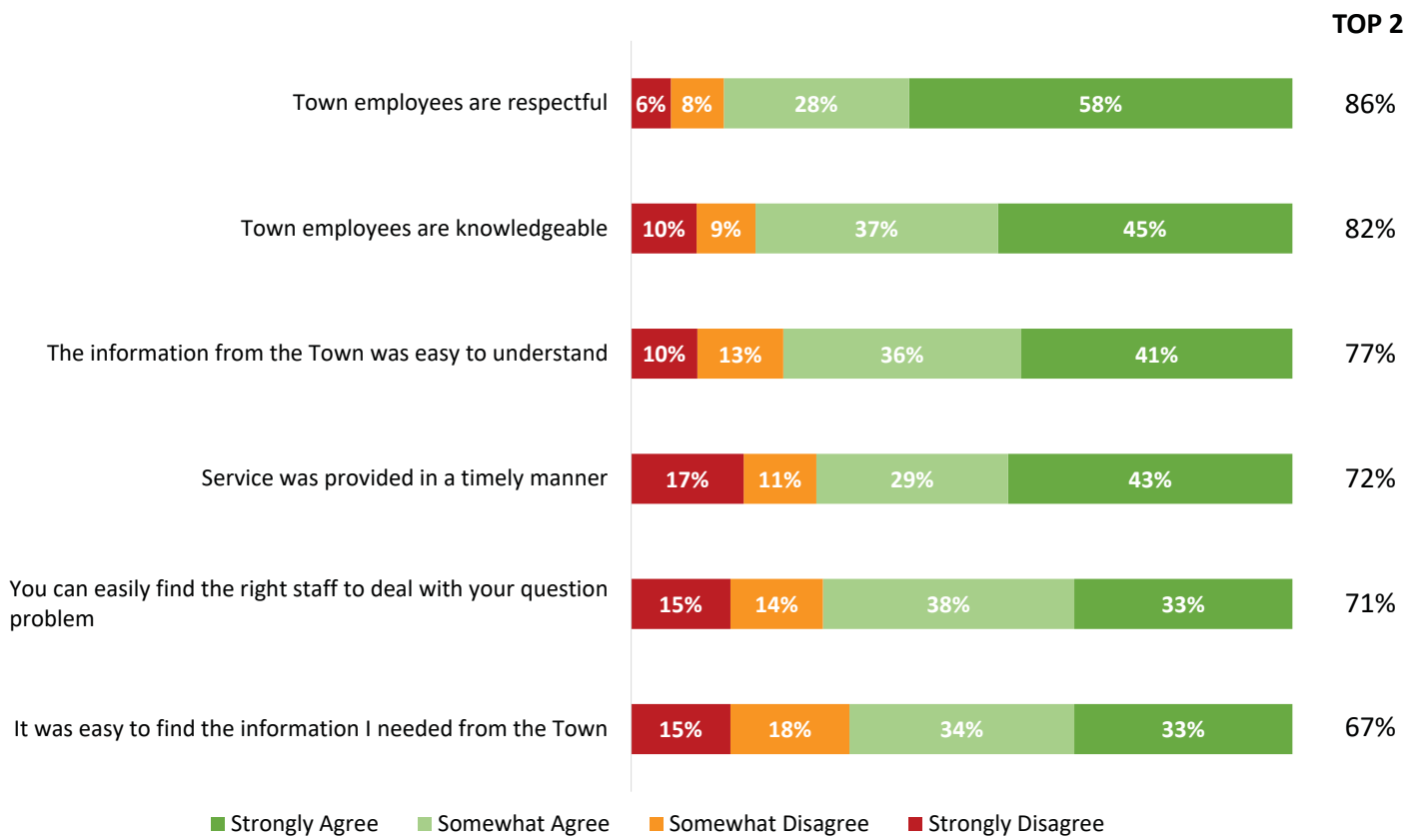


Overall, more than 7 in 10 respondents (TOP2: 75%) feel satisfied with the services they received from their recent interaction with the Town.

Q11. And still thinking about the most recent interaction you had with the Town of Aurora... Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the service that you received?
Framework: Respondents who contacted the city in the last 12 months
Sample Size: n=290



Interaction with the Town of Aurora



Regarding their most recent interaction with the Town, the majority of respondents had a positive interaction.

More than 8 in 10 respondents agree that employees are respectful (TOP2: 86%) and knowledgeable (TOP2: 82%).

Q11A-F. And still thinking about the most recent interaction you had with the Town of Aurora, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements?

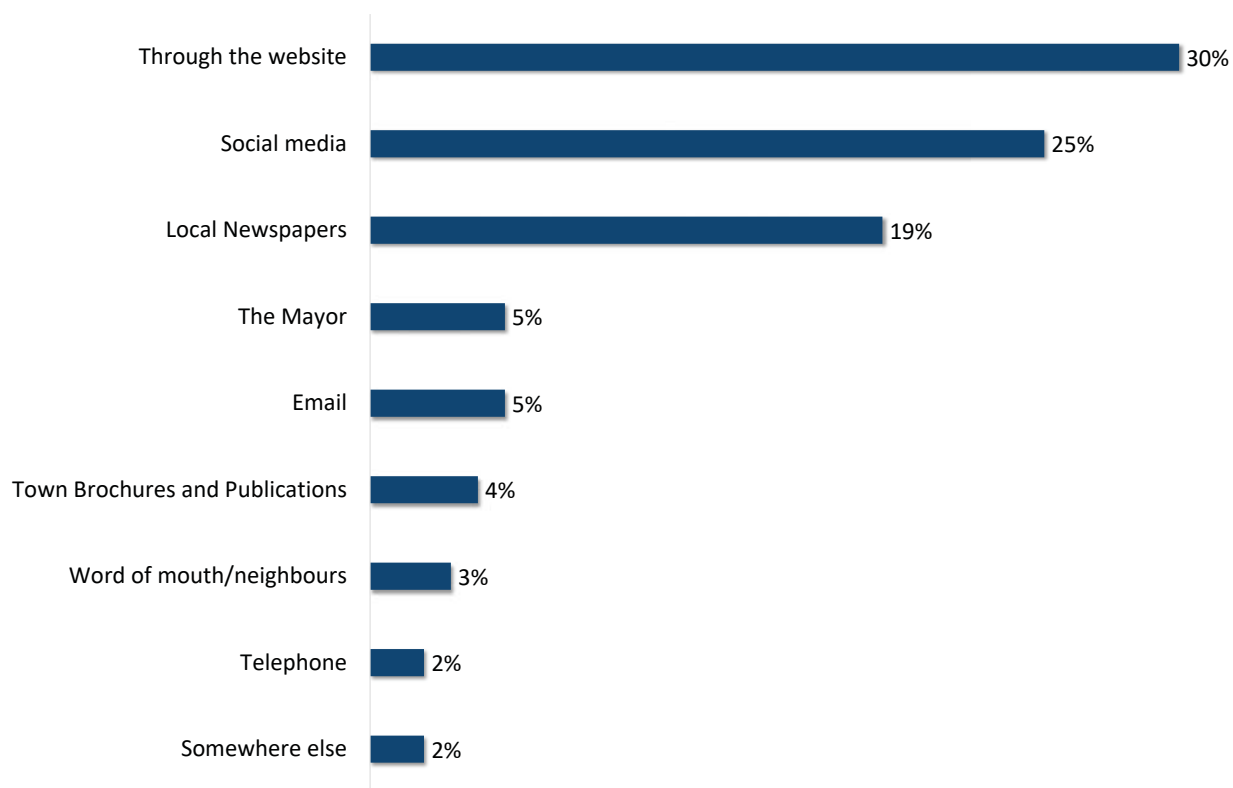
Framework: Respondents who interacted with the Town of Aurora in the past 12 months (exc. Don't know / Refused)

Sample Size: n=290

Note: These questions were not asked in CATI due to time constraints.



Methods of Finding Information



*note: not shown if <2%

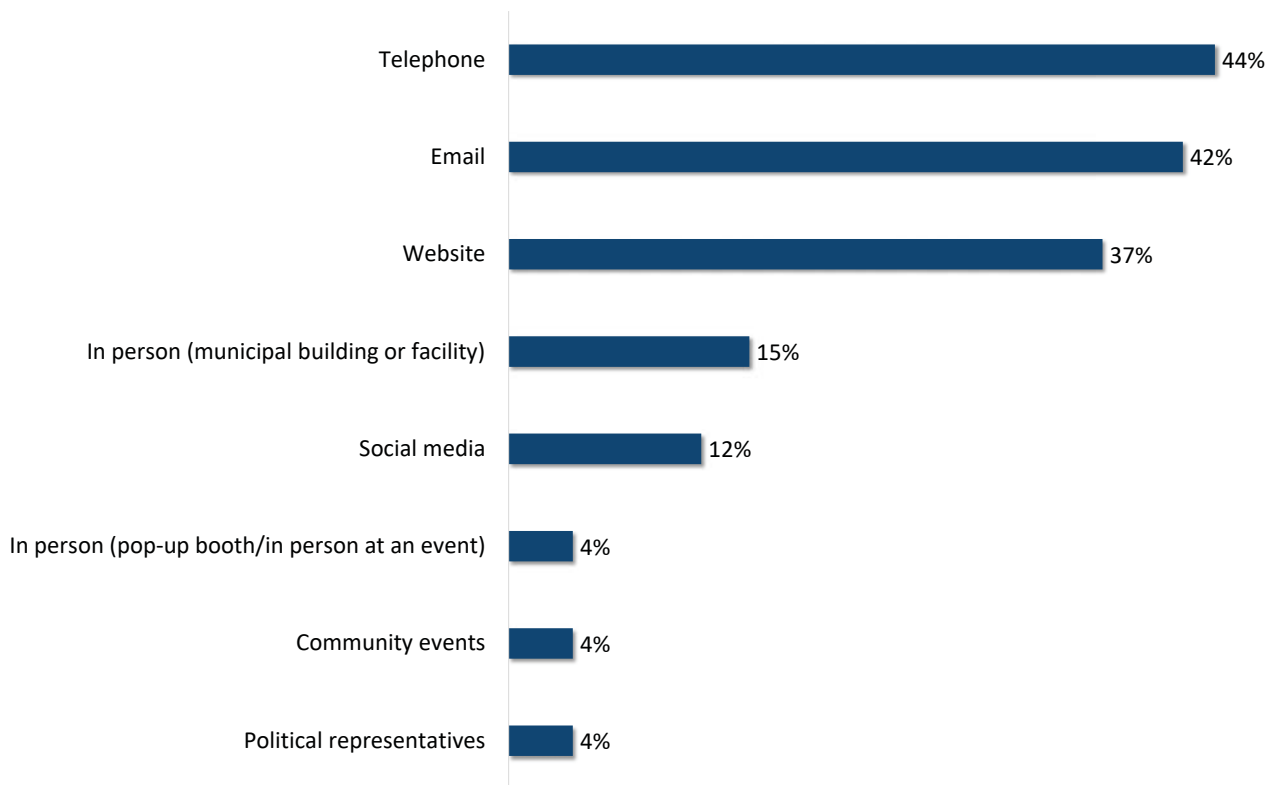
Q12. How do you most often find information about the Town of Aurora?
Framework: All respondents.
Sample Size: n=423

3 in 10 respondents (30%) have found information about the Town of Aurora through the website.

Other methods respondents used to find information include social media (25%) and local newspapers (19%).



Preferred Methods of Contacting the Town

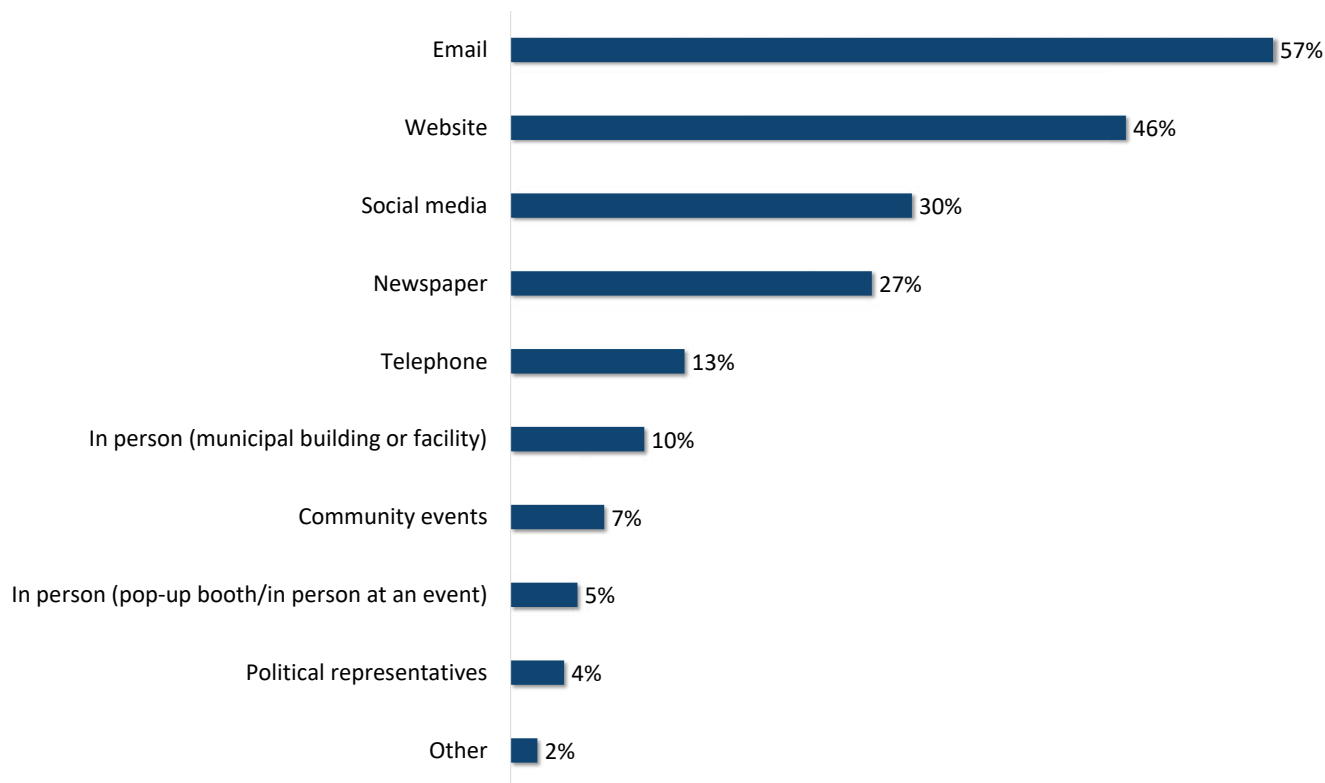


*note: not shown if <2%

Q13. What is your preferred method to contact the Town of Aurora for advice, information or inquire about a service? [Multi-mentions accepted, up to 3]
Framework: All respondents.
Sample Size: n=423

When contacting the Town of Aurora for advice, information or to inquire about a service, respondents preferred to do so via telephone (44%), followed by email (42%) and website (37%).

Preferred Methods of Receiving Information



*note: not shown if <2%

Q14. Generally, what is your preferred method of receiving information from the Town of Aurora?

Framework: All respondents.

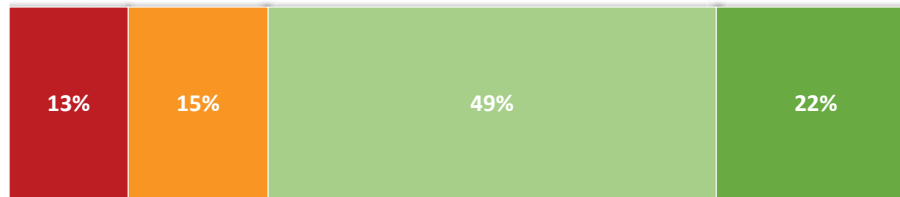
Sample Size: n=423

When receiving information from the Town of Aurora, most respondents preferred to do so via email (57%), followed by website (46%), and social media (30%).

Overall Satisfaction with Town Engagement



Opportunities to provide feedback



■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Somewhat Satisfied
 ■ Very Satisfied

TOP2

71%

Majority of respondents (TOP2: 71%) are satisfied with the opportunities to engage with the Town in order to provide feedback on programs, services and policies.

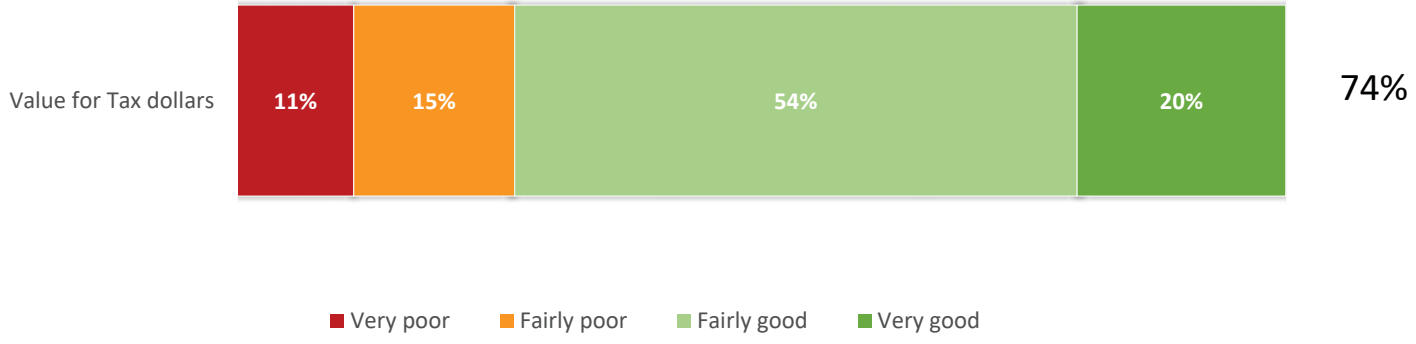
Q16. How satisfied are you with the opportunities to engage with the Town in order to provide feedback on programs, services and policies? Would you say you are...
Framework: All respondents (exc. Don't know)
Sample Size: n=423



TAXATIONS AND PRIORITIES



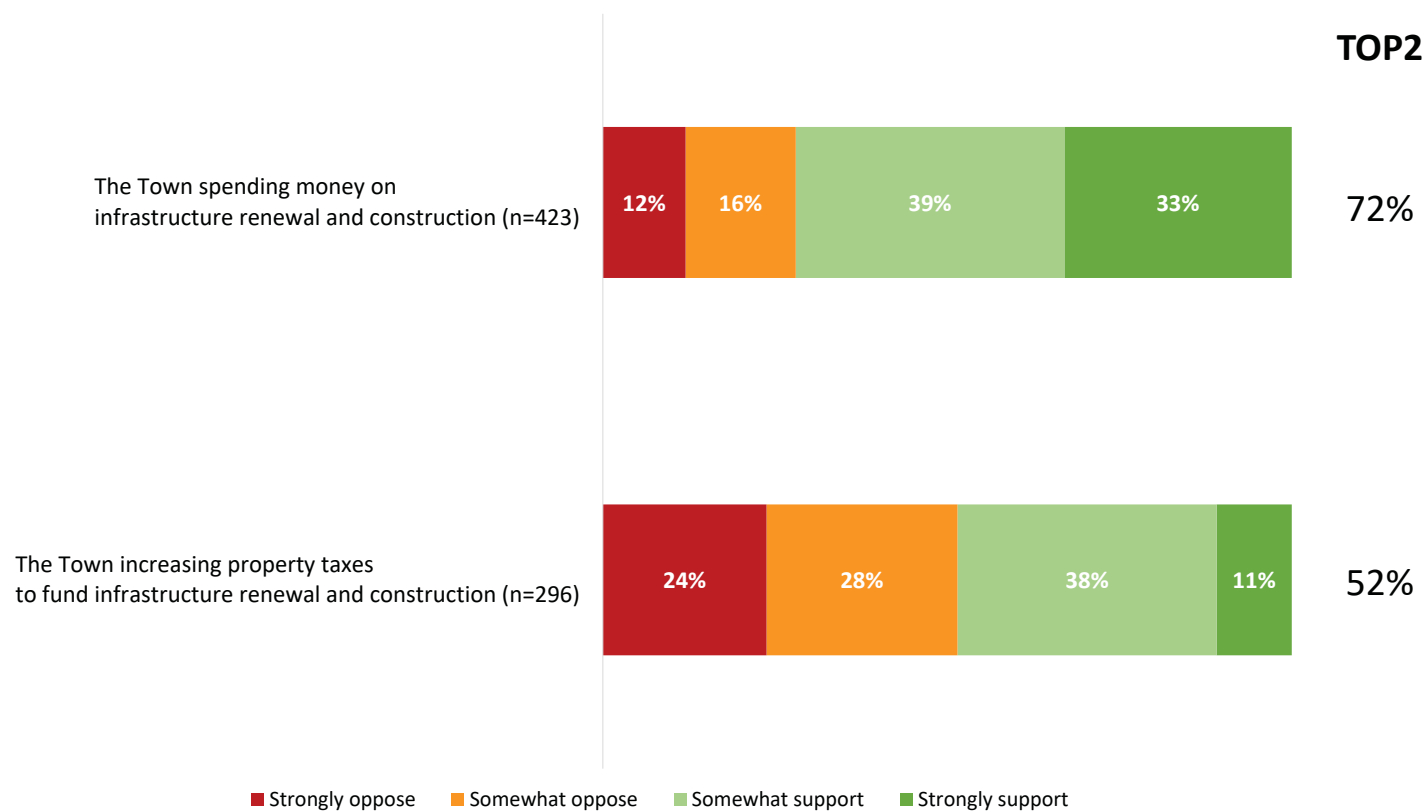
Value for Tax Dollars



Three-quarters (TOP2: 74%) of respondents think they received an overall good value for their tax dollars.

Q17. Thinking about the programs and services you receive from the Town of Aurora, would you say that, overall, you receive very good, fairly good, fairly poor, or very poor value for tax dollars?
Framework: All respondents.(exc. Don't know)
Sample Size: n=423

Balance for Property Taxations and Services

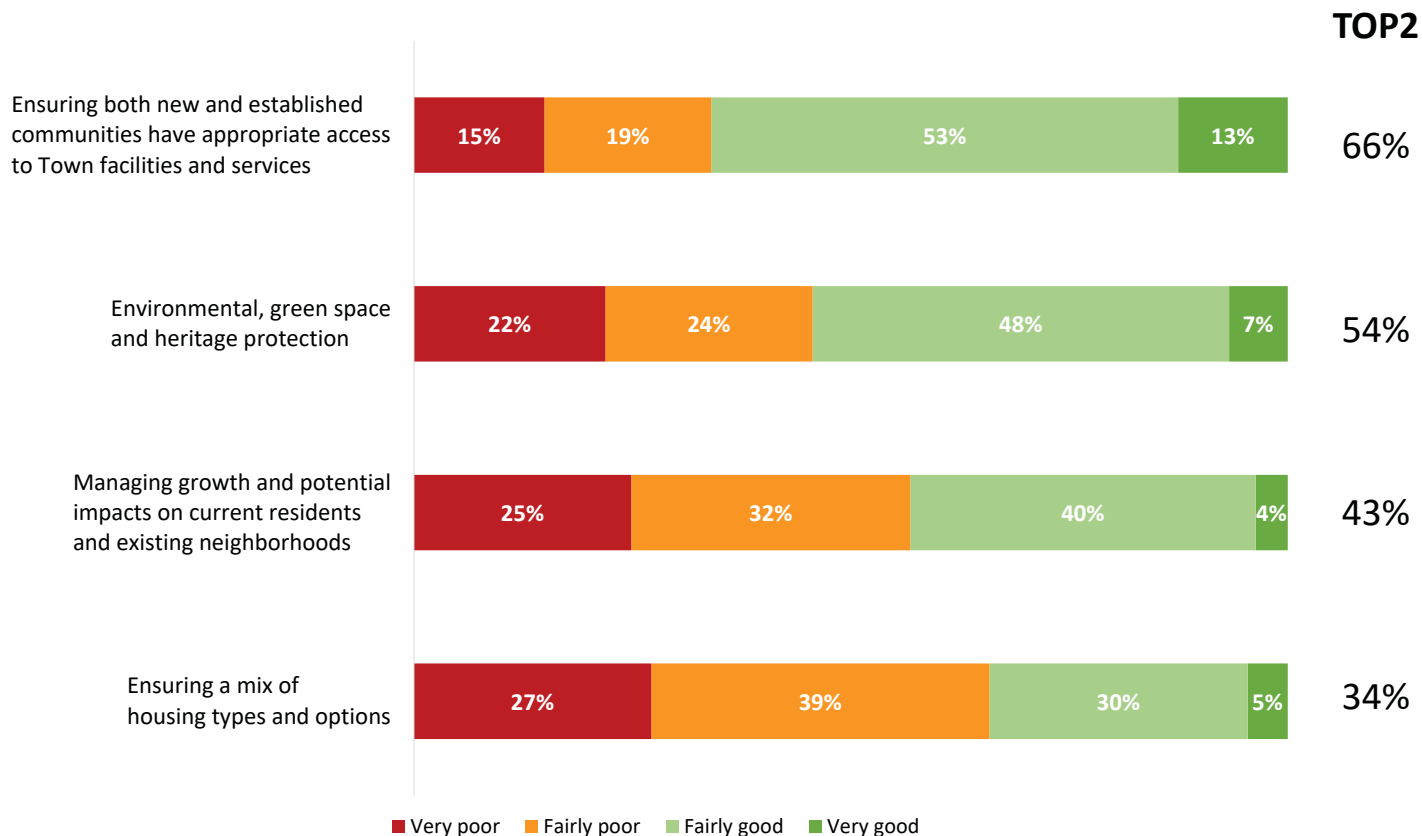


Majority of respondents are supportive with the Town spending money on infrastructure renewal and construction (TOP2: 72%). However, respondents are split with the Town increasing property taxes to fund infrastructure renewal and construction, with about half in support of this (TOP2: 52%) and half in opposition (TOP2: 48%).

Q18. Property taxes in the Town of Aurora in part allow the Town to spend money to renew infrastructure. Infrastructure means assets like roads, bridges, storm sewers, parks, recreation centers, arenas, libraries and other Town facilities. In the future, the Town may need additional funds to maintain Town assets. Do you strongly support, somewhat support, somewhat oppose or strongly oppose...
Framework: All respondents.(exc. Don't know)
Sample Size: Shown in chart above; varies for each area



Priorities in Town



TOP2

Two-thirds of respondents (TOP2: 66%) think that the Town is doing good in ensuring both new and established communities have appropriate access to Town facilities and services.

Over half (TOP2: 54%) think that the Town is doing good in terms of environmental, green space and heritage protection as it continues to develop.

Around 4 in 10 (TOP2: 43%) think that the Town is doing good in terms of managing this growth and the potential impacts on current residents and existing neighborhoods.

About a third (TOP2: 34%) think that the Town is doing good in terms of managing this growth and the potential impacts on current residents and existing neighborhoods.

Q19. Aurora's population is expected to grow by nearly 20,000 people in the next two decades, meaning that ongoing development is a necessity in the Town in order to provide new residents with housing. How would you say that the Town is doing in terms of managing this growth and the potential impacts on current residents and existing neighborhoods? / Q20. And using the same scale, how would you say the Town is doing in ensuring there is a mix of housing types and options to support diverse populations and various income levels? / Q21. How would you say the Town is doing in terms of environmental, green space and heritage protection as it continues to develop? / Q23. How would you say the Town is doing in ensuring both new and established communities have appropriate access to Town facilities and services?
 Framework: All respondents.(exc. Don't know)
 Sample Size: 423



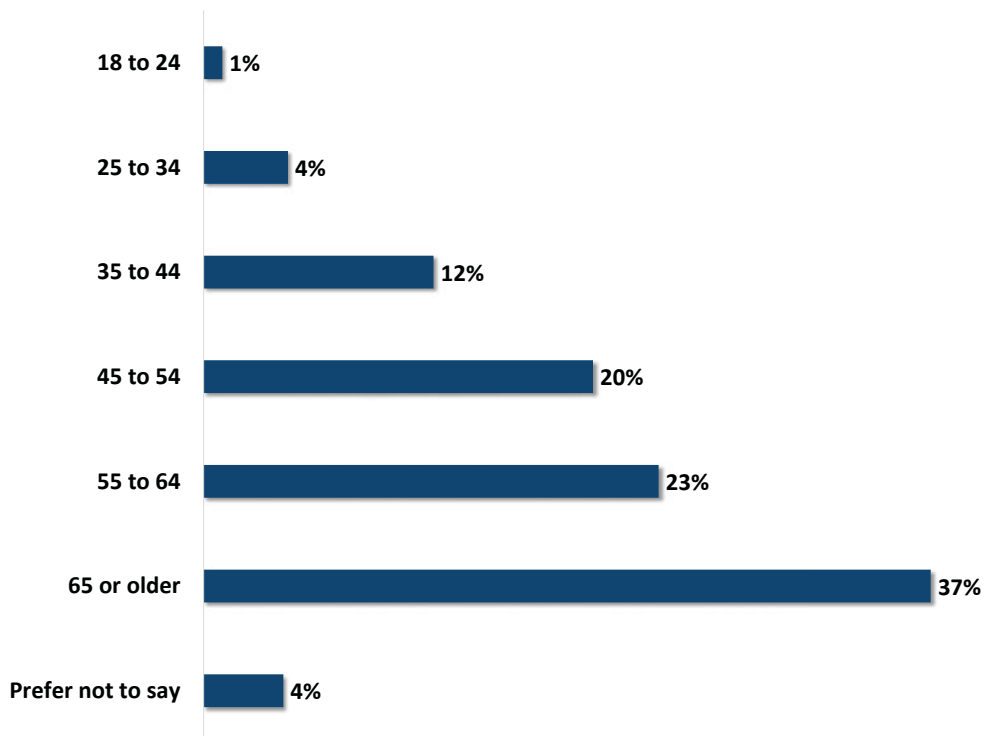


DEMOGRAPHICS

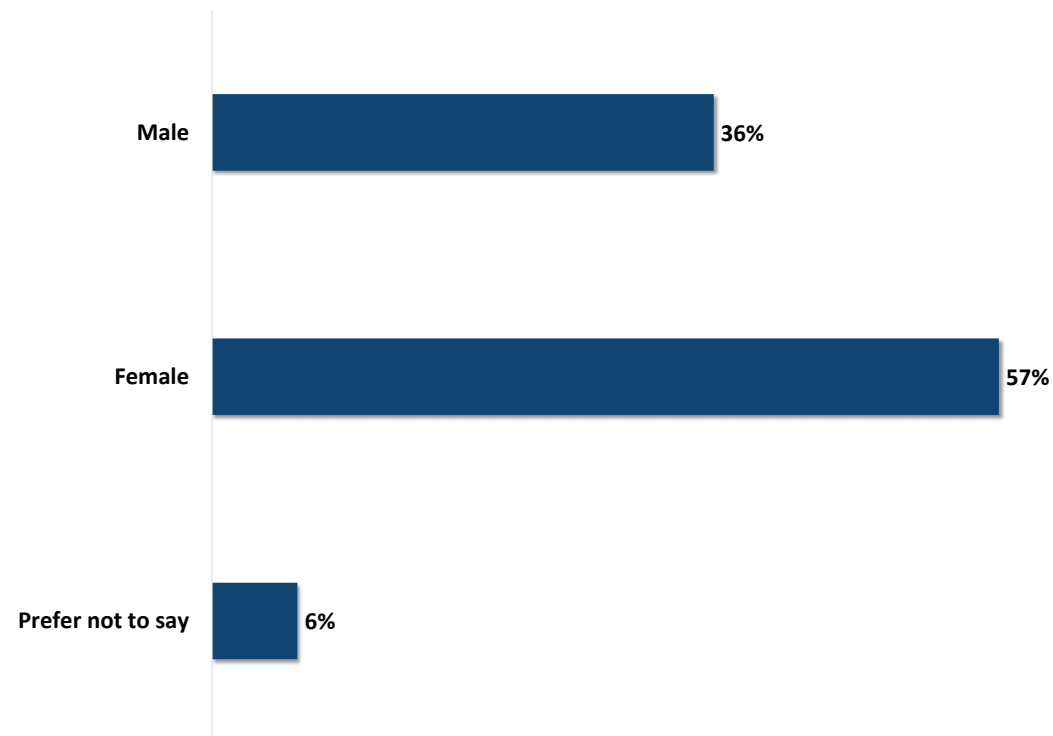


Demographics

Age



Gender

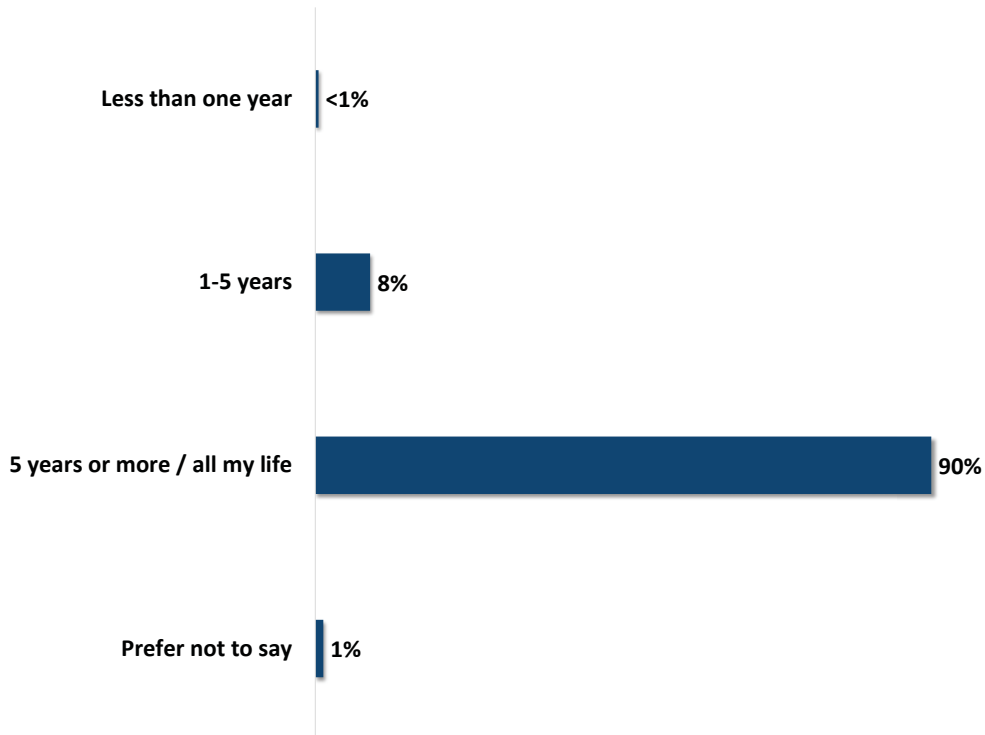


D1: How old are you? / D2. What is your gender identity?
Framework: All respondents.
Sample Size: n=423

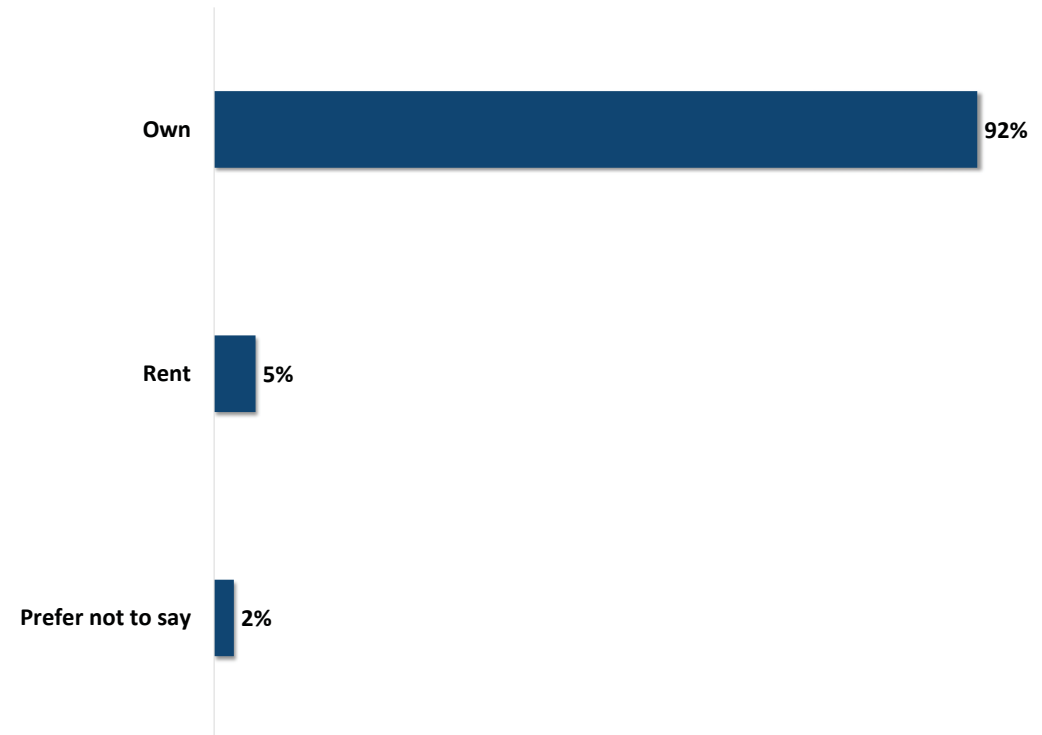
Demographics



Tenure of Living in Aurora



Home Ownership



D3. How long have you lived in Aurora? / D4. Do you (or does a member of your household) own or rent your home?
 Framework: All respondents.
 Sample Size: n=423

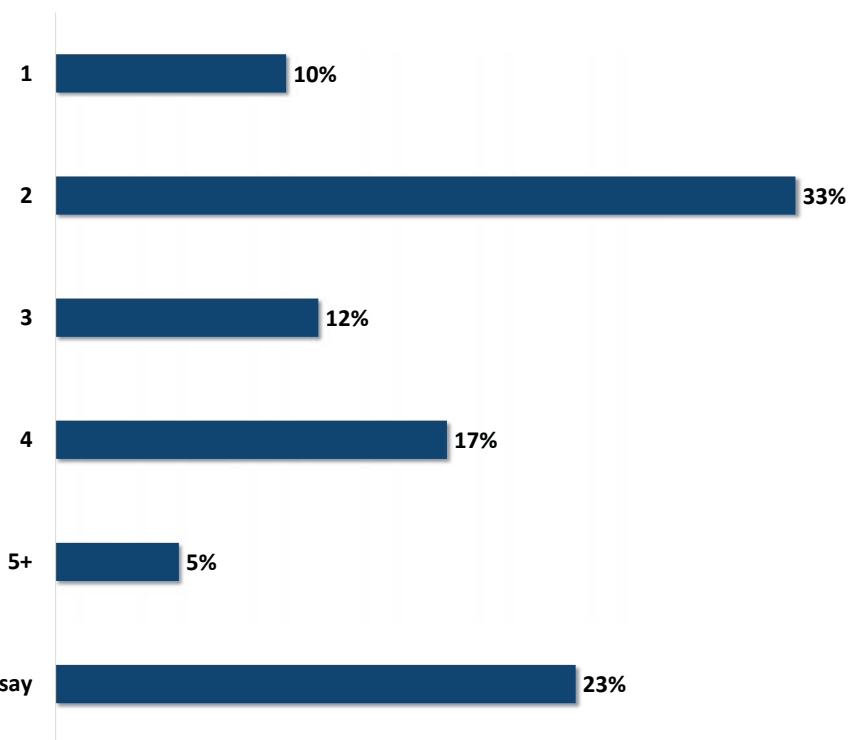


Demographics

For households with 2 or more people...



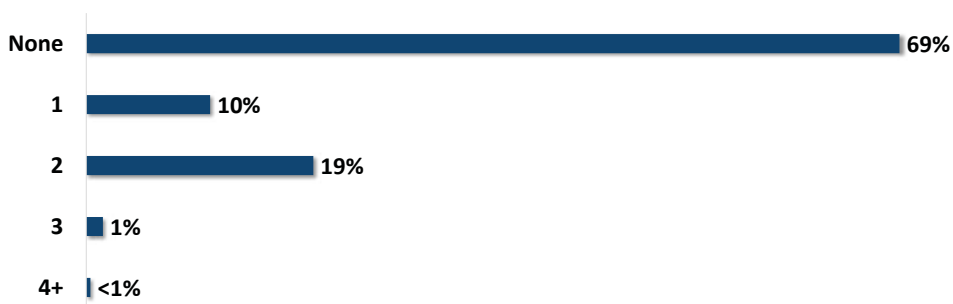
Household Size



How many adults?



How many children (<18)?



D5. How many adults and children (under the age of 18) are in your household, including yourself? / D5a. How many adults for households with 2 or more people? / D5b. How many children for households with 2 or more people?
 Framework: D5: All respondents / D5a/D5b: Households with 2 or more people
 Sample Size: n=423 / n=287

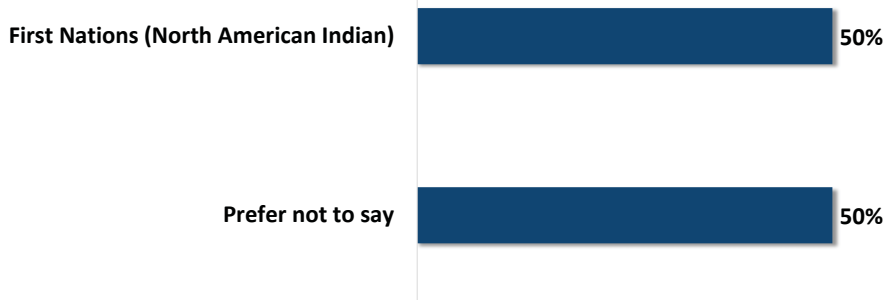


Demographics

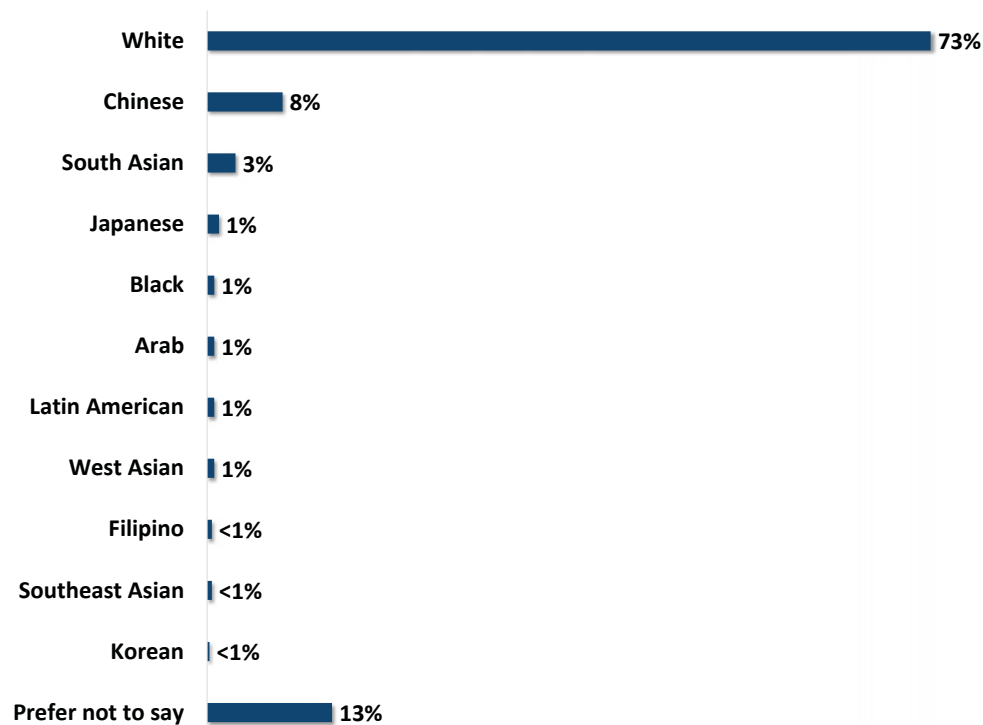
First Nations, Métis or Inuk



Of those who said yes...



Ethnicity

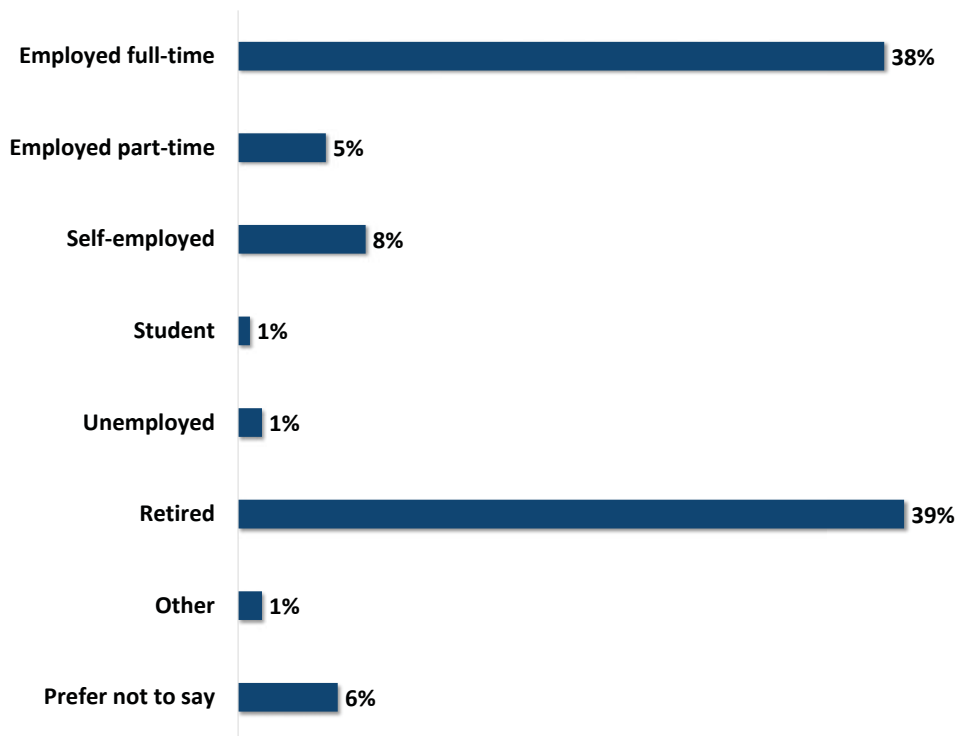


D6a. Do you identify as, First Nations, Métis or Inuk (Inuit)? / **D6b.** Which do you identify as? / **D6c.** Please indicate whether you identify as belonging to each of the following groups:
Framework: All respondents.
Sample Size: n=423 / n=2 / n=421

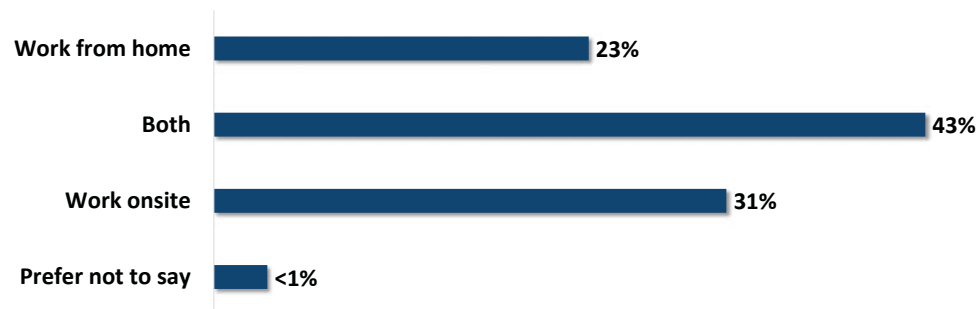


Demographics

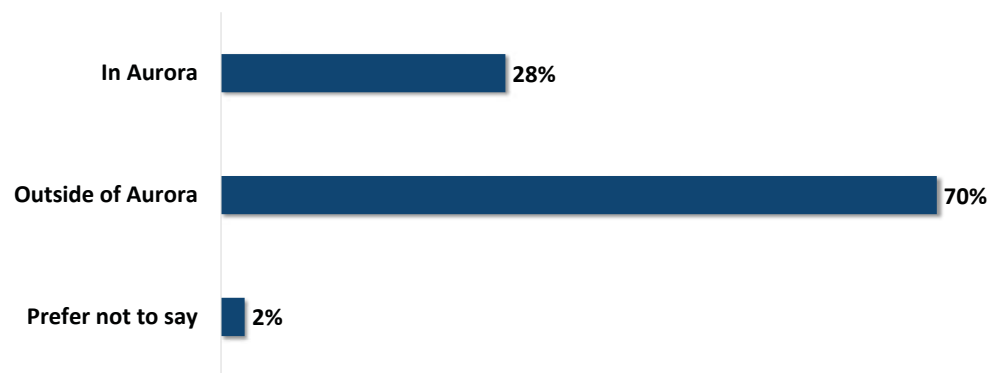
Employment



Worksite



Work Location

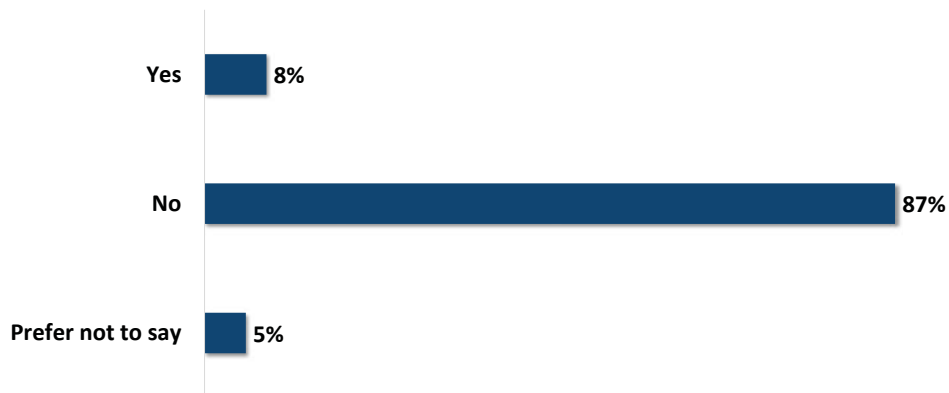


D7a. What is your current primary employment status? / D7b. Do you work from home, at your place of work, or a mix of both? / D7c. And is the company you work for in Aurora or outside of Aurora?
 Framework: D7a: All respondents / D7b/D7c: Currently employed respondents
 Sample Size: n=423 / n=216

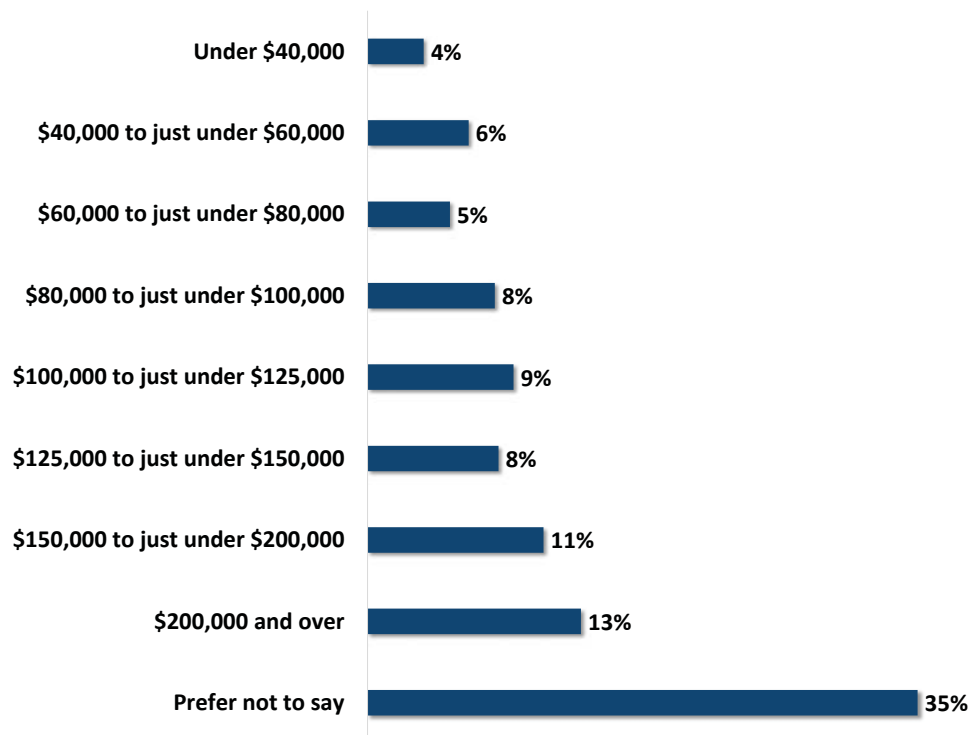


Demographics

Business Ownership



Annual Income



D7d. Do you own a business in Aurora? D8. And lastly, which of the following categories was your total household income before taxes in 2021?
 Framework: All respondents.
 Sample Size: n=423



RESIDENT SATISFACTION SURVEY

Town of Aurora
Forum Research Presentation – May 2023

Methodology



Method: CATI (Computer Aided Telephone Interview)

Criteria for Participation: Residents in the Town of Aurora who are 18 years of age or older

Sample Size: n=800

Average Length of Interview (LOI): 9.5 min

Margin of Error: $\pm 3.46\%$ (entire sample)

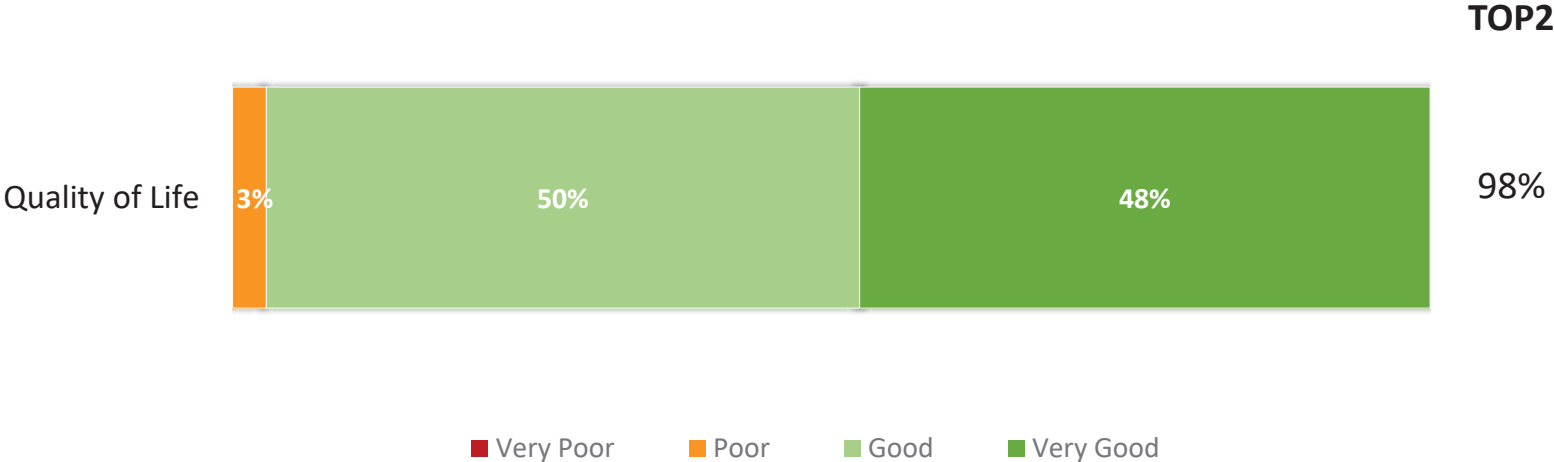
Fieldwork Dates: November 21st – December 21st, 2022

- Additional Notes:**
- CATI sample was drawn using random digit dialing (RDD) among the Town of Aurora residents. A mix of landline and cell phone sample was used to reach cell phone-only households.
 - To keep LOI within 10-minutes, not all respondents were asked every survey question. Sample size for each question is noted on each slide.
 - Results throughout this report have been statistically weighted by age and gender, to ensure that the sample reflects the target population according to 2021 Census data.
 - An online open link hosted by the Town was also available in 7 languages for residents to participate in between Dec 6, 2022, and Jan 6, 2023. The online open link, which achieved 423 completes, is a non-probability data collection method and results are therefore not presented within this report.



FINDINGS

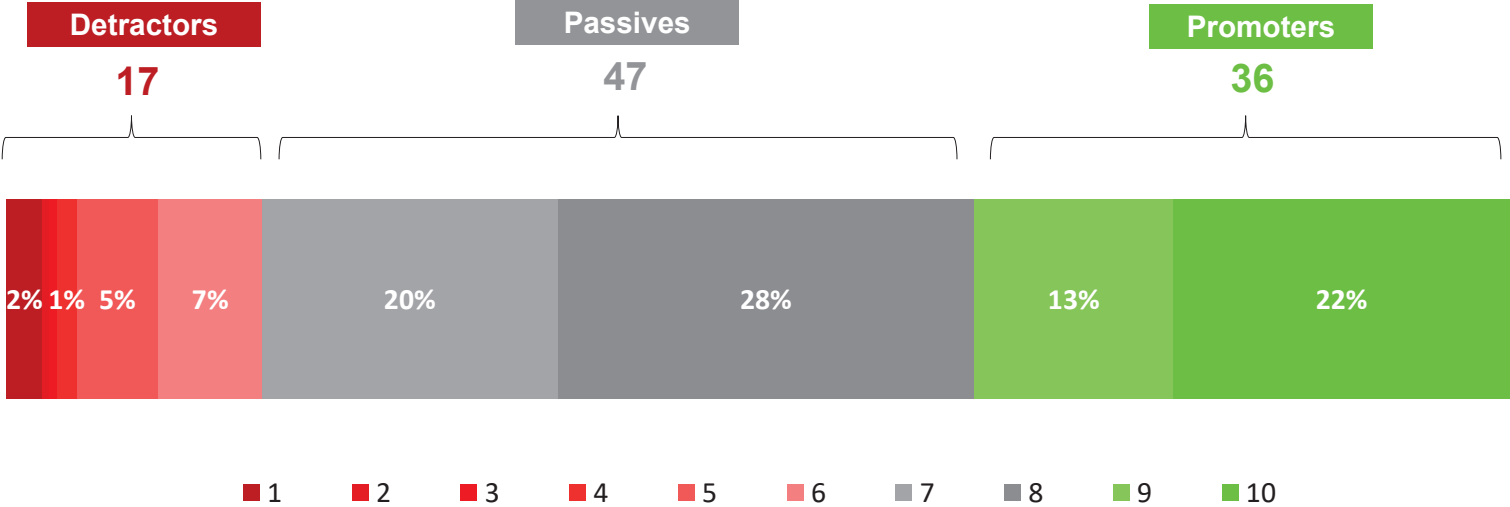
Quality of Life



Q2. How would you rate the overall quality of life in the Town of Aurora today? Would you say it's...
 Framework: All respondents (exc. Don't know / Refused)
 Sample Size: n=792



Recommending the Town of Aurora Net Promoter Score (NPS) Analysis

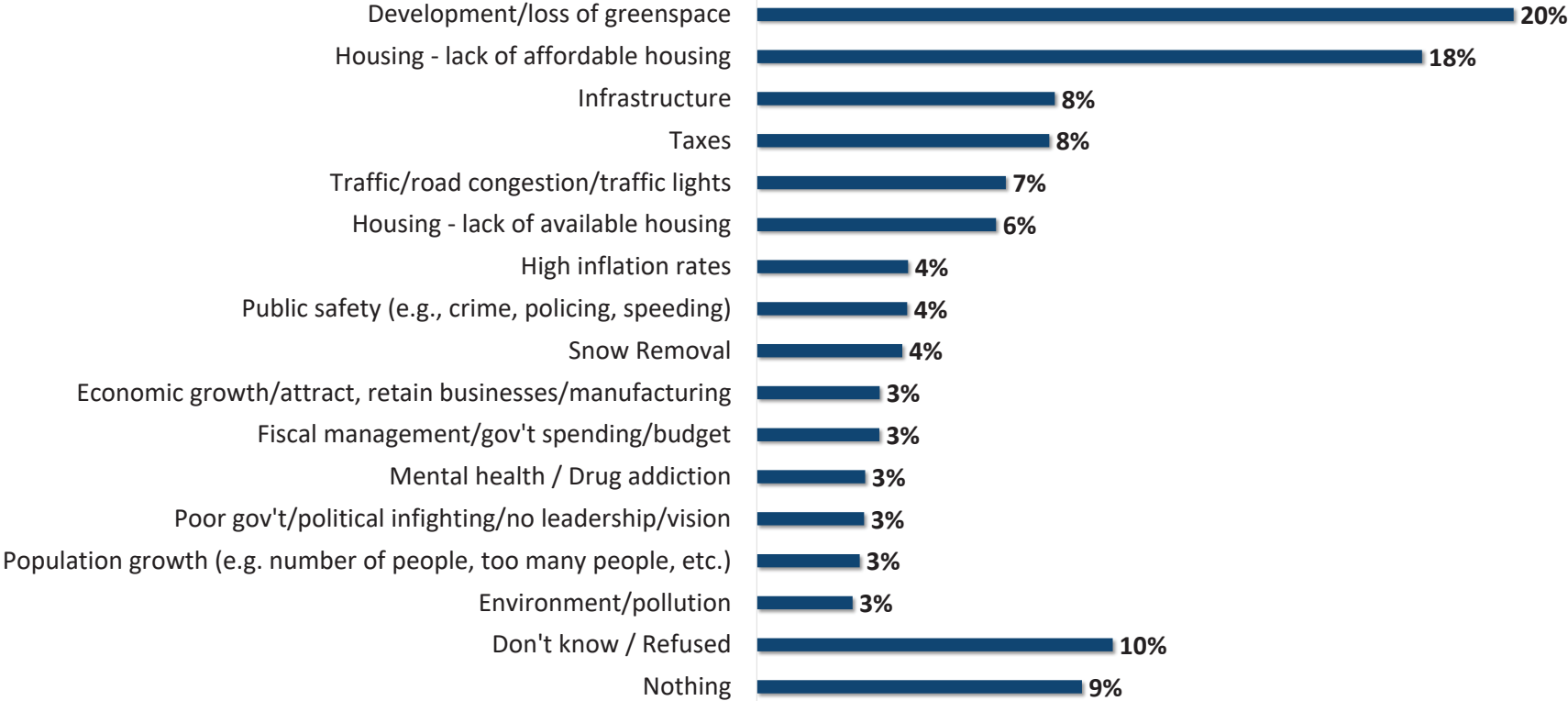


Net Promoter Score = 36 - 17 = 19

Q3. How likely would you be to recommend Aurora as a place to live to a friend or colleague? Please use a number from 1 to 10, where 1 is not likely at all, and 10 is extremely likely.
Framework: All respondents.
Sample Size: n=800



Top of Mind Issues

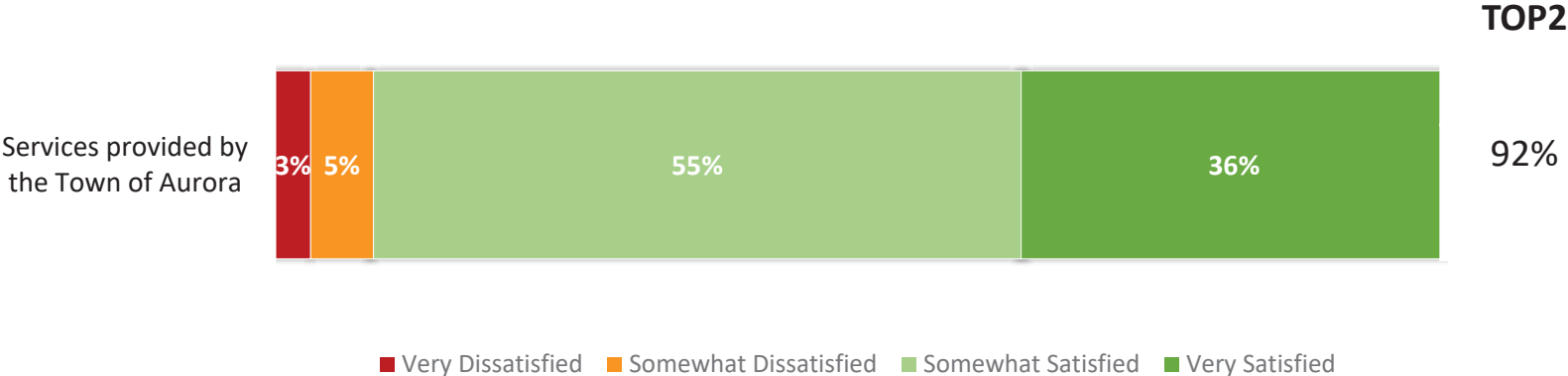


*note: not shown if <3%

Q1. In your opinion, what is the single most important issue facing the Town of Aurora today? [Multi-mentions accepted, up to 3]
Framework: All respondents.
Sample Size: n=473



Satisfaction with Services Provided by the Town

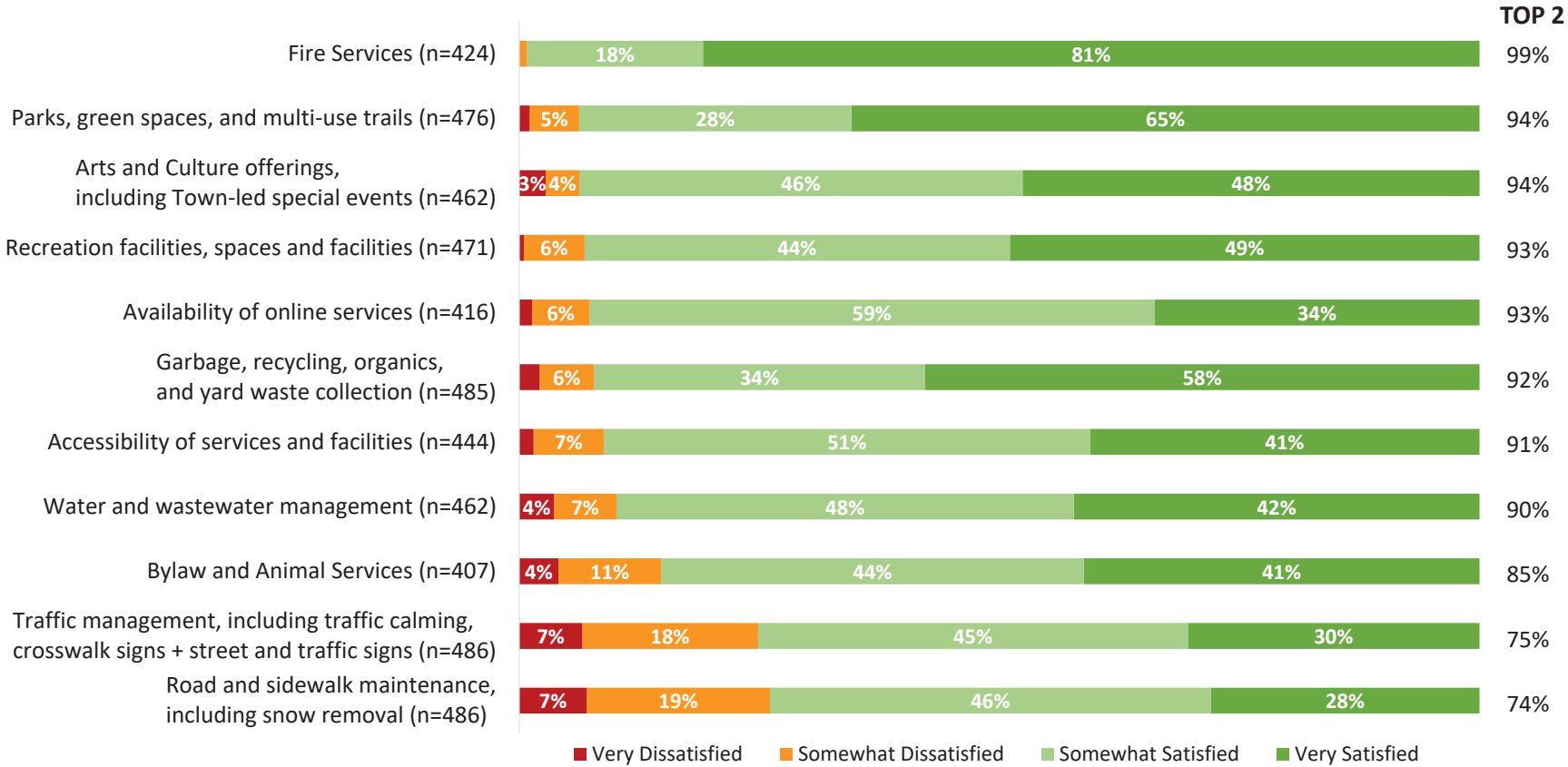


Q4. Overall, would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the Town of Aurora?
Framework: All respondents (exc. Don't know / Refused)
Sample Size: n=480





Satisfaction of Services Provided



Q5. And using the same scale, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the performance of the Town of Aurora on each of the following services?

Framework: All respondents (exc. Don't know / Refused)

Sample Size: Shown in chart above; varies for each area



Gap Analysis

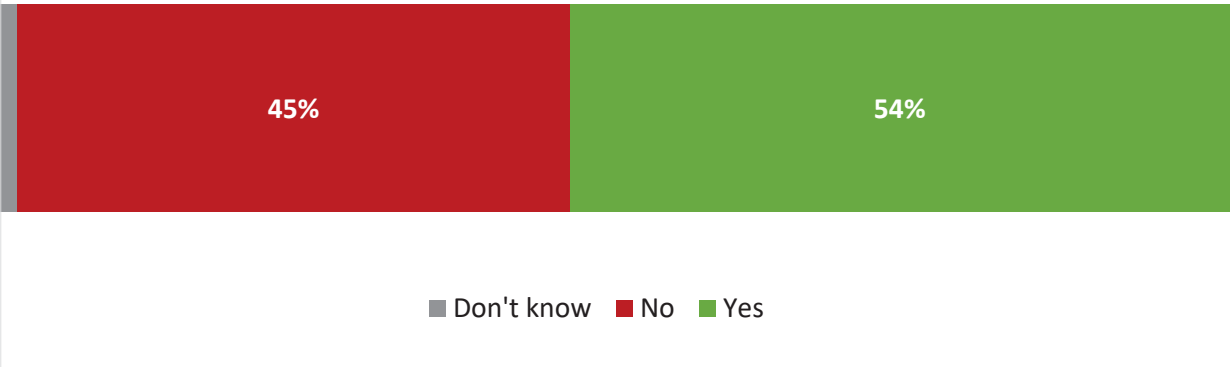


Primary Areas for Improvement	Secondary Areas for Improvement	Primary Areas for Maintenance	Secondary Areas for Maintenance
<ul style="list-style-type: none"> • By-law and Animal Service • Traffic management, including traffic calming, crosswalks signs + street and traffic signs 	<ul style="list-style-type: none"> • Road and sidewalk maintenance, including snow removal 	<ul style="list-style-type: none"> • Accessibility of services and facilities • Recreation facilities, spaces and programming • Garbage, recycling, organics, and yard waste collection • Arts and Culture offerings, including Town-led special events 	<ul style="list-style-type: none"> • Water and wastewater management • Availability of online services • Fire Services, • Parks, green spaces, and multi-use trails

Interaction with the Town in Past 12 Months



Interacted with the Town of Aurora

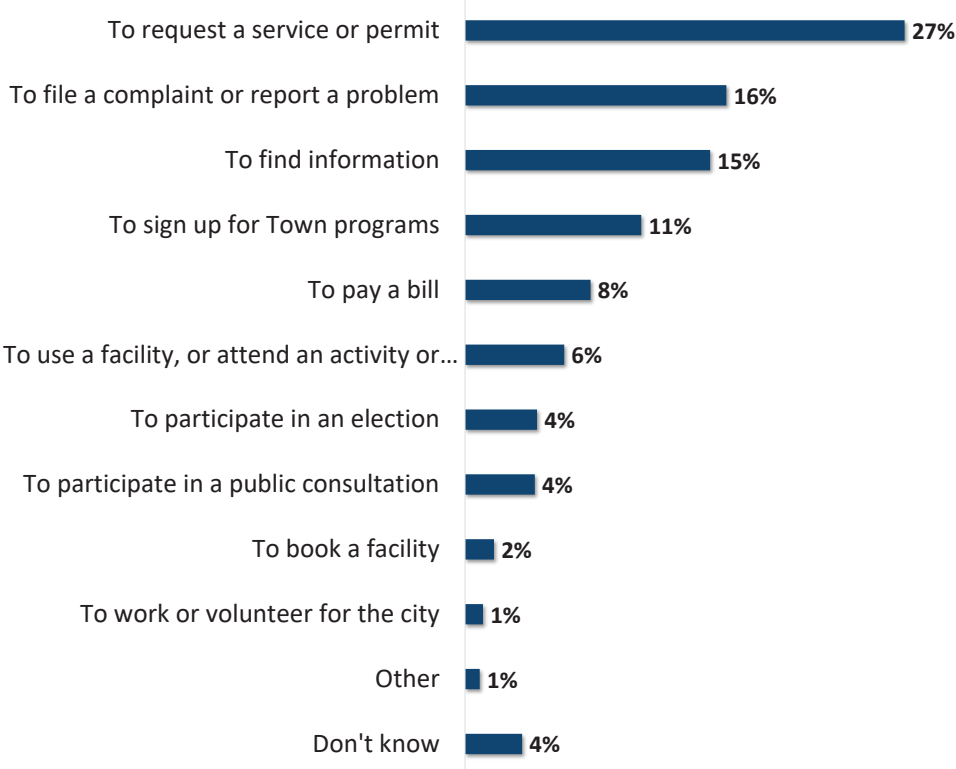


Q8. In the past 12 months, have you interacted with the town of aurora?
Framework: All respondents.
Sample Size: n=467

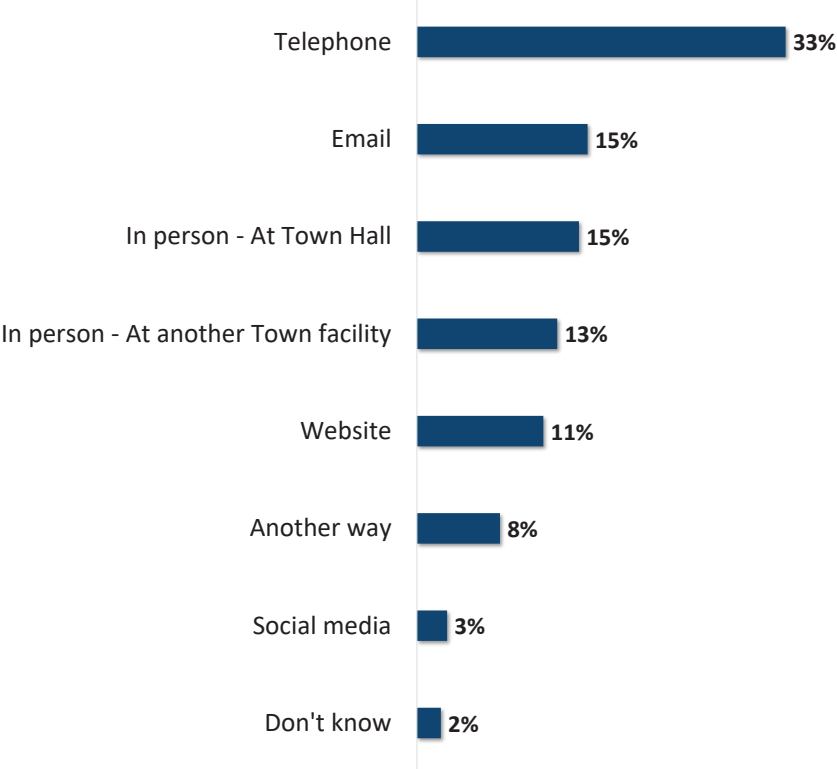


Interaction Reasons & Methods

Reasons



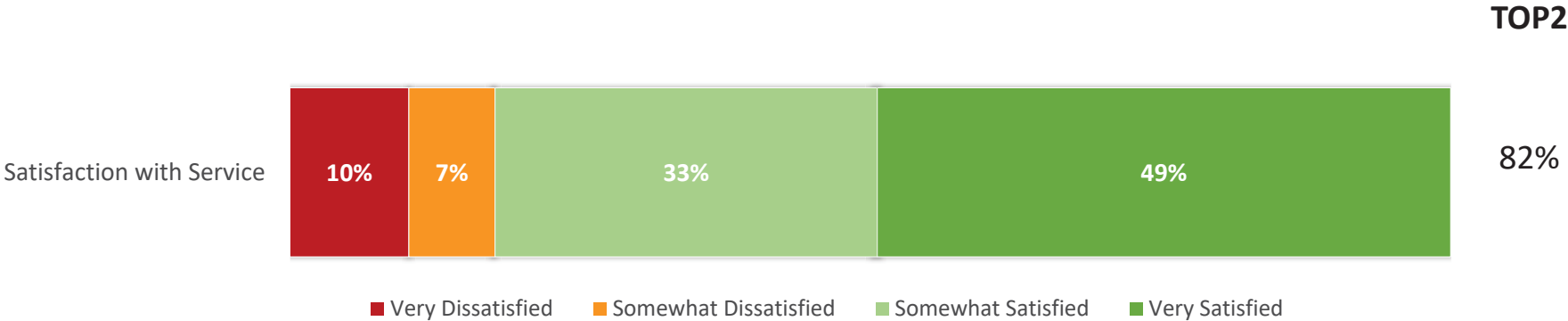
Methods



Q9. What was the primary reason for your most recent interaction with the Town of Aurora?
 Q10. And which method did you use for your most recent interaction with the Town of Aurora?
 Framework: Respondents who have interacted with the Town in the last 12 months
 Sample Size: n=251



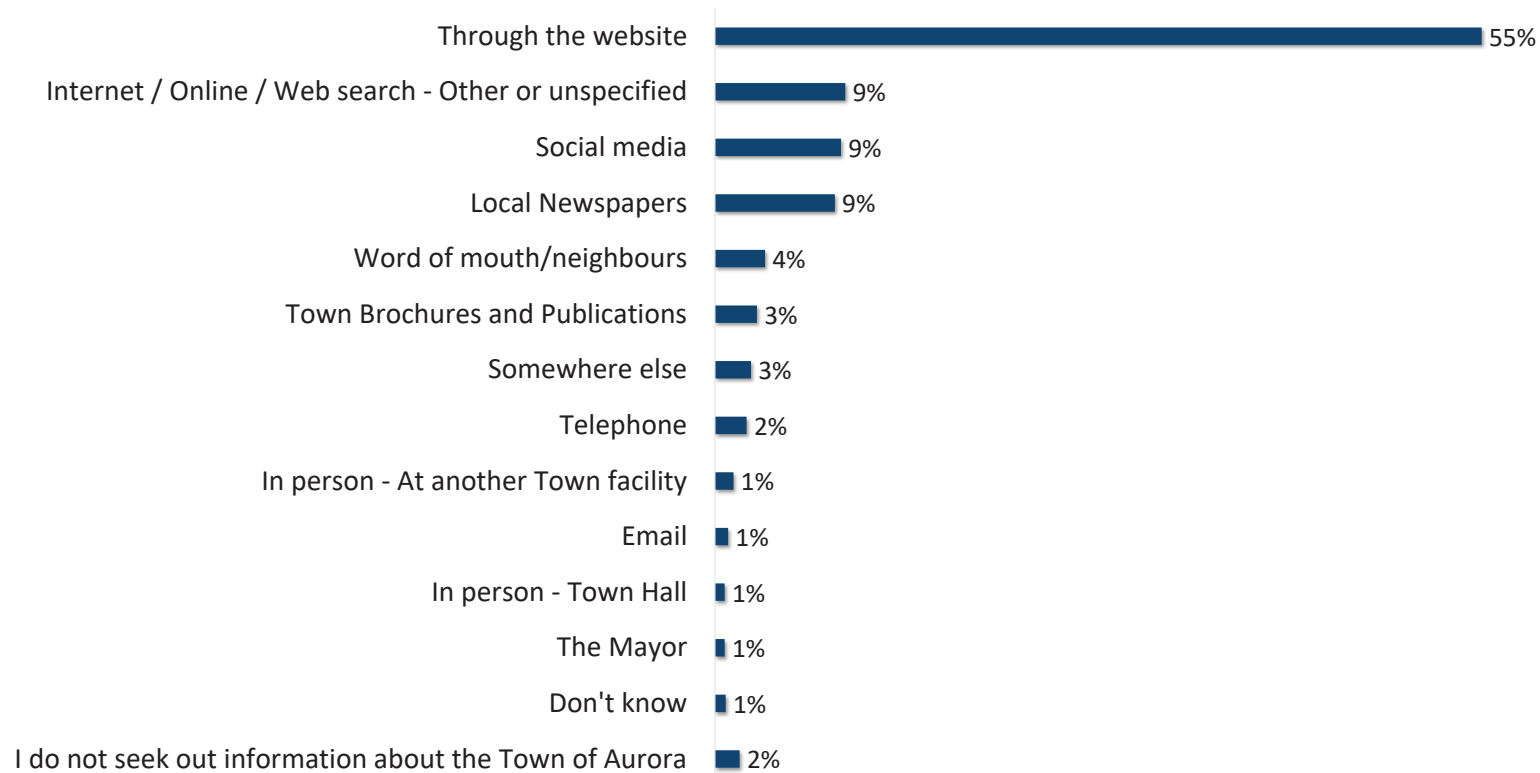
Satisfaction with Service



Q11. And still thinking about the most recent interaction you had with the Town of Aurora... Overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the service that you received?
Framework: Respondents who have interacted with the Town in the last 12 months
Sample Size: n=251



Methods of Finding Information



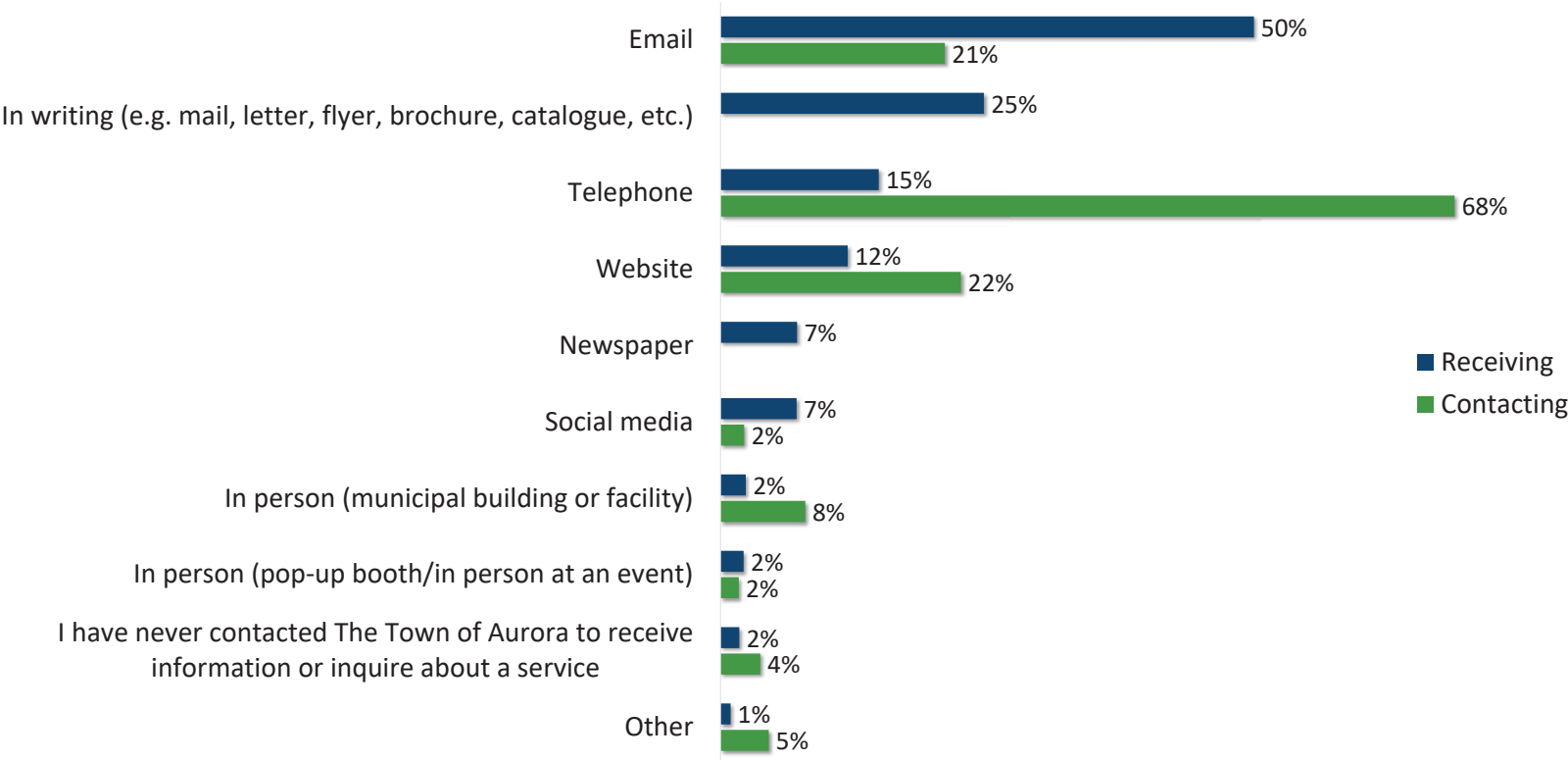
Q12. How do you most often find information about the Town of Aurora?

Framework: All respondents.

Sample Size: n=467

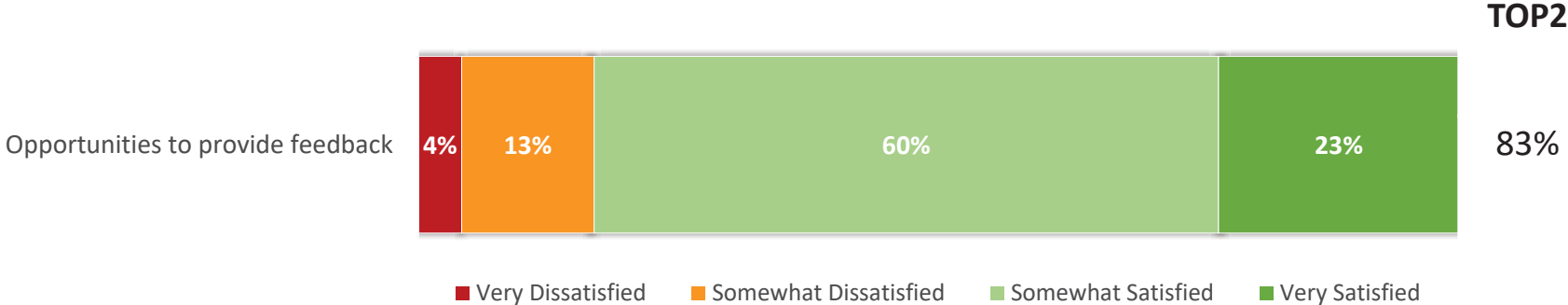


Preferred Methods of Contacting the Town & Receiving Information



Q13. What is your preferred method to contact the Town of Aurora for advice, information or inquire about a service? [Multi-mentions accepted, up to 3]
 Q14. Generally, what is your preferred method of receiving information from the Town of Aurora? [Multi-mentions accepted, up to 3]
 Framework: All respondents.
 Sample Size: n=467

Overall Satisfaction with Town Engagement

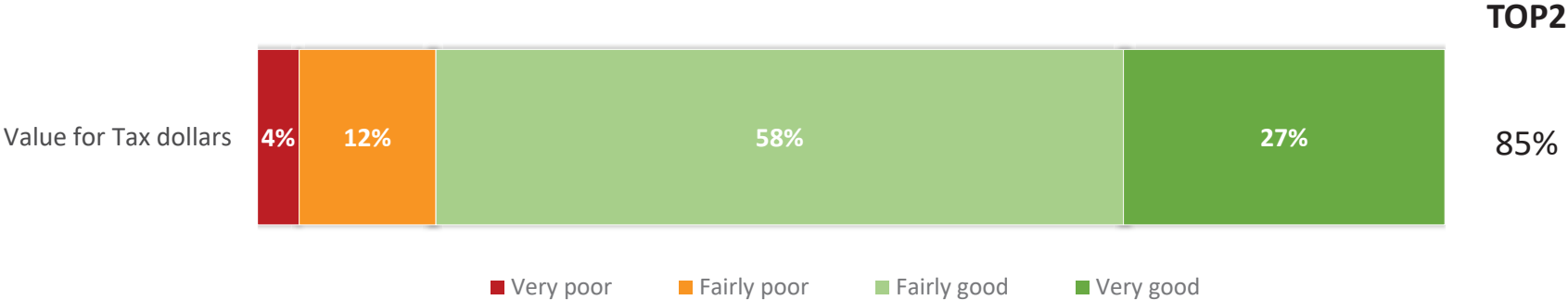


Q16. How satisfied are you with the opportunities to engage with the Town in order to provide feedback on programs, services and policies? Would you say you are...
Framework: All respondents.
Sample Size: n=431





Value for Tax Dollars

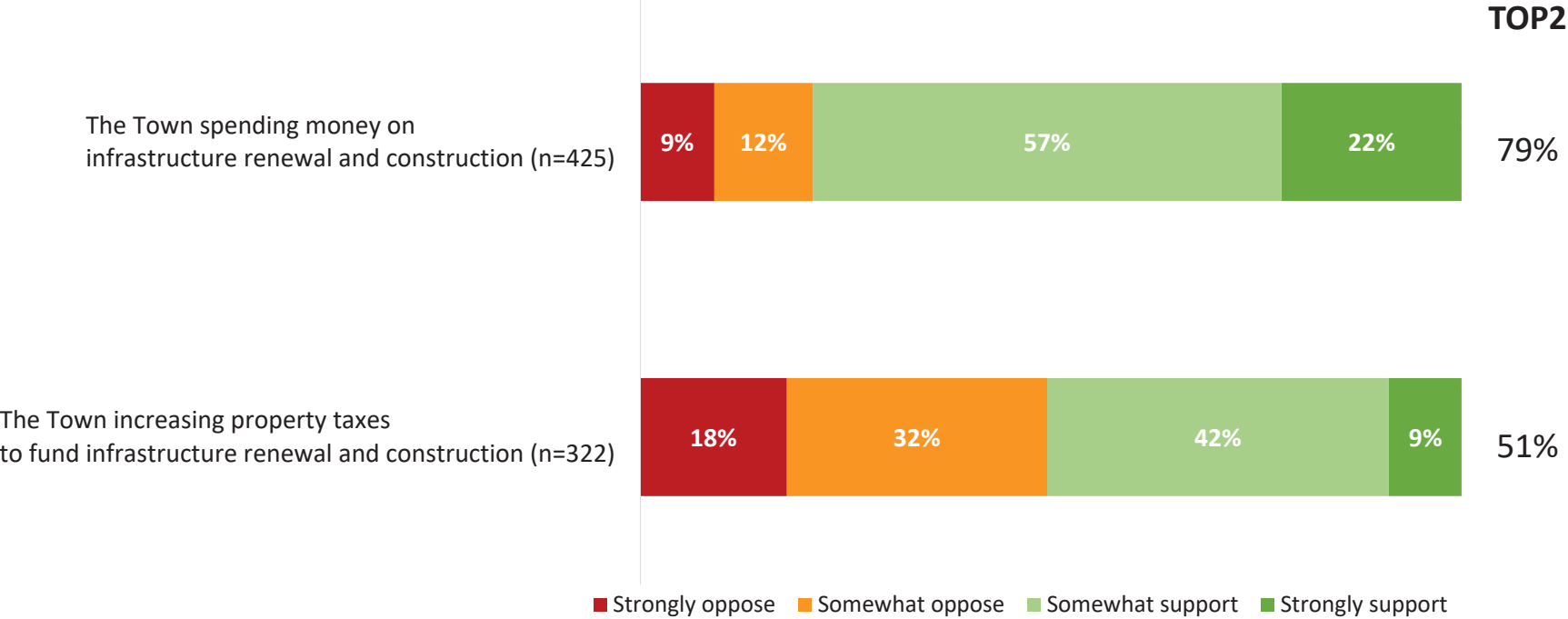


Q17. Thinking about the programs and services you receive from the Town of Aurora, would you say that, overall, you receive very good, fairly good, fairly poor, or very poor value for tax dollars?
Framework: All respondents.(exc. Don't know)
Sample Size: n=417





Balance for Property Taxations and Services



Q18. Property taxes in the Town of Aurora in part allow the Town to spend money to renew infrastructure. Infrastructure means assets like roads, bridges, storm sewers, parks, recreation centers, arenas, libraries and other Town facilities. In the future, the Town may need additional funds to maintain Town assets. Do you strongly support, somewhat support, somewhat oppose or strongly oppose...
Framework: All respondents.(exc. Don't know)
Sample Size: Shown in chart above; varies for each area

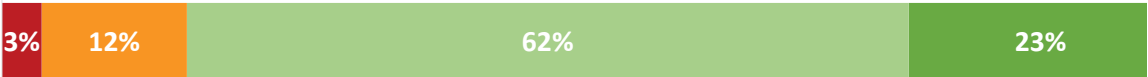




Priorities in Town

TOP2

Ensuring both new and established communities have appropriate access to Town facilities and services (n=400)



84%

Environmental, green space and heritage protection (n=420)



66%

Managing growth and potential impacts on current residents and existing neighborhoods (n=417)



55%

Ensuring a mix of housing types and options (n=423)



49%

Very poor Fairly poor Fairly good Very good

Q19. Aurora's population is expected to grow by nearly 20,000 people in the next two decades, meaning that ongoing development is a necessity in the Town in order to provide new residents with housing. How would you say that the Town is doing in terms of managing this growth and the potential impacts on current residents and existing neighborhoods? / Q20. And using the same scale, how would you say the Town is doing in ensuring there is a mix of housing types and options to support diverse populations and various income levels? / Q21. How would you say the Town is doing in terms of environmental, green space and heritage protection as it continues to develop? / Q23. How would you say the Town is doing in ensuring both new and established communities have appropriate access to Town facilities and services?
 Framework: All respondents, (exc. Don't know)
 Sample Size: Shown in chart above; varies for each area





Questions?

Town of Aurora
Forum Research Presentation – May 2023



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. PDS23-034

Subject: Secondary Suites in Residential Homes Update

Prepared by: Wm. Jean – Manager Building Division/CBO

Department: Planning and Development Services

Date: May 2, 2023

Recommendation

1. That Report No. PDS23-034 be received for information.

Executive Summary

The purpose of this report is in response to Council's request that staff be directed to clarify details as it relates to the January 17th Report PDS23-001 regarding secondary suites strategies and data provided by the Building Division.

This report provides information on a procedure adopted by the Building Division on closing out all open building permits including secondary suite building permits. It also reiterates the proposed procedures and strategies for new secondary suite building permits.

- The Building Division has developed a strategy to attempt to inspect and close out any outstanding building permits for secondary suites.
- The Building Division has attempted to resolve the sixteen (16) outstanding complaints dating back to 2013.
- The Building Division has reviewed the data provided to Council regarding secondary suite building permit applications received during the period of 2013 to 2022 and the Secondary Suite Registry to ensure that it is up to date and accurate.

Background

On January 31, 2023, Council directed that staff report back with the following details as it relates to Report PDS23-001.

- Timelines to resolve the outstanding sixteen (16) complaints regarding secondary suites;
- A procedure to notify the owner of a dwelling when an inspection to their secondary suite is required; and
- An explanation as to why the online Second Unit Housing Registry is inconsistent with the January 17th Report Chart, page 5.

Analysis

The Building Division has developed a strategy to attempt to inspect and close out any outstanding building permits for secondary suites.

Under the *Building Code Act, 1992* the onus is on the applicant to request inspections when construction stages are complete. This does not always happen and files remain open when permit holders do not call for any inspections. Therefore, it is common among Ontario municipalities to have outstanding building permit files. When a building permit is issued, attached to the building permit is a list of mandatory inspections at various stages of construction. The building permit holder is instructed that they must request these inspections. Several municipalities such as Markham, London, Guelph, and Toronto have a specific program where staff is solely dedicated to the closing of open building permits. This requires additional staffing to perform these duties.

The Town has established The Inactive Building Permit Program to deal with open building permits. This program applies to all building permits with a status of *Permit Issued, Under Inspection* in CityView. Building Permits with a status of *Closed, Revoked or Cancelled* are not included. This program was established for the following reasons.

- To establish procedure and practice for maintaining building permits that are still open and have not been finalized.
- To exercise a reasonable standard of care in the duties of enforcing the Ontario Building Code.
- To minimize the risk of health and safety to the public and to discharge the duty of care onto the permit holder.
- To prevent the accumulation and resulting liability from open building permits
- To identify required inspections that have not been completed or are outstanding

and the necessary action for compliance.

- To implement a protocol for identifying a permit holder's responsibility to provide timely notice and to facilitate inspection.

The program outlines the following procedures.

1. The building permit file will be reviewed by the Co-ordinator of Applications and Permits and a letter or email of record will be sent to the owner or permit holder in order to obtain the status of the related construction and to schedule the necessary building inspection(s).
2. Where an attempt has been made by the Co-ordinator of Applications & Permits to contact the permit holder and no response has been received within ten (10) business days, the permit will remain *Under Inspection* in CityView with the reason that the owner or permit holder has not responded to schedule a building inspection.
3. Where a response is received, the inspection will be scheduled in CityView for the next business day or where the volume of workload allows.
4. Upon inspection, where a Building Inspector determines that deficiencies exist, the building permit file will remain in CityView as *Under Inspection*. The Building Inspector will issue a Notice of Violation on the construction.

The Building Division, as indicated in Report PDS23-001, has proposed several new strategies to mitigate the risk of open permits for future secondary suites. This includes the registration of Orders and initial on site meeting with permit holders. As well, a brochure will be provided to the permit applicant when the building is issued.

In addition, if the owner fails to respond to the Town's inspection request within 30 days, that a written letter be sent to the owner. It should be noted that the Inactive Building Permit Program applies to all building permits and not just secondary suite permits. The current procedure is consistent with the procedures in the aforementioned municipalities that have pro-active inspection practices and it is recommended that the current practice continues.

May 2, 2023

4 of 7

Report No. PDS23-034

The Building Division has attempted to resolve the sixteen (16) outstanding complaints dating back to 2013.

Year	Secondary Suite Complaints Received	No. of Secondary Suite Complaints Resolved	No. of Secondary Suite Complaints Outstanding
2013	10	10	0
2014	12	12	0
2015	19	19	0
2016	19	19	0
2017	15	15	0
2018	24	24	0
2019	19	18	1
2020	11	10	1
2021	19	18	1
2022 (as of August 1, 2022)	9	7	2
Total	157	152	5

Council has requested a timeline on the resolution of the sixteen (16) outstanding complaints dating back to 2014. Since the last report to Council, thirteen of the complaints has been resolved. The above chart shows the number of complaints received for the past 10 years regarding secondary suites. The following are the results from the investigation on these complaints:

1. Complaint was not valid – 78
2. The owner obtained a building permit after investigation and Orders issued– 51
3. The secondary unit was removed voluntarily by owner and verified by the Building Inspector – 19
4. Complaint is still under investigation – 5 (1 in 2020; 2 in 2021; 2 in 2022). There are no outstanding complaints prior to 2020.
5. Fire Department Retrofit on legal existing secondary unit – 4

This accounts for a 97% success rate in closing out a complaint. Of the five (5) complaints still outstanding the building inspector was not permitted entry into the dwelling unit. The Building Division will further attempt to gain entry in accordance with the process outlined above.

The Building Division has reviewed the data provided to Council regarding the finalization numbers of secondary suite permits and the Secondary Suite Registry to ensure it is up to date.

A question has arisen as to why the chart in Report PDS23-001 regarding the status of secondary suite building permits was not consistent with the on-line registry. The statistics used in the previous report was taken from the Town's building permit tracking system CityView. In CityView, the construction reports provided for a particular year indicate the year in which the building permit is issued, not when it was applied for. For example, if a building permit was applied for in late 2016, it would be giving a 2016 reference number. However, the building permit would be issued in 2017 and this is the year it shows in the construction statistics. This accounts for the differences. However, the purpose of the exercise in the previous report was not a quantitative exercise but was done to ascertain the trends in finalizing building permits for secondary suites.

The Secondary Suite Registry has been since been reviewed for accuracy and has been updated.

A review of the construction data for secondary suites issued as of December 31, 2022 indicate the following trends.

1. 146 Secondary suite permits have been issued since January 1, 2013.
2. 75% of these permits have been inspected and finalized.
3. 20% of the permits have not received final inspections. However, the major fire safety components appear to be in place.
4. 5% of permits issued did not call for any inspections

Currently, there are 29 building permit applications that are still under inspections and 7 building permits where the owner has not requested any inspections. A final inspection of these outstanding permits is required to verify all life safety systems are in place. Inspections are conducted by Building Inspectors upon a request by the applicant.

7 building permits have been issued for secondary suites without any request for inspections. This does not necessarily mean that construction has started without inspections. It may mean that the applicant may have decided not to proceed.

Advisory Committee Review

Not Applicable

Legal Considerations

Section 16 of the Ontario Building Code Act states that entry into a dwelling by a Building Inspector can only be done by consent of the occupier or by a search warrant. It is the principle of the “sanctity of the home”. It is the occupant’s legal rights to deny entry. In addition, based on this principle, a municipality cannot impose a fine through a Bylaw if a person refuses entry into their home.

However, a Building Inspector can enter a building without a search warrant if he/she believes there is an unsafe condition. In such a case it must be obvious from the exterior that an unsafe structural condition exists. In the case of a secondary suite legally registered or not one cannot make this determination.

A Building Inspector may file an Information to Obtain a Search Warrant through the courts to gain entry to a dwelling. This methodology has not been used to date since the statistics indicate that access to a dwelling has been gained voluntarily 94% of the time. Also, for there to be success in obtaining such warrant from a Justice of the Peace, there must be overwhelming evidence that there is a life safety issue.

As a result of recent caselaw, the Town may be held liable if a building permit file is closed without the proper inspections. By establishing the Inactive Building Permit Program and following the above process, the Town is mitigating its risk of liability.

Financial Implications

The implementation of any administration fee will help to offset any incremental costs arising relating to the administration of the program for the registration of Orders as proposed in Report PDS23-01.

Communications Considerations

Staff will inform residents about key information in the report, including the Secondary Suites Information Guide, by uploading it to the Building Division’s webpage on aurora.ca.

Climate Change Considerations

This report does not impact the Town’s ability to adapt to a changing climate.

Link to Strategic Plan

This supports the Strategic Goal of Supporting Exceptional Quality of Life

Alternative(s) to the Recommendation

1. Council to provide direction

Conclusions

In order to ensure secondary units in the Town are created and legalized in compliance with all regulatory requirements and in consideration of the upward trend of second unit registrations as an affordable housing option, the Building Division will continue to administer a Registration program and the Provincial compliance mandate. The Building Division will implement a number of initiatives to educate homeowners on the life safety issues involved with secondary suites.

On November 28, 2022, the Province passed Bill 23 which would allow for 3 residential units as of right on a residential property. The proposed strategies and policies should assist in building inspection enforcement of additional dwelling units.

Attachments

None

Previous Reports

PDS23-001 – Secondary Suites Building Inspection Strategies & Proposed Policies

Pre-submission Review

Agenda Management Team review on April 13, 2023

Approvals

Approved by Marco Ramunno, Director, Planning and Development Services

Approved by Doug Nadorozny, Chief Administrative Officer



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. CMS23-017

Subject: Aurora Historical Society – Request for Matching Funding for Godfrey Collection Inventory

Prepared by: Robin McDougall, Director of Community Services

Department: Community Services

Date: May 2, 2023

Recommendation

1. That Report No. CMS23-017 be received; and
2. That the matching funding request from the Aurora Historical Society in the amount of \$5,990.00 for the Inventory for the Godfrey Collection be funded from the Tax Rate Stabilization Reserve.

Executive Summary

The Aurora Historical Society (AHS) has approached the Town seeking support for additional funding to offset the cost of completing the inventorying of the Godfrey Collection. This report provides some background on the Collection and demonstrates how AHS has attempted to cover some of the costs and where they are coming up short.

- Godfrey Collection and its importance to the Hillary House
- Matching funds are being requested to assist in supporting the Intern position who will complete the inventory of the Godfrey Collection

Background

The Godfrey Collection (over 2,000 historical medical books) were originally stored at the Hillary House but have moved a few times until most recently they have been stored in a storage unit. The original plan was to move the collection to the Aurora Town Square once it opens but upon second review, the Town and the AHS have agreed that to better understand the value of the books to the Town and/or the Hillary House, a proper inventory of the collection is necessary.

Council may recall during the AHS budget presentation they mentioned that the AHS were planning on relocating the Godfrey Collection back to the Hillary House from the storage unit being funded by the Town. The AHS plan on moving forward with inventorying the collection but anticipated this would be at a cost. In preparation for covering some costs, AHS applied for Young Canada Works (YCW) and received approval of their application, but the grant will only cover 50% of the cost. The AHS have funds held in reserve to help with the cost and they plan on reallocating the remainder of the Town's storage contribution towards this work, however, they are still coming up short (need approximately \$5,990.00).

The YCW grant funding they have received is from August 2023-March 2024 to support an Intern position to complete the inventory work.

Analysis

Godfrey Collection and its importance to the Hillary House

The Godfrey Collection contains over 2,000 historical medical books and important archival material and has been stored in an off site, climate controlled commercial facility for the last few years. The collection has never been properly inventoried or researched. To complete this inventory, the AHS have moved the collection to Hillary House. This has resulted in a shorter term needed for the storage unit (only using January to March 2023).

The inventory work will help in assessing the collection in order to create a better plan for the future of the collection. The intern will be responsible to assist in organizing, inventorying, cataloguing, digitizing, and researching the collection. This will result in a comprehensive overview of the Godfrey Collection and assist in planning for the future of the Collection to ensure this valuable cultural heritage asset is best utilized and accessible to the public.

Matching funds are being requested to assist in supporting the Intern position who will complete the inventory of the Godfrey Collection

The AHS applied and has been approved for a Young Canada Works Grant through the Canadian Museums Association that will cover 50% of the wages for an intern. The intern role is for an 8-month position at a total cost of \$22,623.55 (including wage costs). The YCW contribution is for 50% therefore, a total of \$11,311.78 is needed for the balance of the position.

To the fund the balance, the AHS would like to reallocate the Town's contribution of the unused portion of Town funded storage costs (\$2,572 unused portion) and allocate a portion of their reserve fund for the Godfrey Collection (\$2,750) that has been set aside for this purpose. This leaves an unfunded portion of \$5,990.

Advisory Committee Review

Not Applicable

Legal Considerations

The AHS has entered into a funding agreement with the Town. If Council approves this funding request, the funding agreement will be amended to include this new funding amount.

Financial Implications

The AHS' total estimated cost to complete its inventorying of the Godfrey Collection is \$22,623.55. Of this total cost, the AHS has identified a total of \$16,633.77 from alternative funding sources and is requesting the remainder of \$5,990 from the Town. Should this additional funding request be approved, staff recommend it be funded from the Tax Rate Stabilization reserve.

Communications Considerations

The Town will inform residents about the information contained in this report by posting it to the Town's website.

Climate Change Considerations

The recommendations from this report do not impact greenhouse gas emissions or impact climate change adaptation.

Link to Strategic Plan

The Aurora Historical Society's request for funding to maintain/inventory the significant Godfrey Collection supports the following Strategic Plan goals and key objectives:

Supporting an exceptional quality of life for all:

- Celebrating and promoting our culture

Alternative(s) to the Recommendation

1. Council may provide further direction.
2. Council may choose to provide a total of \$8,740 (\$5,990 plus \$2,750 AHS reserve fund) enabling AHS to maintain the reserve funds for another purpose.

Conclusions

The Godfrey Collection is a large collection of historic medical textbooks that need to be properly inventoried and catalogued. This is a significant undertaking and through AHS' success of receiving a Young Canada Works Grant, matching funds are needed to support the use of an intern position to complete this review.

Attachments

None

Previous Reports

None

Pre-submission Review

Agenda Management Team review on April 13, 2023

Approvals

Approved by Robin McDougall, Director, Community Services

Approved by Doug Nadorozny, Chief Administrative Officer



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. FIN23-012

Subject: Council Budget Principles Policy

Prepared by: Sandeep Dhillon, Senior Financial Management Advisor

Department: Finance

Date: May 2, 2023

Recommendation

1. That Report No. FIN23-012 be received; and
2. That the presented Council budget principles policy for the Town be approved as presented in Attachment 1.

Executive Summary

This report outlines the significance of a Council budget principles policy in the development of operating and capital budget for the Town. This policy forms a key budget framework foundational document, provides guidance on how an effective and efficient budget can lead Town to the path of long-term financial sustainability.

- The budget principles policy supports the fiscal strategy objective of financial sustainability
- A new multi-year operating budget cycle starts with the new Council Term
- The operating budget should be balanced and fiscally responsible
- The levy increase relates to inflationary pressures, new services and capital reserve contributions
- The Fiscal Strategy sets the framework for capital budget development
- The engagement and approval of budget should be open and transparent

Background

The establishment of operating and capital budgets are a very significant activity of every municipal Council. The Town has developed multiple foundational documents in support of its budget framework that are designed to ensure it is meeting its highest priorities in a most cost-effective manner. One such document is Aurora Council's Budget Principles policy which outlines the key principles that will guide the Town in its development of its operating and capital budgets. As a best practice this document is reviewed at the beginning of each Council term. The attached draft budget principles policy has been carefully reviewed and updated by the Finance Advisory Committee and staff to ensure all participants in the process, whether staff, elected officials, community groups or residents, can understand the foundations of the budget and the full process of reviews applied to the budget details.

Analysis

The budget principles policy supports the fiscal strategy objective of financial sustainability

The budget principles policy provides detailed guidelines on delivering a fiscally responsible and balanced budget for the Town. A budget for a municipality provides an overview of how the tax levy and user rates/fees are used to pay for the services that the community relies on, including waste collection, community recreation programs for all ages, snow plowing, safe drinking water, parks and trails, community planning, fire services and traffic safety. The budget is informed by studies and master plans to manage year-to-year fiscal impacts to achieve long-term financial stability.

A new multi-year operating budget cycle starts with the new Council Term

The Town adopted a multi-year budgeting framework to manage how budget decisions made in one year may impact future budget years and to ensure open and public awareness. Under this framework, Council approves the first year's budget of its term and receives an accompanying forecast of the next three budgets. In the second year of its term, Council approves a three-year operating budget, including all related tax and user rate impacts. Using multi-year budgets and forecasts improves fiscal health and service delivery through:

- Better coordination of budgeting and strategic priorities
- Greater certainty for departments in managing expenditures and service levels

- improved fiscal discipline of the organization
- Streamlined budget reviews that focus on key changes in assumptions and the reasons driving the change
- Allowing staff to develop budgets with fixed targets in place, allowing for an early response to manage circumstances and budget constraints
- Reducing uncertainty about future year tax levy or user rate increases
- Providing longer term outlook to outside organizations that rely upon the Town for a share of their funding, which enables them to plan and deliver their programs more effectively

As per the Municipal Act a municipality's multi-year operating budget must be reaffirmed by Council on an annual basis. The Town's reaffirmation process will only focus on any changes to the previously approved multi-year budget.

Overall, the Town's budget process is guided by Council's Budget Principles and Process documents which are revisited by Council once per term.

The operating budget should be balanced and fiscally responsible

The net tax funded operating budget should be balanced as outlined in the Ontario Regulation 284/09. The regulation allows for exclusions from municipal budget accounting estimates such as amortization, and post-employment benefit liabilities. To deliver a fiscally responsible budget principles outlines in the policy must be applied. Below are the list of some of the principles:

- The Town shall not rely upon prior year operating surpluses to fund or balance the operating budget
- The one-time or short-term temporary funding sources to fund or balance the operating budget, unless directly associated with corresponding temporary expenses for events or special purpose programs shall be prevented
- Alternative non-tax revenue funding sources will be maximized
- Existing level of service increases, or the introduction of a new service will only be considered if deemed affordable
- The annual operating budget shall not be impacted by year-to-year fluctuations of the fiscal year capital budget approval. Capital projects should be funded via Town's reserves or debt financing as approved by Council

The levy increase relates to inflationary pressures, new services and capital reserve contributions

The net tax-funded operating budget identifies the gross expenditures and is reduced by the non-tax revenues. The net value is the amount of taxes needed to be collected for the year. The year-over-year increase is made of two components:

- **Inflation** – Inflation reduces the amount of goods and services that the Town is able to purchase; it is important that this deterioration of purchasing power be minimized. Staff and Council should refer to the annual Municipal price index as the annual tax increase approximating to inflation are necessary to support the existing services and operations. Maximum inflation related levy increase should not be higher than two percent except in years of high inflation
- **New services** – Staff and Council may identify and prioritize new services which are legislatively required
- **Reserve contributions** – Annual contributions to the tax levy funded reserves to be determined based on the asset management plan and future asset requirements

The Fiscal Strategy sets the framework for capital budget development

The capital budget is a project budget that includes capital asset management, developing new assets and other projects including studies. The Fiscal Strategy includes four main pillars upon which the fiscal objectives for long-term financial sustainability are built: Capital Planning, Reserve Management, Debt Management and Revenue Management. The budget shall be built upon the policy objectives in the Fiscal Strategy.

The capital budget includes a complex set of approvals that ensure the total commitment for a project is accounted for while at the same time the planned cash outflows are managed. The policy outlines the details of rules to follow for the Capital Budget Authority and Capital Program approvals within the capital budget.

The engagement and approval of budget will be open and transparent

The Town of Aurora will hold a public session to gather input from the public on the budget. In addition, the Town's budget process will include an online engagement survey for community input as determined by the Finance Advisory Committee. Each year, staff should strive to increase engagement over the previous year. The budget

development process will include Town's departments and community partners such as Aurora Public Library, Central York Fire Services and Aurora Cultural Center etc.

The proposed budget will be tabled annually at Council and then reviewed in detail at budget committee meetings which focus on operating or capital budgets. All budget committee meetings shall be open to the public, except those aspects which are permitted and appropriate to be held in closed sessions such as but not limited to discussions regarding Town's cybersecurity projects, collective agreement negotiations provisions, personnel matters or litigations. All relevant tabled and approved budget materials, presentations, summaries and reports shall be updated to the Town's webpage.

Advisory Committee Review

Finance Advisory Committee reviewed the budget principles policy at its April 11th, 2023 meeting.

Legal Considerations

None.

Financial Implications

There are no direct financial implications from this report. However, this policy's principals will guide all future operating and capital budgets brought to Council for its consideration.

Communications Considerations

The Town will inform the public about the information contained in this report by posting it to the Town's website along with the Debt Management Policy.

Climate Change Considerations

The recommendations from this report do not directly impact greenhouse gas emissions or impact climate change adaptation. Climate change will be considered in the budget development and documents presented to Council.

Link to Strategic Plan

Developing the annual budget supports all aspects of the Strategic Plan. Specifically, this report supports the Plan principles of Leadership in Corporate Management, Leveraging Partnerships and Progressive Corporate Excellence and Continuous Improvement.

Alternative(s) to the Recommendation

Council provide direction

Conclusions

The proposed budget policy will ensure that the Town's operating and capital budget fiscal impact year-over-year should be moderate and are manageable. The effectiveness of the budget principles policy can be ensured through alignment to the long-term financial sustainability objective of the fiscal strategy. The implementation of the policy in the development of town's budget will be monitored through the annual budget review process.

Attachments

Council Budget Principles Policy

Previous Reports

FAC Memorandum, Budget Principles Policy, April 11, 2023

Pre-submission Review

Agenda Management Team review on March 30, 2023

Approvals

Approved by Rachel Wainwright-van Kessel, CPA, CMA, Director, Finance

Approved by Doug Nadorozny, Chief Administrative Officer



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

Council Budget Principles Policy

Attachment 1

Contact: Senior Advisor, Financial Management

Approval Authority: Council

Effective: May 23, 2023

Purpose

The Council Budget Principles policy is a guiding document for the preparation, annual review, and approval of the operating and capital budget for the Town of Aurora along with its fiscal strategy.

Scope

This policy applies to all aspects of development and execution of town's multi-year operating and capital budget.

Definitions

Asset Management - In the context of the budget, capital projects which maintain/extend the life cycle of a capital asset.

Budget - A policy and a financial plan that puts resources in place to implement goals and priorities of the organization, ensuring reliable public service delivery.

Capital Budget – The Town's overall budget plan to purchase, build, maintain, repair, and replace assets including infrastructure. Capital assets also directly and indirectly impact the operating budget as funds are needed to cover day-to-day operating expenses associated with the newly created asset. Also includes study projects that support asset development and long-term objectives.

Capital Budget Authority (CBA) – The total value of capital project budget approval, including prior inception-to-date spending, the current year forecast and budget for future years that requires contractual commitments.

Capital Program: Capital programs are Council approved groups of capital projects of a like funding source together. The capital program budget is the total of the budget approved for all projects within the program. The program then provides the flexibility to manage the variances to budget between projects. So, if one project costs less than budgeted, these funds can be used to cover the costs of projects that cost more within the same program while not exceeding the total budget approval for the program.

Fiscal Strategy – The Town’s long-term financial strategy focused on financial sustainability by balancing four pillars: capital planning, reserve management, debt management and revenue management.

Multi-Year Operating Budget – An operating budget seeking the approval of two or more years.

Municipal Price Index (MPI) – The MPI is an internally-derived measure that examines the Town specific “basket” of goods and services and applies a specific inflationary factor to each item in the basket.

Operating Budget – Outlines the spending and revenues to support the costs to deliver services and the funding of capital reserves.

Reserve, fund balance, reserve fund - Money designated for a particular purpose that is held separately from other financial assets in reserves. Interest earned on reserves is held within the reserve fund. There are two types of reserve funds. Obligatory reserve funds are required under provincial statute, while discretionary reserve funds are created by Council. The reserve fund balance is the amount of money in a reserve fund at a given date.

Tax Levy – The portion of funds that are collected through property taxes on taxable and payment-in-lieu assessment of the residential, farm, commercial, industrial, and other categories of property.

Town – Refers to the corporation of the “Town of Aurora”.

User Rate(s) – Refers to the revenues and expenditures associated with water, wastewater and storm services for the Town.

Policy

The development of the multi-year operating budget and the 10-year capital plan should consider maintaining consistent level of services to residents and businesses that rely on, also ensuring it is prudently planning for the asset management of the Town’s infrastructure.

A budget for a municipality provides an overview of how the tax levy and user rates/fees are used to pay for the services that the community relies on, including waste collection, community recreation programs for all ages, snow plowing, safe drinking water, parks and trails, community planning and traffic safety. In addition to these services, The Town of Aurora also manages and maintains a significant number of diverse assets including recreation facilities, roads, water and sewer pipes, storm water ponds and sidewalks. The followings principles shall be applied in the development, annual review and evaluation for approval of the operating and capital budgets for the Town.

The budget must consider the needs of current and future residents

The budget should focus on delivering the consistent level of services based on the needs of current and future residents. The budget should be informed by studies and master plans to manage year-to-year fiscal impacts with the goal of achieving long-term financial stability.

Diversity and inclusion are important for Aurora

Town's budget should include initiatives to support diversity and inclusion. The Town's [Diversity, Equity & Inclusion Strategic Action Plan](#) addresses key areas including employee recruitment, retention, training and development, marketing and advertising, partnerships, data collection and accountability. The work on diversity, equity and inclusion should continue to be an integral part of the Town's annual budget.

Master and strategic plans

Master and strategic plans inform the development of the operating and capital budget. The actions of the plans are subject to budget approval.

Operating Budget

The Town of Aurora develops the budget on a modified-accrual basis of accounting, where the audited financial statements are prepared under a full-accrual basis of accounting following the Public Sector Accounting Standards. The modified-accrual basis balances the budget based on the timing of when the expense or revenue occurs, but expenses such as amortization are not included. This method is used for municipal budgeting as it enables the municipality to track all inflows and outflows of cash and reserves making it easier to calculate the annual tax levy and user rates to support current operations and reserve contributions.

Aurora follows a multi-year operating budget approval process

Multi-year budgets are more strategic and provide the following benefits to the Town:

- better coordination of budgeting and strategic priorities
- greater certainty for departments in managing expenditures and service levels
- improved fiscal discipline of the organization
- streamlined budget reviews that focus on key changes in assumptions and the reasons driving such changes
- allowing staff to develop budgets with fixed targets in place, allowing early response to circumstances and budget constraints of such targets
- reduced uncertainty about future year tax levies

Aurora's multi-year budget process will align with the four-year term of Council. In the first year, Council should be provided with a proposed operating budget for one year and an outlook for the next three addressing upcoming pressures and risks. In the second year, Council should be presented with a three-year proposed operating budget for

consideration and approval. In the last two years of the Council term, the budget should focus on the changes to the approved budget from the previous year, for the remaining years in the term. Council then should reaffirm the previously approved budget or approve changes to the budget. This meets the requirement in the Municipal Act for Council to approve or reaffirm the budget on an annual basis.

The operating budget shall determine the tax levy and user rates

The year-over-year change in the operating budget determines the change to the tax levy and user rates for water, wastewater and storm water.

The levy increase relates to inflationary pressures, new services and capital reserve contributions

The net tax-funded operating budget identifies the gross expenditures and is reduced by the non-tax revenues. The net value is the amount of taxes needed to be collected for the year. The year-over-year increase is made of two components:

- **Inflation**– Inflation reduces the amount of goods and services that the Town can purchase; it is important that this deterioration of purchasing power be minimized. Staff and Council should refer to the annual Municipal price index as the annual tax increase approximating to inflation is necessary to support the existing services and operations. Maximum inflation related levy increase should not be higher than two percent except in years of high inflation
- **New services** – Staff and Council may identify and prioritize new services which are part of the Town’s master plans or are legislatively required
- **Reserve contributions** – Annual contributions to the tax levy funded reserves will be determined to ensure an affordable asset management plan and to enable future asset requirements

Growth should pay for growth

Tax growth results from growth in the assessment base, including new properties or changes to existing properties. These funds are used to pay for growth in the budget to maintain the existing service level. Any available growth revenues will firstly be directed toward growth driven expenditures such as the extension of existing Town services to new communities, residents, and businesses.

User rates shall be determined on a cost recovery basis

The operating budget shall include budgets specific to water, wastewater, and storm water services. These services have their own user rates and do not impact the tax bill.

Water and wastewater user rates are determined by distributing the budget over the estimated volume of water to determine a price per cubic meter. Storm water is based on the type of property (residential and non-residential) and distributed based on the

number of accounts. The user rate services are all included on the water bill which is billed every two months for non-residential and quarterly for residences.

The operating budget shall be balanced and fiscally responsible

The net tax funded operating budget should be balanced as outlined in the Ontario Regulation 284/09. The regulation allows for exclusions from municipal budget accounting estimates such as amortization, and post-employment benefit liabilities. The impact of these excluded items should be presented separately as part of the budget submission as required by the regulation. To deliver a fiscally responsible budget following principles must be applied:

- the Town shall not rely upon prior year operating surpluses to fund or balance the operating budget
- the one-time or short-term temporary funding sources to fund or balance the operating budget, unless directly associated with corresponding temporary expenses for events or special purpose programs shall be prevented
- council and staff shall work together to focus on continuous improvement of Town's process and procedures to deliver the municipal services while managing year-to-year fiscal impacts with goal of achieving long-term financial sustainability. Where necessary, capital investments required to achieve such improvements should be prioritized
- the annual operating budget shall not be impacted by year-to-year fluctuations of the fiscal year capital budget approval. Capital projects should be funded via Town's reserves or debt financing as approved by Council
- contribution to the Asset Management reserves from operating budget shall be made annually to ensure funding is in place to meet the future asset replacement requirements. Annual contributions to the Asset management reserves should be determined by the Asset Management Plan requirements as outlined in the Town's fiscal strategy. Such increases should be included in the Fiscal Strategy budget area
- significant permanent tax pressures can be phased in over multiple years using tax stabilization or user rate reserves where necessary. Foreseen significant pressures, such as the operating costs for a facility under construction, may be phased-in in advance where possible. Unforeseen pressures should be phased-in as promptly as appropriate. Phasing of such tax pressures may result in tax rate increases which are in excess of inflation so as not to adversely impact the delivery of existing services and facilities. Where appropriate, growth revenues should be allocated toward new costs such as these:

- alternative non-tax revenue funding sources will be maximized
- existing level of service increases, or the introduction of a new service will only be considered if deemed affordable
- in the event that previously established operating budget directives are sought to be reduced by Budget Committee or Council, a balanced approach should be used whereby roughly 50% of such amount should be through internal cost reductions which have minimal impact on service levels, with the remaining amount through new revenue streams, fee increases exceeding inflation, or definitive service or program reductions identified by Budget Committee

Capital Budget

The capital budget is a project budget that includes capital asset management, developing new assets and other projects including studies.

The Fiscal Strategy sets the framework for budget development

The [Fiscal Strategy](#) was approved on June 22, 2021. The strategy includes four main pillars upon which the fiscal objectives for long-term financial sustainability are built: Capital Planning, Reserve Management, Debt Management and Revenue Management. The budget shall be built upon the policy objectives in the Fiscal Strategy.

The capital budget includes multiple types of approvals

The capital budget includes a complex set of approvals that ensure the total commitment for a project is accounted for while at the same time the planned cash outflows are managed.

Capital Budget Authority (CBA) is used to manage commitments to capital projects. CBA reflects the total spent on a project to date, plus the forecast for the current year and, the budget commitment needed for future years. The amount of future commitment needs to be approved to award multi-year procurement contracts.

Council should approve the capital budget in the following ways:

- approval of each new capital project and their requested CBA
- approval of changes to previously approved CBA by project
- approval of the total planned 2023 spending subject to adjustments related to the variances carried forward from the 2022 forecast (both over and under spending)
- approval of the capital program groups, subject to the rules outlined for their use
- approval of debt authority for specific projects

Note: Capital spending planned for the first budget year may be adjusted for the current year forecast variances.

Capital programs

Capital programs will enable staff to manage variances of capital projects and reduce the delays needed to seek additional CBA more effectively when tenders come in higher than expected. In turn this should result in staff being able to improve the delivery of capital program associated projects resulting in project delivery efficiencies.

Capital programs and capital project budget authority must be approved by Council prior to any expenditure or commitment being made on a capital project, or the processing of any CBA amendments. The capital program budget development will be coordinated with the operating budget process.

The use of the capital programs is subject to the following rules:

- the savings applied to other projects should represent true savings and not a deferral that will need to be re-budgeted in future years
- there is permanent reduction in the scope of donor project
- the project scope must remain the same as originally approved by Council
- the projects must have the same funding source
- the Capital Budget Authority may be shared between projects located under different capital programs provided their funding sources are the same
- the Capital Budget Authority for the program cannot be exceeded
- the overall planned capital spending (cash flow) for the budget year cannot be exceeded
- capital programs must be approved by Council
- any excess Capital Budget Authority should be identified during completion of the contract award form or through the formal budget or forecast update during the year

There is no limit on the amount that can be transferred between projects within a capital program if all the above-mentioned rules are met.

Budget engagement and approval shall be open and transparent

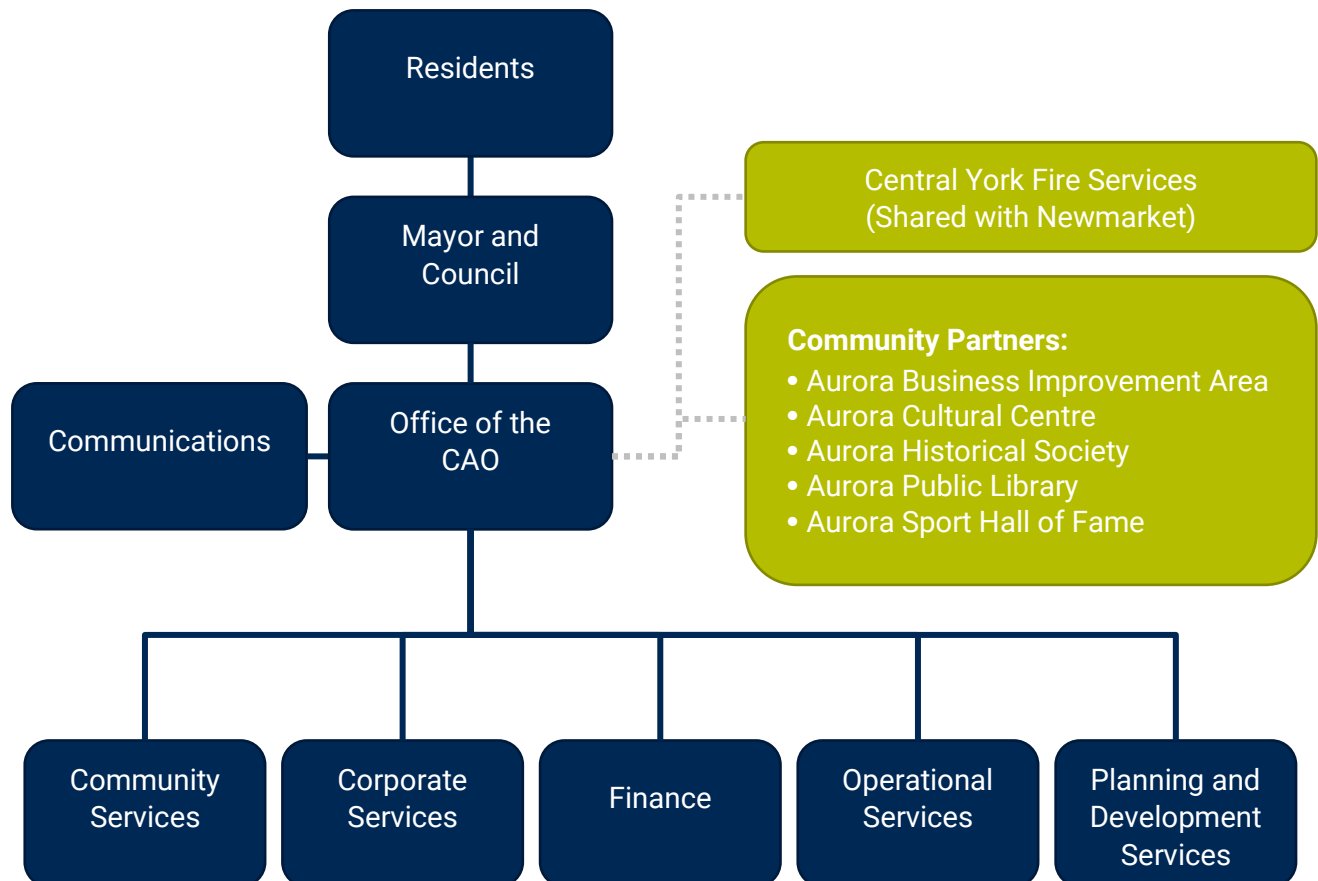
The Town of Aurora should/shall hold a public session to gather input from the public on the budget. In addition, the Town's budget process should/shall include an online engagement survey for community input as determined by the Finance Advisory Committee. Each year, staff should strive to increase engagement over the previous year.

In making comparisons to other municipalities in respect to processes, performance, service levels, cost, revenue rates or any other basis, the Town shall have regard to, at minimum, the following municipalities:

- all other lower tier municipalities of York Region
- municipalities in the Durham Region, Peel Region, and Region of Halton Hills which have populations within 30% of the Town's population
- York Region where applicable
- Ontario Municipal Benchmarking Initiative materials where applicable

The budget shall include Town departments and community partners

The Town delivers several services and some in partnership with other organizations, including community non-profit organizations and Central York Fire Services which is a shared service with Newmarket.



The budget review process

The proposed budget should be tabled annually at Council and then reviewed in detail at budget committee meetings which focus on operating or capital budgets. All budget committee meetings shall be open to the public, except those aspects which are permitted and appropriate to be held in closed sessions such as but not limited to discussions regarding Town's cybersecurity projects, collective agreement negotiations provisions, personnel matters or litigations. All relevant tabled and approved budget materials, presentations, summaries and reports shall be updated to the Town's webpage.

An overview of these meetings is provided below.

Budget meetings summary

Council - Tabling

- overview of tax, rate impacts along with high-level risks and pressures
- overview of impact on reserves and debt management

Budget Committee – Operating Budget

- departmental review of operating budget changes
- community partner presentations of budgets

Budget Committee – Capital Budget

- review of individual capital projects

Council - Approval

- approval of the budget

Election year budget approval

For a budget in respect of the year following a municipal general election, the budget review process should begin early in the new budget year, as required by statute.

Responsibilities

All Staff & Council

To adhere to the Budget Principles policy and its associated annual budget guidelines

Monitoring and Compliance

The policy should ensure that the Town's operating and capital budget fiscal impact year-over-year should be moderate and manageable. The effectiveness of the budget principles policy can be ensured through alignment to the long-term financial sustainability objective of the fiscal strategy. The implementation of the policy in the development of town's budget will be monitored through the annual budget review process.

References

- [Fiscal Strategy](#)
- [Town-of-Aurora-2nd-Generation-AMP--Final.pdf](#)
- [Diversity, Equity & Inclusion Strategic Action Plan](#)

Review Timeline

This policy will be reviewed in the 1st year of the Council term after the initial approval date.



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. OPS23-007

Subject: Approval of Capital Project No. 71159 – Parks Zero Turn Mowers

Prepared by: Sara Tienkamp, Manager of Parks and Fleet

Department: Operational Services

Date: May 2, 2023

Recommendation

1. That Report No. OPS23-007 be received; and
2. That the condition on the approval of a total of \$169,000 in capital budget authority for Capital Project No. 71159 – Parks Zero Turn Mowers be lifted, and the project proceed.

Executive Summary

This report seeks Council approval to proceed with Capital Project No. 71159 for the replacement of seven (7) zero turn mower units for the Parks Division:

- Operational breakdowns of these heavily used and fatigued pieces of turf mowing equipment pose threat to maintaining service levels standards.
- Costs to repair mower units exceed the estimated return on sale at equipment auction.
- The lifecycle forecast for replacement of zero turn mowers is similar in most municipal Fleet capital plans.
- Purchasing, maintaining, and replacing zero turn mowers of the same age has advantages.

Background

The zero turn mowers have been heavily utilized since their acquisition in 2017. These mowers are utilized by staff to cut turf on municipal owned boulevards, sports fields and maintained parkland. The units are versatile due to their size and functionality and are the workhorses for turf maintenance being utilized between 40-50 hours per week during the months of May through mid–November.

As per the Town's approved asset management plan, Fleet Services strives to maintain a lifecycle target of five (5) years for zero turn mowers which includes equipment evaluations to confirm if replacement is necessary prior to capital budget replacement requests.

The mowers due for replacement and presented as part of R&R 2023 Capital Budget process, are in year six (6) of their lifecycle and Fleet staff performed thorough condition assessments on all the units.

Analysis

Operational breakdowns of these heavily used and fatigued pieces of turf mowing equipment pose threat to maintaining service levels standards.

The seven (7) zero turn mowers have accumulated an average of 850 hours per unit, operating daily from five (5) to six (6) days per week. They are now showing signs of excessive wear. The metal on the equipment has signs of fatigue and stress cracks from continuous operation. The repairs are no longer minor but rather major, impacting the Fleet Operational Budget and, additionally, the potential for significant breakdowns that will not only impact budget but will result in extended downtime.

There are no spare units for these pieces of equipment, therefore any downtime of the units for an extended period while repairs are made will jeopardize the service levels to maintain turf, especially if they occur during peak growing cycles in the season. This most certainly would have an affect on the park facility service levels and cause public frustration.

Costs to repair mower units exceed the estimated return on sale at equipment auction.

The costs to repair the mowers varies between \$5,000 to \$15,000/unit dependant on specific requirements per Fleet mechanical staff evaluations. This reflects an average cost to repair of \$8,700/mower.

In comparison, the average cost recovery from the sale of the used mowers is estimated at approximately \$5,000/mower.

Based on the Town Fleet Strategy's Life Cycle Analysis guidelines for long term capital budgeting and Fleet staff mechanical knowledge of the equipment, it makes sound financial sense to replace the mowers as both the lifecycles and return on investment are optimized.

The lifecycle forecast for replacement of zero turn mowers is similar in most municipal Fleet capital plans.

Establishing an optimal lifecycle for each type of vehicle or piece of equipment within the fleet is key to balancing ongoing capital spending and ensuring continued alignment with established service level (uptime) targets, minimizing operating expenses, and meeting other important measures.

The Town has established a five (5) year lifecycle for zero turn mowers as part of its approved asset management plan. This is a guideline for long term budgeting and is used in conjunction with vehicle/equipment evaluations performed by Fleet staff, prior to submitting a budget request in any given year.

Most Municipal Fleet operations have similar lifecycle forecasts for this type of mower. Within the York Region Municipalities the average is six (6) years.

Purchasing, maintaining, and replacing zero turn mowers of the same age has advantages.

Many years ago, when zero turns were first acquired by the Town they were purchased in differing years as required, based on growth as the Town expanded. At that time Fleet established a seven (7) year lifecycle policy.

It became clear to Fleet Services that the lifecycle of the mowers was not proving to be optimal as expenses for repairs were increasing as was the downtime, therefore impacting service levels. Through discussions with the Parks Division and other municipal Fleet managers it was determined that a five (5) year replacement cycle was more in line with the Town's needs financially and operationally.

During the preparation of the 2017 capital budget Fleet and Finance discussed reducing the lifecycle to five (5) years and aligning the replacement years, in doing so it would potentially reduce vehicle acquisition costs through volume buying. In addition, the standardization of the equipment and similar purchase years would increase driver and mechanic familiarity with the equipment as well as increase buying power for part replacement for mowers of same model and year.

Advisory Committee Review

Not applicable.

Legal Considerations

Extended equipment downtime may result in parks and public spaces not being maintained efficiently, which can create hazards to those who use the Town's public spaces. Inadequate maintenance can lead to injuries and claims against the Town. Ensuring the Town's equipment is operational with minimal downtime is a good risk management practice.

Financial Implications

Capital Project No. 71159 was conditionally approved by Council as part of the Town's 2023 budget. This project is part of the Town's fleet & equipment asset management capital program which is funded from the fleet & equipment asset management reserve.

Communications Considerations

The Town will inform the public of the information contained in this report by posting it to the Town's website.

Climate Change Considerations

The key opportunity in developing the Green Fleet Plan in 2021 was to achieve long-term GHG emissions targets, in conjunction with fundamental goals developed and the associated action items.

The following action from GFP all play a role in climate change mitigation:

- Replace vehicles with best in-class fuel efficient vehicles. New models are more fuel efficient, produce lower emissions and are good options while the manufacturers develop viable hybrid/electric vehicles required to provide service. Overall, GHG reduction, by upgrading alone, through capital renewal can produce 4-5 percent decrease.
- Utilize telematic information provided through GPS system to identify quick acceleration of staff and ongoing coaching.
- Awareness of reducing idling toward goal of GHG reduction.
- Driver behaviour, including idling accounts for 5-33 percent of fuel use, smart drivers can help reduce fuel use.
- Replace vehicles with best-in-class fuel efficient vehicles. New models are more fuel efficient, produce lower emissions and are good options while the manufactures develop viable hybrid/electric vehicles required to provide service.

Overall GHG reduction, by upgrading alone, through capital renewal can produce 4-5 per cent decrease.

- Utilize telematic information provided through GPS system to identify quick acceleration, hard braking, idle time to assist in education of staff and ongoing coaching.
- Awareness of reducing idling toward goal of GHG reduction

Driver behavior, including idling accounts for 5-33 percent of fuel use, smart drivers can help reduce fuel use.

Link to Strategic Plan

Providing a safe and reliable piece of equipment for Operational Services Parks Division that supports the Strategic Plan Goal of maintaining a standard level of service that meets town approved levels that include all municipally owned and/or operated parks, natural areas, trails, and related outdoor recreation facilities and amenities.

Alternative(s) to the Recommendation

1. Council may choose not to approve Project No.71159 – Parks Zero Turn Mowers, for replacement. The existing mowers are a depreciating asset which are forecasted to incur repair costs. The existing mowers will continue to be used, and Fleet may experience increased maintenance costs with the possibility of serious downtime in the turf maintenance operations within parks. This may result in staff not being able to meet the Council approved maintenance standard service levels.

Conclusions

Staff recommends that Capital Project No. 71159 for the replacement of seven (7) Parks zero turn mowers be approved to ensure that the Council approved Park Maintenance Standard Service Levels are complied with.

Attachments

Attachment #1 – Capital Project No. 71159 – Parks Zero Turn Mowers

Attachment #2 – Zero Turn Mower Evaluations

Previous Reports

None.

Pre-submission Review

Agenda Management Team review on March 30, 2023

Approvals

Approved by Luigi Colangelo, Acting Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer

Town of Aurora

Capital Projects

Attachment 1

Project	71159 Parks - Zero Turn Mowers (#245:251-22) (Conditionally Approved 2023)		
Department	Operational Services		
Version	Final Approved Budget	Year	2023

Financial Information								
	Budget		10-Year Plan					
	Previously Approved Budget	Capital Budget Authority	Budget Change	Actuals to Dec 31/2021	2022 Forecast	2023	2024	2025-2032
Expenditures								
Estimated Expenditures								
EQUIPMENT - OTHER		169,000	169,000			169,000		
		169,000	169,000			169,000		
Expenditures Total		169,000	169,000			169,000		
Funding								
Infrastructure Sustainability Reserves								
FLEET R&R RESERVE CONT'N						169,000		
						169,000		
Funding Total						169,000		

TARGET START DATE AND END DATE: Use format Q4 2017 - Q1 2018

Q1 2023 - Q3 2023. 2023 Budget Authority conditionally approved. Staff to submit report to Council.

Provide a brief overview of the project and include the key goals, objectives and performance measures.

Parks has seven (7) zero turn turf mower units (#245, #246, #247, #248, #249, #250, #251) that are utilized by staff to maintain turf in parks/openspaces/blvds/trails and sports fields. The cost to replace #245-249 is \$23K per unit and #250-251 is \$27K per unit.

Provide the reasons the project should be approved and what will be the impact of the project to service levels.

Mowers are utilized to maintain turf as per Parks Service Level Standards and run 5-6 days a week, 8 hours a day from last week of April thru mid November. They also assist in fall leaf clean-up as they have bagger units to collect the debris.

They have a life expectancy of 5 years max. due to the amount of hours of use. After 5 years maintenance costs/downtime increase significantly and the impact to the service level is compounded.

All units require repair and varies between \$5-15,000. Value of trade in per unit is approx. \$4-5000.

Explain the benefits of the project which could include Citizen/Client, compliance, financial, internal, learning & growth or utility benefits.

Increased staff productivity, less maintenance and downtime and lower operating costs. Un-interrupted service delivery to residents within the parks service level standards.

Replacing mowers collectively allows for standardization of equipment, parts, familiarity for drivers and mechanics as well as increased buying power.

Please provide an explanation of what the outcomes would be if the project was not approved.

Service levels would be impacted and as a result field use permits may be affected, as well as the aesthetic appearance of town own lands, therefore an increase volume of complaints from dissatisfied residents.

Town of Aurora

Capital Projects

Project	71159 Parks - Zero Turn Mowers (#245:251-22) (Conditionally Approved 2023)		
Department	Operational Services		
Version	Final Approved Budget	Year	2023

Explain the climate impacts of this project.
Technological advancements have made mower engines more efficient and produce less CO2

VEHICLE/EQUIPMENT EVALUATION FORM

Attachment 2

Vehicle or Equipment VIN or Serial# 13657Vehicle or Equipment unit #: 245Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 870 HrsDate of Evaluation: January 19, 2023 Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	\$7000 – suffered excessive heat
Transmission	2	\$5000 – noisy
Drive Line	2	\$1000 – end life
Suspension	3	
Steering	2	
Exhaust	2	
Brakes	3	
Tires	3	
Hydraulic System	2	
Electrical System	3	
Body	1	\$3000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$10000 to \$15000	Possible failures due to age

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit has accumulated high hours from daily use. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of their recommended Life Cycle. This engine has been overheated numerous times and could possibly suffer a critical failure if kept in service much longer. With no spares these units are running daily. The repairs, body damage, and constant use are wearing components out.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 850 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 150 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 23,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: They are starting to require significant and costly repairs such as an engine / transmission. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Replaced Radiator
- 2) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 3) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.

The engine and hydrostatic transmission are nearly their service life. The engine has been overheated numerous times due to coolant leaks. This excessive heat causes warped heads and head gaskets leaks or cylinder sleeve damage.

The transmission in these machines is also the steering and braking of the unit. The expected life is 1000 hours.

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 21313Vehicle or Equipment unit #: 246Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 810 HrsDate of Evaluation: January 19, 2023 Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	
Transmission	2	\$5000 – noisy bearings
Drive Line	2	
Suspension	3	
Steering	2	
Exhaust	2	
Brakes	3	
Tires	3	
Hydraulic System	2	
Electrical System	3	
Body	1	\$3000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$8000	Possible failures due to age

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit has accumulated high hours from daily use. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of their recommended Life Cycle. This transmission is noisy, due excessive wear and tear and a worn hydraulic pump. This pump is producing lower oil pressure which can result in possible bearing failure. This unit has significant body and deck damage. It has been welded numerous times and is structurally becoming weak.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 810 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 190 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 23,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit has a noisy transmission and significant body damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.

The transmission in this machine is also the steering and braking of the unit. The expected life is 1000 hours. It is hanging on but could fail at any time due to lack of lubrication and excessively worn hydraulic components.

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 10258Vehicle or Equipment unit #: 247Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 740 HrsDate of Evaluation: January 19, 2023Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	Engine was replaced 508 hrs
Transmission	2	
Drive Line	2	
Suspension	3	
Steering	2	
Exhaust	2	
Brakes	3	
Tires	1	\$ 800.00
Hydraulic System	2	
Electrical System	3	
Body	1	\$2000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$8000	Possible failures due to age

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit has had the engine replaced accumulated high hours from daily use. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of their recommended Life Cycle. This transmission is noisy, due excessive wear and tear and a worn hydraulic pump. This pump is producing lower oil pressure which can result in possible bearing failure. This unit has significant body and deck damage. It has been welded numerous times and is structurally becoming weak.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 740 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 190 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 23,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit has a noisy transmission and significant body damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.
- 3) Engine replaced at 508 hrs to the cost of \$7,000.00. Downtime was two weeks.
- 4) Radiator replaced at 445 hrs. The damaged radiator caused the engine to overheat and finally fail.

Work required:

- 1) Replace front tire assemblies - \$800.00
- 2) Deck repairs and spindles - \$1000.00 - \$ 2000.00

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels. If the unit is replaced, I would recommend keeping this as a maintenance spare.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 20188Vehicle or Equipment unit #: 248Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 900 HrsDate of Evaluation: January 19, 2023 Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	\$1200
Transmission	3	
Drive Line	3	
Suspension	3	
Steering	2	
Exhaust	3	
Brakes	3	
Tires	1	\$2000
Hydraulic System	2	
Electrical System	3	
Body	1	\$2000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$5000	Possible failures due to age

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit has had the radiator and water pump replaced recently. This unit has high hours, and we are beginning to see significant component failures. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of their recommended Life Cycle. This unit has significant body and deck damage. It has been welded numerous times and is structurally becoming weak.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 900 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 100 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 23,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit requires rear tire assemblies and has possibly a new deck as it is bent and cracked in numerous locations. The unit has significant body damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.
- 3) Water pump.
- 4) Radiator.

Work required:

- 1) Replace rear tire assemblies - \$2000.00
- 2) Deck repairs and spindles - \$1000.00 - \$ 2000.00

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 10324Vehicle or Equipment unit #: 249Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 860 HrsDate of Evaluation: January 19, 2023Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	
Transmission	3	
Drive Line	3	
Suspension	3	
Steering	2	
Exhaust	3	
Brakes	3	
Tires	1	\$2000
Hydraulic System	2	\$500
Electrical System	3	
Body	1	\$2000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$5000	

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit has excessive body and deck damage. This unit has high hours, and we are beginning to see significant component failure. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of their recommended Life Cycle. This unit has significant body and deck damage. It has been welded numerous times and is structurally becoming weak.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 860 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 100 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 23,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit requires rear tire assemblies and has possibly a new deck as it is bent and cracked in numerous locations. The unit has significant body damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.
- 3) Ignition switch and wiring harness.
- 4) Fuel tank replaced due to brackets breaking and riding on rear tires..

Work required:

- 1) Replace rear tire assemblies - \$2000.00
- 2) Deck repairs and spindles - \$1000.00 - \$ 2000.00

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 10327Vehicle or Equipment unit #: 250Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 937 HrsDate of Evaluation: January 19, 2023 Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	1	\$7000 – burning antifreeze
Transmission	3	
Drive Line	3	
Suspension	3	
Steering	2	
Exhaust	3	
Brakes	3	
Tires	1	\$1000
Hydraulic System	2	\$500
Electrical System	3	
Body	1	\$2000 – numerous cracks
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$10000	Possible if Engine fails

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit is burning coolant excessively and will require engine work and or repair. It has excessive body and deck damage. This unit has high hours, and we are beginning to see significant component failure. This is resulting in excessive down time for repairs and lack of service level due to downtime. This unit has significant deck damage. It has been welded numerous times and is structurally becoming weak. It has significant body and frame damage and is near the end of its recommended Life Cycle.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 937 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 100 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 27,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit requires rear tire assemblies and has possibly a new deck as it is bent and cracked in numerous locations. The unit has significant body damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.

Work required:

- 1) Replace front tire assemblies - \$1000.00
- 2) Deck repairs and spindles - \$1000.00 - \$ 2000.00
- 3) Engine / head gasket and overhaul - \$4000 - \$7000

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.

VEHICLE/EQUIPMENT EVALUATION FORM

Vehicle or Equipment VIN or Serial# 20181Vehicle or Equipment unit #: 251Department Assigned to: PARKSMake: KubotaModel: ZD1211Year: 2017Mileage: N/AHours of Operation: 805 HrsDate of Evaluation: January 19, 2023Evaluator: Jim Kelly

System	Diagnosis	Estimated Repair Cost
Engine	2	
Transmission	1	\$5000 – very noisy
Drive Line	3	
Suspension	3	
Steering	2	
Exhaust	3	
Brakes	3	
Tires	1	\$1000
Hydraulic System	2	\$500
Electrical System	3	
Body	1	\$4000 – rear frame severely bent
Interior	N/A	
Exterior	2	
Heating/Air Conditioning	N/A	
Pumping System	N/A	
Other		
Total Estimated Repair Cost	\$10000	

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit's rear frame is severely bent and will require straightening, welding and component removal and replacement. This is substantial labor and will result in a weaken frame which could lead to significant structural failure. The hydrostatic transmission is becoming very noisy which is a normal sign of high usage and pending internal component failure. It has excessive body and deck damage. This unit has high hours, and we are beginning to see significant component failure. This is resulting in excessive down time for repairs and lack of service level due to downtime. It has significant body and frame damage and is near the end of its recommended Life Cycle.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE: 5 USEFUL LIFE: 5 YEARS OVER OR UNDER: Due

CURRENT MILEAGE _____ MILEAGE THRESHOLD _____ MILES OVER OR UNDER _____

CURRENT HOURS 805 THRESHOLD HOURS 1000 HOURS OVER OR UNDER 100 under

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$15,000

REPLACEMENT COST: \$ 27,000

SALE VALUE: \$ 4,000 - \$6,000

COMMENTS AND OTHER CONSIDERATIONS: This unit requires repair to the rear frame which will require extensive labor. It has significant body and deck damage. The yearly repairs and labor costs are nearing the price of new units.

Work completed recently:

- 1) Deck cracked and welded in numerous spots. Future cracks from vibration and heavy use will result in a need for a new deck as this one has been welded numerous times and has become structurally weak.
- 2) Body damaged to both sides, rear, and front of machine. This results in structural concerns as components are attached to the body.
- 3) Electrical engine cable replaced.

Work required:

- 1) Frame repairs - \$ 4000
- 2) Deck repairs and spindles - \$1000.00 - \$ 2000.00

RECOMMENDATIONS: Fleet recommends replacing this unit as it is used daily throughout the summer to maintain our service levels. There are no spares machines and downtime for significant repairs reduces service levels.



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

General Committee Report

No. OPS23-008

Subject: Approval of Capital Project No. 34434 – Six (6) Ton Diesel Truck with Sander (#26)

Prepared by: Sara Tienkamp, Manager of Parks and Fleet

Department: Operational Services

Date: May 2, 2023

Recommendation

1. That Report No. OPS23-008 be received; and
2. That the condition on the approval of a total of \$375,000 in capital budget authority for Capital Project No. 34434 – Six (6) Ton Diesel Truck with Sander (#26) be lifted, and the project proceed; and
3. That Capital Project No. 34434 capital budget authority be increased to a total of \$390,000, representing an increase of \$15,000 to be funded from the Fleet & Equipment Asset Management reserve.

Executive Summary

This report seeks Council approval to proceed with Capital Project No. 34434 for the replacement of one (1) six-ton truck with sander for the Roads Division:

- Numerous repairs have been completed by Fleet on the truck to ensure it is safe and functional for use; however significant engine issues have been identified that will decommission the truck.
- Engine replacement costs well exceed the estimated return on sale for the dump truck.
- Delivery of a replacement six (6) ton in 2023 will maintain complement of Roads Division trucks required to deliver on winter maintenance service levels.

Background

Six (6) ton trucks are vital to the Roads Division as they are utilized to primarily support winter road maintenance operations ensuring the Town's transportation network is accessible and safe, while meeting the Minimum Maintenance Standards (MMS). These trucks are also used throughout the year by staff to haul materials for projects and other daily operational activities.

Fleet Services has a lifecycle target of seven (7) years for six (6) ton trucks which includes equipment evaluations to confirm if replacement is necessary prior to capital budget replacement requests. Trucks due for replacement are presented as part of the budget typically one (1) year prior to the required commissioning year due to long lead time in productions of these specialized vehicles.

Truck #26 was due for replacement and was presented as part of R&R 2023 Capital Budget process. Vehicle is in year nine (9) of its lifecycle and Fleet staff have preformed a thorough condition assessment on the unit that supports replacement.

Analysis

Numerous repairs have been completed by Fleet on the truck to ensure it is safe and functional for use; however significant engine issues have been identified that will decommission the truck.

In late summer of 2022, Fleet staff were completing the Commercial Vehicle Operator Registration (CVOR) annual inspections and preparing plow trucks for the winter maintenance season. During the inspection of unit #26 it was discovered the truck had numerous mechanical problems. The most significant being a stress crack in the engine block. It was determined that the block was not leaking coolant and still road worthy, though the crack could increase in size/depth resulting in a catastrophic failure of the engine at any point in time. There is no repair solution for the crack other than replacement of the engine.

Through discussions with management staff, it was determined that due to age of the vehicle and the fact it was in the Capital Budget for replacement, Fleet would not replace the engine as the cost to repair would be approximately \$55,000. In addition, the engine was still functional as it was unknown when it may fail. With the time of year considered, as winter was approaching, Fleet proceeded with repairing the additional maintenance required to pass the CVOR inspection. These works included repair of the

rear brakes/drums and the replacement and welding of other parts due to wear and corrosion. This amounted to approximately \$10,000.

Due to the condition of the truck, it was determined with the Roads Division that this vehicle would be rotated in the spare truck position and only utilized to maintain service levels while another unit is in the garage, or an emergency occurs.

The truck was deployed throughout the winter without incident and Fleet have been diligent to maintain it at minimal cost to maintain its readiness; however, impending failure of the engine looms.

Engine replacement costs will exceed the estimated return on sale for the dump truck.

The costs to repair the truck engine is approximately \$55,000. In addition, there are other repairs that have been identified as future problems should the vehicle stay in service, even as a spare. Fleet staff estimate these costs at approximately \$8,000.

In comparison, the estimated cost recovery from the sale of the truck with an engine in need of replacement is estimated at approximately \$25,000.

Based on the Town's Fleet Strategy Life Cycle Analysis guidelines for long term capital budgeting and Fleet staff mechanical knowledge of the equipment, it is financially sound to replace the truck as both the lifecycle and return on investment are optimized.

Delivery of a replacement six (6) ton in 2023 will maintain complement of Roads Division trucks required to deliver on winter maintenance service levels.

Fleet currently has two (2) six (6) ton trucks on order that were approved as part of the 2022 Capital Budget. One is a replacement for unit #28 and it is anticipated to be delivered prior to 2023/2024 winter season. Once this replacement truck is commissioned, the old #28 will replace #26 as the spare in the fleet.

Truck #26 will then be decommissioned and stripped of a few parts and sent to auction for sale. Fleet staff have identified issues with the old #28 and the repurposing of parts from #26 will be used for the necessary repairs so the vehicle is a viable spare for the 2023/2024 winter season.

This will maintain the number of trucks required in the Roads Division to deliver service on the road network.

Advisory Committee Review

Not applicable.

Legal Considerations

None.

Financial Implications

Capital Project No. 34434 was conditionally approved by Council as part of the Town's 2023 budget. This project is part of the Town's fleet & equipment asset management capital program which is funded from the fleet & equipment asset management reserve.

Due to inflationary pressures, the original cost estimate for the replacement of a six (6) ton truck has increased by a further \$15,000. As consequence, it is recommended that Capital Project No. 34434 total budget authority be increased by \$15,000 to a total of \$390,000. It is recommended that this increase be funded from the Fleet & Equipment Asset Management reserve.

Communications Considerations

The Town will inform the public of the information contained in this report by posting it to the Town's website.

Climate Change Considerations

The key opportunity in developing the Green Fleet Plan in 2021 was to achieve long-term GHG emissions targets, in conjunction with fundamental goals developed and the associated action items.

The following action from GFP all play a role in climate change mitigation:

- Replace vehicles with best in-class fuel efficient vehicles. New models are more fuel efficient, produce lower emissions and are good options while the manufacturers develop viable hybrid/electric vehicles required to provide service. Overall, GHG reduction, by upgrading alone, through capital renewal can produce 4-5 percent decrease.
- Utilize telematic information provided through GPS system to identify quick acceleration of staff and ongoing coaching.

- Awareness of reducing idling toward goal of GHG reduction.
- Driver behaviour, including idling accounts for 5-33 percent of fuel use, smart drivers can help reduce fuel use.
- Replace vehicles with best-in-class fuel efficient vehicles. New models are more fuel efficient, produce lower emissions and are good options while the manufactures develop viable hybrid/electric vehicles required to provide service. Overall GHG reduction, by upgrading alone, through capital renewal can produce 4-5 per cent decrease.
- Utilize telematic information provided through GPS system to identify quick acceleration, hard braking, idle time to assist in education of staff and ongoing coaching.
- Awareness of reducing idling toward goal of GHG reduction
- Driver behavior, including idling accounts for 5-33 percent of fuel use, smart drivers can help reduce fuel use.

Link to Strategic Plan

This project supports the Strategic Plan Goal of Supporting an Exceptional Quality of Life for all by improving transportation, mobility, and connectivity. This project maintains a well-managed and fiscally responsible Municipality.

Alternative(s) to the Recommendation

1. Council may choose not to approve Project No.34434 – Six (6) Ton Diesel Truck with Sander, for replacement. Truck #26 will continue to be used with the cracked engine block, and Town may experience significant maintenance costs with the possibility of serious downtime in the event the engine fails. This may result in staff not being able to meet minimum maintenance standards.

Conclusions

Staff recommend that Capital Project No. 34434 for the replacement of six (6)-ton truck #26 necessary capital budget authority requests be approved which will ensure the Town's transportation network continues to be accessible and safe, while meeting the Minimum Maintenance Standards.

Attachments

Attachment #1 – Capital project No. 34434 – Six (6) Ton Truck with Sander (#26)

May 2, 2023

6 of 6

Report No. OPS23-008

Attachment #2 – Truck #26 Vehicle Evaluation Form

Previous Reports

None

Pre-submission Review

Agenda Management Team review on March 30, 2023

Approvals

Approved by Luigi Colangelo, Acting Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer

Town of Aurora

Capital Projects

Attachment 1

Project	34434 Roads - 6 Ton Diesel Dump with Sander (#26-22) (Conditionally Approved 2023)		
Department	Operational Services		
Version	Final Approved Budget	Year	2023

Financial Information								
	Budget		10-Year Plan					
	Previously Approved Budget	Capital Budget Authority	Budget Change	Actuals to Dec 31/2021	2022 Forecast	2023	2024	2025-2032
Expenditures								
Estimated Expenditures								
EQUIPMENT - OTHER		375,000	375,000			375,000		
		375,000	375,000			375,000		
Expenditures Total		375,000	375,000			375,000		
Funding								
Infrastructure Sustainability Reserves								
FLEET R&R RESERVE CONT'N						375,000		
						375,000		
Funding Total						375,000		

TARGET START DATE AND END DATE: Use format Q4 2017 - Q1 2018

Q1 2023 - Q2 2025. 2023 Budget Authority conditionally approved. Staff to submit report to Council.

Provide a brief overview of the project and include the key goals, objectives and performance measures.

This is the replacement of the Roads Division 6 ton Dump truck and sander. This dump truck has been in service since 2014. It is used for plowing/sanding/salting the roads in winter and material hauling during the other three seasons of the year. Due to the adverse conditions it performs in through the winter it is susceptible to above average corrosion on the frame and under carriage components.

Provide the reasons the project should be approved and what will be the impact of the project to service levels.

As per the Fleet Management Plan, this truck has surpassed its lifecycle and will require an increase in maintenance costs and down time if we continue to age in the fleet. Downtime and unreliability are not desirable in times of need through the winter months when quick response to snow clearing on our roads is required. This vehicle is in the 10 year capital plan and repairs required are approx. \$78,000, which exceeds its value of \$25-30,000. The vehicle requires a new engine due to crack in the block and complete differential system overhaul. The utility box, cross members, cross conveyor, PTO and hydraulic lines are all corroded very badly.

Explain the benefits of the project which could include Citizen/Client, compliance, financial, internal, learning & growth or utility benefits.

Increased staff productivity, less maintenance and downtime and lower operating costs.
Un-interrupted service delivery to residents.

Please provide an explanation of what the outcomes would be if the project was not approved.

Without replacement, this aging truck will require more repair investment, will consume more fuel than a comparable current model, and be susceptible to increased downtime due to unforeseen mechanical failures. Service levels could be impacted significantly due to operational issues.

Town of Aurora

Capital Projects

Project	34434 Roads - 6 Ton Diesel Dump with Sander (#26-22) (Conditionally Approved 2023)		
Department	Operational Services		
Version	Final Approved Budget	Year	2023

Explain the climate impacts of this project.
New vehicle engines are much more fuel efficient and produce less emissions.

VEHICLE/EQUIPMENT EVALUATION FORM

Attachment 2

Vehicle or Equipment VIN or Serial# 1FVAG5CY4EHFT4813Vehicle or Equipment#: 26-14Department Assigned to: RoadsMake: FreightlinerModel: 108SDYear: 2014Mileage: 61428 km / 64850Hours of Operation: 3648 / 3871Date of Evaluation: June 1, 2022 / Jan 18, 2023 Evaluator: Dan Kay

System	Diagnosis	Estimated Repair Cost
Engine	1	\$55,000
Transmission	3	
Drive Line	2	\$5000
Suspension	3	
Steering	3	
Exhaust	1	\$12,000
Brakes	2	\$ 2000 - Completed
Tires	2	
Hydraulic System	3	
Electrical System	3	
Body	1	
Interior	2	\$1000
Exterior	1	\$5000
Heating/Air Conditioning	3	
Air System	2	\$2500
Other (wing and cross conveyor)	1	\$10,000 - Completed
Total Estimated Repair Cost	\$80,500	

Diagnosis Code	Code Description
Good 3	System is functioning well, and no repairs expected at this time
Fair 2	Minor Repairs required
Poor 1	Major repairs needed as soon as possible – consider replacing

Evaluators Comments: This unit is nearing the end of its Life Cycle and will require significant major repairs. The unit has a cracked engine block that will only worsen with extend use to the point of creating a catastrophic failure. This engine could fail at anytime. The rear differential will require replacement due to excessive gear backlash and bearing failure. The body and frame have excessive corrosion due to salting operations. The wing requires hydraulic cylinder replacement. Both the main and cross conveyors, and cab interior floor will require repairs due to sever corrosion.

VEHICLE/EQUIPMENT EVALUATION SUMMARY REPORT

SUMMARY OF VALUES

YEARS OF SERVICE – 8 USEFUL LIFE – 8 YEARS OVER OR UNDER - Due

CURRENT MILEAGE 61428 km MILEAGE THRESHOLD 80000km MILES OVER OR UNDER 18572 Km

CURRENT HOURS 3648H THRESHOLD HOURS _____ HOURS OVER OR UNDER _____

CAPITAL COST CONSIDERATIONS:

PURCHASE COST: \$174,734

REPLACEMENT COST: \$350,000

TRADE IN VALUE: \$25,000

COMMENTS AND OTHER CONSIDERATIONS: Extending the life cycle of this unit by another year will require significant downtime and costly repairs. The truck will require, approximately 50 – 60 k in repairs.

To achieve minimal maintenance requirement to pass its annual CVOR inspection we had to complete the following work

1. Rear Brake Shoes & Drums – worn beyond minimal thickness and drums rusted beyond serviceable
2. Rear Rims all 4 – corroded thru to the point they were leaking air.
3. LED wiring harness to floodlamps – corroded
4. Back up camera cable – corroded
5. Welded front plow hitch cross member – rusted out and cracked off
6. Replaced rear wing push arm & front trip hinge – corroded and fell apart
7. Replaced main conveyor chain – rusted and seized
8. Removed four links from cross conveyor – conveyor stretched beyond serviceable state

What requires replacement if kept in service.

1. Air Tanks and mounting brackets – heavily corroded, once perforate occurs they will take the unit of service.
2. Cross conveyor frame is heavily corroded & will need to be replaced if it makes it thru winter even with minimal use. We have repaired it temporarily but with this severity of corrosion failure is only a matter of time.
3. Exhaust system is heavily corroded, the DPF & DOC, flanges, clamps, and entire piping is hanging on but is only a matter of time before perforation occurs and takes the unit out of service. These are expensive repairs.
4. The engine is hanging on by a thread, the crack in the block will widen and extend with repetitive use. Once coolant starts to leak it will take the unit out of service and a replacement is very expensive.

RECOMMENDATIONS: Fleet recommends replacing this vehicle as it has met its Lifecycle, requires expensive repairs, and will require extensive downtime. Due to the corrosion additional repairs and expenses will occur as the unit ages. If we keep the unit another year expensive and extensive repairs will be required.











100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

Notice of Motion

Mayor's Office

Re: Bike Share Program Feasibility Study

To: Members of Council

From: Mayor Tom Mrakas

Date: May 2, 2023

Whereas rapid advancements in transportation models have the potential to transform Aurora's transportation network; and

Whereas societal and generational trends are significantly evolving, and people are using diverse approaches toward getting around; and

Whereas the Town of Aurora is committed to promoting sustainable transportation and reducing carbon emissions, and recognizes the importance of active transportation as a means of promoting healthy lifestyles and reducing traffic congestion; and

Whereas the Town should be proactive, rather than reactive, in responding to new opportunities for transportation and economic development; and

Whereas bike share programs have been successfully implemented in numerous cities and towns across North America, including Toronto, Ottawa, and Montreal, and have been shown to increase cycling rates and reduce car usage; and

Whereas there is a need to provide clarity and regulations around private operations of new shared mobility technologies such as bicycles and scooters operating on public right of way to ensure the safety of the public within the Town limits;

1. Now Therefore Be It Hereby Resolved That Town staff be directed to conduct a feasibility study to implement a bike share program in the Town of Aurora that will provide residents and visitors with access to a fleet of bicycles at strategically located docking stations; and
2. Be It Further Resolved That Town staff be directed to explore the options for funding and operationalizing the program, including potential partnerships with local businesses and community organizations; and

3. Be It Further Resolved That Town staff be directed to consult with the Active Transportation and Traffic Safety Advisory Committee and the community, including residents and business owners, to ensure that the program meets the needs and interests of all stakeholders; and
4. Be It Further Resolved That Town staff be directed to report back to Town Council within six months with a detailed implementation plan, including timelines, costs, and performance metrics.



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora
Memorandum
Office of the Mayor

Subject: York Regional Council Highlights of April 27, 2023

To: Members of Council

From: Mayor Mrakas

Date: May 2, 2023

Recommendation

- 1. That the York Regional Council Highlights of April 27, 2023, be received for information.**

COUNCIL HIGHLIGHTS

FOR IMMEDIATE RELEASE



Friday, April 28, 2023

York Regional Council – Thursday, April 27, 2023

Live streaming of the public session of Council and Committee of the Whole meetings is available on the day of the meeting from 9 a.m. until the close of the meeting. Past sessions are also available at [York.ca/councilandcommittee](https://york.ca/councilandcommittee)

York Region population steadily increases as development continues to drive growth

York Regional Council received an update on York Region's growth and development trends through the annual [Growth and Development Review](#). The report provides an update on population, building activity, construction value and other important indicators of economic vitality and community building.

Highlights from the [Growth and Development Review 2022](#):

- Total population growth of 11,300 people in 2022 to 1,239,500 residents, a 0.9% increase over 2021
- A \$4.3 billion estimated construction value for all sectors
- A 4.9% increase in non-residential building permit construction value, reaching a 20-year high of \$1.7 billion
- A total residential construction value of \$2.6 billion, which remains aligned with the Region's 10-year average
- 5,264 homes completed in 2022, comprised of 39% apartments, 38% single detached and 23% semi-detached and townhomes
- A continued increase in resale home prices with a 42% in total number of resale units, demonstrating a shift in York Region's housing market
- A 24% increase in development charger collected, the [highest level collected in the last five years](#)

York Region continues to recover from employment losses through the COVID-19 pandemic and shows resiliency for future job creation, with an estimate of [615,760 jobs](#) delivered through over 33,000 businesses surveyed through the Region's [Employment Survey in 2022](#). Unemployment rates have also improved at 4.2% as of December 2022, down from 6.4% at mid-year 2022. These numbers support the [York Region Official Plan](#) goal of one job for every two residents is being met.

The annual Growth and Development Review helps inform how York Region plans for provided services and infrastructure to ensure all residents are accommodated. The review also supports policy development, research, population targets and housing initiatives.

York Region makes \$377 million investment in roads and transit with more than 240 projects planned for 2023

Regional Council approved \$377 million to continue enhancing and maintaining the [Regional road and transit system](#) in 2023, contributing to an overall \$3.9 billion in transportation projects over the next 10 years.

This investment is part of the 2023-2033 Public Works [10-Year Capital Plan](#), which is comprised of a total \$2.15 billion to add capacity to the Regional transportation and transit networks and \$1.75 billion for roads and transit asset management.

To enhance roads and transit, construction work on 92 projects is planned this year. Projects include:

- Road widening, rehabilitation and intersection improvements
- Mid-block crossings over 400-series highways
- Bridge and culvert rehabilitation
- Transit terminal and upgrades to operations maintenance facilities
- Transit fleet electrification

This builds on work completed in 2022, with \$281.9 million invested in road and transit projects across the Region. Projects included road widening, intersection improvements, new cycling lanes and transit facilities.

For more information and a list of construction projects happening across the Region, visit york.ca/roadconstruction

York Region Transit system enhancements continue as ridership rises after COVID-19 pandemic

Regional Council received an update on [York Region Transit's \(YRT\) 2022 system performance](#), highlighting continued reliability throughout changing travel patterns and increasing travel demand.

In 2022, YRT continued to recover from the COVID-19 pandemic with revenue ridership increasing to 15.5 million in 2022 compared to 9.4 million in 2021. Ridership is expected to continue to rise and return to pre-pandemic levels of 22.3 million over the next several years.

Enhancements to YRT in 2022 included:

- Refurbishing 48 buses through asset management programs
- Replacing 63 concrete bus stop pads, installing 21 new pads, upgrading 11 bus shelters and installing 22 new shelters throughout the Region
- Adding two new electric buses into service in support of the Transit Bus Fleet Electrification Plan, converting all YRT buses to zero-emission technology by 2047
- Opening of [Cornell Bus Terminal](#) and [Major Mackenzie West Terminal](#)
- Piloting solar-powered technology for passenger information screens
- Continuing to advance the [Yonge North Subway Extension](#) into York Region and associated transit-oriented communities

Fare and service integration continues to be a priority through collaboration with the Ministry of Transportation, Metrolinx and other Greater Toronto Horseshoe Area (GTHA) transit agencies. As part of this work, in 2022 the Ride-to-GO program was improved to allow free travel on YRT to and from GO Transit.

YRT operates a family of services, including rapid transit, conventional, Mobility On-Request and paratransit. Mobility On-Request, a cost-effective and flexible service delivery model designed to provide service to travellers in lower-demand areas, continues to operate in place of 15 local conventional bus routes ensuring transit options remain available. Services, schedules and routes are regularly monitored and adjusted to meet customer demand.

Key water and wastewater infrastructure projects underway to support growth in York Region

Regional Council received an [update on the status](#) of key water and wastewater capital infrastructure projects required to support future growth and ensure the existing system is maintained in a state of good repair.

To support the water and wastewater system, 62 active construction projects are currently underway throughout York Region. Key projects include:

- Completing upgrades at the Duffin Creek Water Pollution Control Plant and twinning the primary trunk sewer as part of the York Durham Primary Sewage System
- Providing infrastructure solutions to support growth in the Towns of Aurora, East Gwillimbury and Newmarket
- Progressing designs for Northeast and West Vaughan Servicing Projects to meet advanced construction timelines
- Designing additional water and wastewater servicing projects in the Township of King
- Completing wastewater servicing construction in the Cities of Richmond Hill and Markham in advance of the Yonge North Subway Extension
- Designing the Sutton Water Resource Recovery Facility expansion in the Town of Georgina
- Supporting Peel Region and City of Toronto cost-shared projects

Infrastructure rehabilitation and replacement projects to maintain current service levels are critical for a sustainable system into the future. York Region proactively manages and maintains existing infrastructure to ensure reliability and compliance with all regulatory requirements, balanced with construction of new water and wastewater infrastructure to support a growing community.

For more information visit york.ca/waterconstruction

Integrated Management System drives improvement and mitigates risk

York Region's [2022 Integrated Management System Update Report for Water, Wastewater and Waste Management](#) shares the effectiveness of our management system and summarizes key strategies to mitigate service delivery risk. With the Integrated Management System, York Region reduces its operational impacts on the environment, supports quality drinking water and continually improves processes.

Highlights from this year's Integrated Management System update include:

- The Integrated Management System is mature, well-established and provides a structured approach to risk mitigation and continual improvement
- Audits performed at water, wastewater and waste management facilities provided valuable insight into delivery of the Region's services and resulted in enhanced operational performance and regulatory due diligence
- In 2022, water, wastewater and waste management operations participated in three extensive multi-site external audits, which resulted in zero non-conformities and successful re-accreditation to Drinking Water Quality Management Standard

In 2022, the Integrated Management System policy was updated to reflect the importance of digital initiatives and was redesigned and displayed at all registered water, wastewater and waste management facilities.

York Region was the first organization in North America to apply International Organization for Standardization's Environmental Management Standard (ISO 14001) to a wastewater system, which sets out criteria and a framework an organization can follow to set up an effective environmental management system.

York Region's population growth is third highest in Ontario over past five years

York Region's [2021 Census data](#) was released in 2022 on topics including population, households and housing, immigration, ethnocultural diversity and many others.

Highlights on York Region's growth as monitored by the 2021 Census include:

- A 5.7% growth rate between 2016 and 2021, third highest growth rate in Ontario
- A diversified housing stock with growth in multi-unit homes outpacing growth in single-detached homes in 2021
- Growth driven by immigration, with 47.8% of York Region residents born outside of Canada
- An increase in residents who live and work in the same municipality, representing 68% of the working population, compared to 52% in 2016

Statistics Canada's Census collects information on the demographic and social characteristics of the population which helps inform how the Region plans for services and infrastructure alongside other reports like the [Growth and Development Review](#).

All Census findings can be found at york.ca/census or interactively through this [dashboard](#).

York Region's Economic Development Action Plan continues to strengthen business community

Regional Council received a update on the [2020-2023 Economic Development Action Plan update](#), demonstrating York Region's successful completion of approximately 90% of the actions identified in the plan.

All [20 action items](#) outlined in the plan are underway and nearing completion after working closely with York Region businesses, local municipal economic development offices and various industry partners.

Highlights of initiatives and achievements under the plan in 2022 include:

- Regional business advisory services, including the [York Small Business Enterprise Centre](#), shifted back from pandemic response to focus on business recovery and growth
- York Region participated in [Toronto's Collision Conference](#), showcasing the #YRtech pavilion and bringing together local municipalities, business and innovation partners; over \$250 million in business investments along with 800 new jobs was announced at the conference
- Many major business investment and expansion projects announced, including [Astera Labs](#), [High QA](#), [Loblaw](#) and [Syntronic](#), contributing to job growth
- Members appointed for the 2023 to 2026 term of the [Agriculture and Agri-Food Advisory Committee](#) to provide input to York Region staff on the delivery of the [Agriculture and Agri-Food Sector Strategy](#)
- Initial share of funding through the Region's Innovation Investment Fund provided to ventureLAB to expand the [Hardware Catalyst Initiative](#)

Economic uncertainty still remains, though businesses in York Region are showing a steady recovery and employment is [continuing to increase throughout the Region](#).

For more information on economic development and available resources to grow a business, visit YorkLink.ca

2022 Public Works Research and Innovation Update

York Region Public Works' [research and innovation program](#) uses research results and innovative pilot projects to address business needs and drive efficiencies. In 2022, research and innovation projects improved insights into community health, minimized travel delays, made roads safer and advanced strategic priorities.

Research focus areas based on York Region's [Corporate Strategic Priorities](#) include:

1. **Healthy Communities:** Wastewater surveillance for emerging substances of concern, pedestrian and cycling intersection safety pilot, collision avoidance and pedestrian warning system for transit drivers; projects help enhance and inform public health decisions

2. **Sustainable Environment:** Biological control for Emerald Ash Borer, tree species migration trial, new “Lendery” program at Vaughan Public library for household item borrowing; projects help protect our natural environment
3. **Economy Vitality:** Snowplow signal system for efficient snow removal, PRESTO contactless credit card payments, circular cities and regions initiative; projects enable Regional economic activity
4. **Good government:** Fully digitized water and wastewater monitoring, water user rate study to determine a fair and sustainable approach to water system full cost recovery, virtual public engagement; projects make effective use of Regional resources

Through strong partnerships with academics, industry experts and associations, conservation authorities and other utilities, the Region leverages funding and expertise to develop innovative solutions to improve service delivery.

York Region continues to be a leader in workplace innovation culture and evidence-based decision-making. A list of research and innovation highlights and projects is available through the [2022 Public Works Research and Innovation Update](#).

ventureLAB continues to drive strong innovation

Regional Council received an [update](#) on innovation and job growth supported through ventureLAB, [York Region’s provincially recognized Regional Innovation Centre](#).

York Region’s partnership with ventureLAB continues to bring value to entrepreneurs and growing companies in York Region, attracting top talent and showcasing business innovation.

Highlights of ventureLab’s 2022 results include:

- 247 registered clients, a 14% increase from 2021
- \$42 million in revenues generated by ventureLAB clients
- \$69.5 million in public and private sector funding
- York Region-based clients generated \$16 million in revenues and an additional \$5 million in public and private sector funding
- 72 new products commercialized by [Hardware Catalyst Initiative](#) companies since 2020

ventureLAB continues to support development and delivery of programs and services targeting technology-based entrepreneurs looking to start or grow a business. Since its inception in 2011, ventureLAB has helped 3,500 businesses create over 5,000 jobs across all service areas.

For more information on economic development and available resources to grow a business, visit [YorkLink.ca](#) and learn more about ventureLAB at [ventureLAB.ca](#)

York Region progresses streamlined development application and approval process

York Region is committed to [streamlining the development approval process](#) and continues encouraging partnership with all levels of government and the development industry to implement workable solutions and improve processes.

York Region received a commitment of up to \$500,000 through the [Provincial Streamline Development Approval Fund](#) to facilitate process improvements for development application approvals with the end goal of increasing housing supply.

The initial \$250,000 in funding has been received to date, with the remaining to be provided upon project completion. Funding has been utilized for a number of projects to date, including:

- Piloting a Collaborative Application Preparation process established with local municipal partners and conservation authorities to improve quality of development applications and support a timelier application decision process
- Enhancing YorkTrax, the Region's [digital development application and tracking system](#), to support planning data exchange with local municipalities
- Developing cohesive standards such as a common application form will simplify the process and improve customer experience across the Region and use resources efficiently

In addition to projects underway, York Region has asked the province to work together in partnership to continue refining the development approval process, including improving commenting times to municipalities.

All levels of government, applicants and commenting agencies need to work collaboratively towards a streamlined development review process to increase transparency, advance planning modernization and confidently work towards the provincial goal to build more homes faster.

Follow York Region's other initiatives in housing supply at york.ca/housing

Federal Housing Accelerated Fund to support affordable housing options

Regional Council received an update on the [Federal Housing Accelerator Fund](#), a \$4 billion project designed to support the creation 100,000 shelter spaces and community, affordable and transitional housing units across Canada.

As an upper-tier municipal government, York Region does not directly hold authority over the approval of building permits and as result is ineligible for funding through the Housing Accelerator Fund. However, the Region can support and help coordinate funding applications from its nine cities and towns by providing relevant data and ensuring consistent and coordinated alignment tin local municipal approaches to addressing housing need.

Applications for the Federal Housing Accelerator Fund will open in June 2023, with approvals expected to be paid beginning in Fall 2023. Regional Council remains committed to supporting its local municipal partners through this application process and continuing to explore additional sources of funding to address housing affordability across the Region.

Speed limit reductions at 10 locations across York Region will increase traveller safety

Regional Council approved reducing [speed limits at 10 locations](#) on various Regional roads. Reductions include:

- The Queensway South from 80 metres south of Joe Dales Drive/McMillan Drive to Glenwoods Avenue in the Town of Georgina – 60 km/hr to 50 km/hr
- Weir's Sideroad from 400 metres north of Ravenshoe Road to Old Homestead Road in the Town of Georgina – 80 km/hr to 70 km/hr
- Lloydtown-Aurora Road from 1 kilometre east of 8th Concession to 400 metres east of 8th Concession in the Township of King – 80 km/hr to 60 km/hr
- Lloydtown-Aurora Road from 400 metres east of 8th Concession Road to Highway 27 in the Township of King – 80 km/hr to 70 km/hr
- McCowan Road from 945 metres north of Major Mackenzie Drive East to Stouffville Road in the Town of Whitchurch-Stouffville and City of Markham – 80 km/hr to 70 km/hr
- Kennedy Road from 300 metres north of Major Mackenzie Drive East to 150 metres south of Stouffville Road in the Town of Whitchurch-Stouffville and City of Markham – 80 km/hr to 70 km/hr
- Warden Avenue from Heritage Hill Drive to Stouffville Road in the Town of Whitchurch-Stouffville and City of Markham – 80 km/hr to 70 km/hr

- Woodbine Avenue from 478 metres south of 19th Avenue to Stouffville Road in the Town of Whitchurch-Stouffville and City of Markham – 80 km/hr to 70 km/hr
- Stouffville Road from Woodbine Avenue to 700 metres west of Highway 48 in the Town of Whitchurch-Stouffville – 80 km/hr to 70 km/hr
- Ninth Line from 150 metres north of 16th Avenue to 200 metres north of Donald Cousens Parkway in the City of Markham – 70 km/hr to 60 km/hr

Annual review of speed limits on Regional roads and revisions are recommended and approved based on principles, including industry standards and the Regional Speed Limit Policy, which guides decisions for a consistent approach. The [Highway Traffic Act](#) gives Regional Council authority to revise speed limits under 100 km/hr.

To notify travellers of the speed limit changes, speed limit signs are placed at the beginning of each changed speed zone, and for the first 60 to 90 days include a sign on the top with the word “NEW”.

Pedestrian signal to be installed on Highway 11 in the Town of East Gwillimbury

Regional Council approved the Town of East Gwillimbury’s request for installation of a [pedestrian signal](#) on Highway 11 at The Landing (formerly Blue Door Shelter) to improve safety and connectivity. The signal will connect with a future multi-use path on the east side of Yonge Street/Highway 11 that will go from Green Lane to Sherwood Glen/Dogwood Boulevard and provide access to amenities, transit and parks.

York Region works to lower licensed child care fees for families

Regional Council received an [update](#) on the [Canada-Wide Early Learning and Child Care program](#), a system aiming to lower child care fees and provide more accessible child care options.

Participation by child care operators was optional and operators were required to opt-in to the system by Tuesday, November 1, 2022. In York Region, 90% of licensed child care sites opted to participate, representing over 37,000 licensed child care spaces. Parents at these sites have experienced a reduction of fees by up to 50%. By September 2025, it is anticipated child care fees for participating centres will be lowered to an average of \$10 per day.

York Region is also advocating for an additional 7,372 child care spaces to be added to this program to meet the needs of our growing communities. The request is currently being reviewed by the Ministry of Education.

The Region will continue to work closely with child care operators, families and the province through the implementation of these programs to ensure the strong foundations in York Region’s system are maintained and expanded to support the learning, development and well-being of all children.

To learn more, please visit york.ca/childcare

Framework to support newcomers

Regional Council [approved the framework](#) to support the creation of the York Region 2023 to 2026 Newcomer Inclusion Plan.

Building off the success of the [2017-2021 York Region Newcomer Strategy](#), the new strategy will be developed with a continued focus on supporting the success of newcomers settling in York Region in areas of economic prosperity, social inclusion and healthy communities.

Using the approved framework, staff will continue working with the Newcomer Inclusion Table, local municipalities and community partners to develop the York Region 2023 to 2026 Newcomer Inclusion Plan. York Region staff will bring the 2023 to 2026 plan to Regional Council for approval in fall 2023.

Improving access to capital repair funding for community housing providers

York Region is replacing its existing capital loan program with a grant program to better address the capital repair needs of [community housing providers](#) in a more timely and efficient manner.

York Region, as Service Manager, is responsible for funding and administering community housing under *the Housing Services Act, 2011*; helping ensure community housing remains safe and in a good state of repair for current and future residents.

York Region's capital loan program funds repairs for community housing providers who are unable to cover the costs through their capital reserves. Although the program has addressed repairs that would otherwise go unfunded, the loan program is cumbersome and housing providers are unable to pay back the loans without Regional subsidies.

The new grant program [approved](#) by Council helps ensure capital repairs are completed in a timely manner and protects the affordability of existing community housing units without increases in tax levy as the funding is already included in the budget.

Housing providers that receive a conditional capital grant would be required to follow Regionally established program guidelines, fill a designated number of units through the subsidized housing wait list and remain affordable for 10 years.

Visit york.ca/housing for more information.

Transforming Long-Term Care

Regional Council received an [update](#) on changes impacting the Region's two [long-term care homes](#), Maple Health Centre and Newmarket Health Centre.

On Tuesday, April 11, 2023, the province amended Regulation 264/22 under the [Fixing Long-Term Care Act, 2021](#). These amendments aim to advance the plan to fix long-term care in the areas of staffing, medication management, drug administration and resident experience. Long-term care homes in Ontario will benefit from these changes to varying degrees.

York Region has been active in advocating to improve policy planning and decision-making for long-term care. Two of the changes reflect [recommendations](#) made in the Region's submission to the province in April 2022.

Staff are developing an implementation plan aligning with the recent regulatory changes and will report to Council in Fall 2023 with the actions taken by the homes in response to the changes.

National Public Works Week

York Region is celebrating [National Public Works Week](#) from May 20 to 27, 2023 with in-person and virtual engagements. Events and programs include Paint-a-Plow contest for Grade 5 students, school tours at Regional facilities and forests, and wraps up with Family Fun Day on Saturday, May 27, 2023.

In 2022, Public Works staff worked hard to ensure public and worker safety, delivering critical services and projects, including:

- Continued COVID-19 wastewater surveillance testing
- Delivery of safe and clean drinking water which achieved a 100% water standard score
- Monitored 894 traffic controls and signals; built, operated and maintained 4,300 lane kilometres of Regional roads and infrastructure
- Completed construction of two York Region Transit bus terminals in the Cities of Markham and Vaughan

- Added two more electric buses to the transit fleet, with 180 more to be added over the next three years through federal funding
- Provided conventional York Region Transit, Viva and Mobility On-Request services
- Processed over 368,000 tonnes of waste, diverting 94% from landfills
- Repaired and added a new accessible York Regional Forest trail at Hollidge tract in the Town of Whitchurch-Stouffville and purchased a new tract in the Town of East Gwillimbury

National Public Works Week is celebrated across North America in coordination with Canadian and Ontario Public Works Associations. For more information visit york.ca/publicworks

National Day of Mourning

Regional Council recognized Friday, April 28, 2023, as [National Day of Mourning](#). By lowering flags at Regional facilities, York Region paid respect to the thousands of workers who have been killed, injured or suffered illness as a result of work-related incidents.

National Immunization Week

Regional Council recognized April 24 to 30, 2023, as [National Immunization Week](#), highlighting the importance for people of all ages to catch up on their immunizations and stop the spread of vaccine-preventable diseases.

Residents are encouraged to visit york.ca/immunizations to learn more about the available child and adult immunization programs. York Region also maintains and reviews immunization records for all children attending a licensed child care centre or school in the community.

International Guide Dog Day

Regional Council recognized Wednesday, April 26, 2023, as International Guide Dog Day, by encouraging residents to learn more about the impressive work of guide dogs in providing individuals living with a vision disability greater independence.

York Region celebrates Earth Day

Regional Council recognized [Earth Day](#) on Saturday, April 22, 2023, encouraging individuals, businesses and government organizations to take action to preserve and protect our health, families and livelihoods by *Investing In Our Planet*.

First celebrated on April 22, 1970, Earth Day is now a world-wide environmental movement to increase awareness and appreciation of the Earth's natural environment and support environmental protection.

As a long-standing leader in environmental protection, York Region encourages the community to celebrate Earth Day all year long by taking individual and collective actions to reduce waste, practice sustainable mobility, reduce energy consumption and protect the natural environment.

National Volunteer week

Regional Council recognized April 16 to 22, 2023 as [National Volunteer Week](#) and thanks residents across York Region who share their time, talent and energy to make our communities a better place for all.

International Day of Pink

Regional Council recognized [International Day of Pink](#) on Wednesday, April 12, 2023, by standing in solidarity in the continued fight for equity and acceptance for all.

International Day of Pink is a world-wide observance that aims to raise awareness against bullying, discrimination, homophobia and transphobia. Through endorsement of the Inclusion Charter for York Region, Regional Council remains committed to building welcoming and inclusive communities where all residents can live free from discrimination.

Celebrating Health For All on World Health Day

Regional Council recognized Friday, April 7, 2023, as [World Health Day](#) and celebrated the 75th anniversary of the World Health Organization (WHO).

As part of its 75th celebration, the WHO has called on communities around the world to join them on a journey to achieve *Health For All* and ensure people around the world have access to the health services they need, when and where they need them without financial hardship.

York Region is not immune to the health inequities that lead to preventable illnesses and deaths. Through the [Corporate Strategic Plan](#), Regional Council aims to improve health outcomes by focusing on the livability, healthy, safety and social well-being our communities by supporting access to high-quality health and social services.

Standing up against hate and discrimination

Following two troubling events that took place at mosques in the City of Markham between April 6 and 10, 2023, Regional Council reiterated their commitment to building a welcoming and inclusive community where diversity is celebrated and everyone can live free from discrimination.

The incidents, which took place during the holy month of Ramadan, demonstrate ongoing discrimination against York Region's Muslim community. In denouncing these acts of hate, Regional Council calls on all residents to stand up against discrimination and help foster a safe and welcoming community for all.

World Autism Day

Regional Council recognized Sunday, April 2, 2023, as [World Autism Day](#), which aims to increase awareness and acceptance of autism through the lived experienced of autistic people.

Through [York Region Early Intervention Services](#), children and families living with special needs can access cost-free service and supports, including the development of individual program plans for children, skill development, service coordination and class room adaptations. Learn more at york.ca/childrenservices

Next meeting of York Regional Council

York Regional Council will meet on Thursday, May 18, 2023, at 9 a.m. in the York Region Administrative Centre Council Chambers, located at 17250 Yonge Street in the Town of Newmarket. The meeting will be streamed on york.ca/live

The Regional Municipality of York consists of nine local cities and towns and provides a variety of programs and services to more 1.2 million residents and 55,600 businesses with more than 615,000 employees. More information about the Region's key service areas is available at york.ca/regionalservices

-30-

Media Contact: Kylie-Anne Doerner, Corporate Communications, The Regional Municipality of York
Phone: 1-877-464-9675, ext. 71232 Cell: 289-716-6035 kylie-anne.doerner@york.ca