



Town of Newmarket

Agenda

Committee of the Whole - Electronic

Date: Monday, January 11, 2021
Time: 1:00 PM
Location: Streamed live from the Municipal Offices
395 Mulock Drive
Newmarket, ON L3Y 4X7

1. Notice

At this time, the Municipal Offices remain closed to the public. This meeting will be streamed live at newmarket.ca/meetings.

Public Input

Individuals who wish to submit input to Council in relation to an item on this agenda have the following options available.

1. Email your correspondence to clerks@newmarket.ca by end of day on Wednesday, January 6, 2021. Written correspondence received by this date will form part of the public record; or,
2. Make a live remote deputation by joining the virtual meeting using the Town's videoconferencing software and verbally provide your comments over video or telephone. To select this option, you are strongly encouraged to pre-register by emailing your request and contact information to clerks@newmarket.ca.

2. Additions & Corrections to the Agenda

Note: Additional items are marked by an asterisk*.

3. Conflict of Interest Declarations

4. Presentations & Recognitions

*4.1. 2021 Financial Relief Program in Response to COVID-19

Note: Lawrence Villanueva, Supervisor, Property Tax and Assessment will be in attendance to provide a presentation on this matter.

1. That the presentation provided by the Supervisor of Property Tax and Assessment regarding the 2021 Financial Relief Program in Response to COVID-19 be received.

5. Deputations

6. Consent Items

***6.1. 2021 Financial Relief Program in Response to COVID-19**

1. That the report entitled 2021 Financial Relief Program in Response to COVID-19 dated January 11, 2021 be received; and,
2. That Council approve the 2021 Financial Relief Program, which consists of:
 - a. Waiving Penalty and Interest on Unpaid Property Taxes for Eligible Residential Property Owners until December 31, 2021;
 - b. Increase Property Tax Assistance to the Elderly from \$320 to \$450;
 - c. Increase Water and Waste Water Rebate from \$354 to \$420;
 - d. Water Rebate of \$1,000 for Eligible Small Businesses; and,
3. That Council approve the 2021 Financial Relief Program to begin on February 1, 2021 until December 31, 2021; and,
4. That Council approve a one (1) temporary part-time staff to assist Financial Services Department in administering the Financial Relief Program in 2021; and,
5. That Staff be directed to report back to Council if revisions to the program is required based on resident feedback, new Provincial initiatives or a substantial change in the state of pandemic; and,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

6.2. 2020 Annual Accessibility Status Update to the 2019-2023 Multi-Year Accessibility Plan

1. That the report entitled 2020 Annual Accessibility Status Update to the 2019-2023 Multi-Year Accessibility Plan dated January 11, 2021 be received; and,
2. That the 2020 Accessibility Status Update be approved; and
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

***6.3. INFO-2020-39: Regulatory Services Review During COVID-19**

Note: This report was placed on the agenda at the request of Councillor Morrison.

The Strategic Leadership Team/Operational Leadership Team recommend:

1. That the Information Report entitled Regulatory Services Review during COVID-19, dated December 23, 2020 be received.

6.4. Item 7.3 from September 1, 2020 Heritage Newmarket Advisory Committee Meeting Minutes

The Strategic Leadership Team/Operational Leadership Team recommend that the following be referred to staff:

1. That the Heritage Newmarket Advisory Committee recommend to Council that the location of the house at 1075 Gorham Street be taken into consideration as part of the Heritage designation.

6.5. Heritage Newmarket Advisory Committee Meeting Minutes of September 1, 2020

1. That the Heritage Newmarket Advisory Committee Meeting Minutes of September 1, 2020 be received.

6.6. Main Street District Business Improvement Area Board of Management Meeting Minutes of October 21, 2020 and November 18, 2020, Special Meeting Minutes of November 4, 2020 and November 11, 2020, and the Annual General Meeting Minutes of November 5, 2019

1. That the Main Street District Business Improvement Area Board of Management Meeting Minutes of October 21, 2020 and November 18, 2020, Special Meeting Minutes of November 4, 2020 and November 11, 2020, and the Annual General Meeting Minutes of November 5, 2019 be received.

6.7. Accessibility Advisory Committee Meeting Minutes of September 17, 2020

1. That the Accessibility Advisory Committee Meeting Minutes of September 17, 2020 be received.

7. Action Items

8. Notices of Motion

9. Motions Where Notice has Already been Provided

10. New Business

11. Closed Session

11.1. Update from ENVI

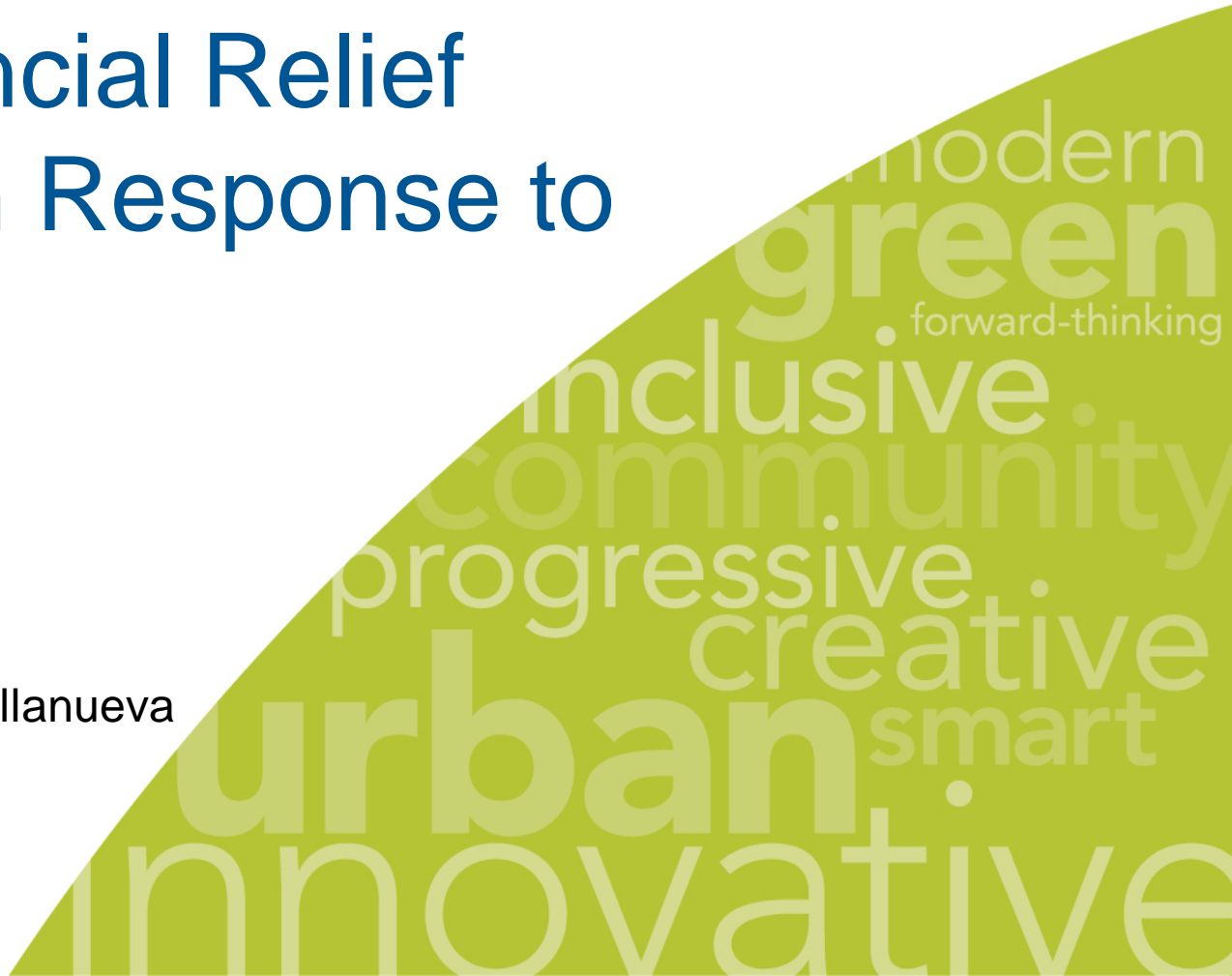
[A trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization as per Section 239 (2) (i) of the Municipal Act, 2001.]

12. Adjournment

2021 Financial Relief Program in Response to COVID-19

Presenter: Lawrence Villanueva

Date: January 11, 2021



Current Landscape



- Current Financial Relief Program
 - Extended to January 31, 2021
- Pandemic is still in effect in 2021



York Region Municipalities



Municipality	2021 Budgetary Increase*	Extend Financial Relief Program in 2021*
Markham	0% Increase	Yes with modification
King	1% Increase	No current plans
Whitchurch-Stouffville	1.89% Increase	No current plans
Georgina	1.45% Increase	No current plans
Richmond Hill	0.5% Increase	No current plans
East Gwillimbury	0% Increase	No current plans
Vaughan	0% Increase	No current plans
Aurora	1.96% Increase	No current plans

*Information available as of January 1, 2021; may be subject to change



Newmarket's Approach



- 2021 Budgetary Increase of 1.98%
 - Average residential increase of \$43
- Revised Financial Relief Program
 - Effective February 1, 2021



2021 Financial Relief Program



Developed using the following principles:

1. Staff administration cost kept to a minimum
2. Assistance directed to individuals experiencing financial hardship



Relief Program Details

- No interest on unpaid property taxes for eligible residential owners
- Increase property tax rebate to eligible seniors
- Increase residential water/waste water rebate
- \$1,000 water rebate for eligible small businesses



Relief Program Summary

Initiatives	2021	2020	Diff (\$)
Waive Interest for Unpaid Property Taxes	\$800	\$600	\$200
Property Tax Assistance to the Elderly	\$450	\$320	\$130
Residential Water/Waste Water Rebate	\$420	\$354	\$66
Total Assistance Available for Residents	\$1,670	\$1,274	\$396
Provincial Property Tax and Energy Rebate for Businesses	\$8,750	\$0	\$8,750
Water Rebate for Eligible Small Businesses	\$1,000	\$0	\$1,000
Total Assistance Available for Businesses	\$9,750	\$0	\$9,750



Program Funding

- Contingency Reserves
 - Waiving of interest for unpaid property taxes for residential owners
 - Tax assistance to Elderly
- York Region's 0% Water Rate Increase
 - Residential water/waste water rebate
 - \$1,000 water rebate for eligible small businesses



Questions



2021 Financial Relief Program in Response to Covid-19 Staff Report to Council

Report Number: 2021-02

Department(s): Financial Services

Author(s): Lawrence Villanueva, Supervisor, Property Tax and Assessment

Meeting Date: January 11, 2021

Recommendations

1. That the report entitled 2021 Financial Relief Program in Response to COVID-19 dated January 11, 2021 be received; and,
2. That Council approve the 2021 Financial Relief Program, which consists of:
 - i. Waiving Penalty and Interest on Unpaid Property Taxes for Eligible Residential Property Owners until December 31, 2021;
 - ii. Increase Property Tax Assistance to the Elderly from \$320 to \$450;
 - iii. Increase Water and Waste Water Rebate from \$354 to \$420;
 - iv. Water Rebate of \$1,000 for Eligible Small Businesses; and,
3. That Council approve the 2021 Financial Relief Program to begin on February 1, 2021 until December 31, 2021; and,
4. That Council approve a one (1) temporary part-time staff to assist Financial Services Department in administering the Financial Relief Program in 2021; and,
5. That Staff be directed to report back to Council if revisions to the program is required based on resident feedback, new Provincial initiatives or a substantial change in the state of pandemic; and,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Purpose

The purpose of this report is to seek approval for a new Financial Relief Program to replace the current Program. The current Financial Relief Program was approved by Council to be extended until January 31, 2021. As a result, this new program will take effect on February 1, 2021

Background

On April 27, 2020, Council approved a Financial Relief Program for residents and business owners to assist those financially affected by the COVID-19 Pandemic. The relief program was originally set to end on January 1, 2021 but was recently extended to January 31, 2021. Currently, the relief available to property owners are listed below:

- No penalty and interest charges on property tax payments until January 1, 2021
- No penalty and interest charges for late payment of water/wastewater bills until January 1, 2021
- Reducing water and wastewater rates by 4.69 per cent beginning May 1, 2020
- Waiving all Non-Sufficient Fund (NSF) penalties until the end of June 2020
- No penalty and interest charges for all Town accounts receivable including development agreements, leases and sponsorships

In addition to the current Financial Relief Program, the Town of Newmarket provides the following financial assistance to eligible residents:

- Tax Assistance to the Elderly Program; and,
- Water Rebate Program.

Tax Assistance to the Elderly Program

In 2020, eligible low-income seniors receiving the Federal Guaranteed Income Supplement could apply for a tax rebate of \$320 through Newmarket's Tax Assistance to the Elderly Program. In normal circumstances, the tax rebate available for low-income seniors would have been \$326 in 2021. On average, 112 residents apply and receive this rebate annually. This amount is annually adjusted with the budgetary increase – 1.98% for 2021.

Water Rebate Program

Residents/seniors who receive any of the following: Guaranteed Income Supplement or Ontario Disability Support Program or Ontario Works Assistance can apply to receive a monthly rebate of \$29.50 (or \$354 annually) applied directly to their utility bill. Approximately 208 residents applied and received this rebate in 2020. In normal circumstances, the water rebate available for eligible residents would have remained the same at \$29.50 monthly or \$354 annually in 2021.

Discussion

With the current financial relief program assistance set to end on January 31, 2021, staff is proposing to replace the program with a more targeted alternative that will provide assistance to those affected by the pandemic. As a result, staff is proposing the following Financial Relief be available for 2021:

1. Waive Penalty and Interest on Unpaid Property Taxes for Eligible Residential Property Owners;
2. Increase Property Tax Assistance to the Elderly from \$320 to \$450;
3. Increase Residential Water and Waste Water Rebate from \$354 to \$420; and,
4. Water Rebate of \$1,000 for Eligible Small Businesses

1. Waive Penalty and Interest on Unpaid Property Taxes for Eligible Residential Property Owners

As part of the current Financial Relief Program, by waiving penalty and interest charges, all property owners are effectively able to defer paying their taxes until January 31, 2021. Upon further review, staff determined that this current approach is not sustainable. A more targeted approach is necessary to ensure that assistance reaches those severely affected by the pandemic. As a result, staff is proposing an application-based method of waiving penalty and interest on unpaid property taxes until December 31, 2021.

In addition to the change in how penalty and interest is waived (now through an application basis), staff is also recommending that this initiative be offered to residential property owners only. The following addresses the concerns regarding the availability of a similar assistance for tenants and business property owners.

Tenants

Although the Town can waive penalty and interest on taxes for the landlord/property owner, the Town does not have the authority to enforce rent payment reductions on landlords as a result. Applying for Provincial assistance such as the Canada Recovery Benefit (CRB) provides a better alternative for tenants affected by the pandemic.

Business Property Owners

On November 5, 2020, The Province released the *2020 Ontario Budget*, which included a number of measures aimed to support business owners affected by the pandemic.

Examples of assistance available to business owners include:

- Support for Employers in COVID-19 Hotspots. The Province will provide financial assistance to businesses affected by modified stage 2 restrictions (or lockdown). Assistance is extended to property taxes and energy bills (the energy bills covered under this initiative includes Hydro and Gas).
- Reduction of Business Education Tax (BET) rates for eligible businesses
- New Optional Small Business Tax Class – currently under review by York Region

If approved, waiving penalty and interest on unpaid property taxes for eligible residential property owners will take effect on February 1, 2021. Eligible residents can apply to have their penalty and interest waived until December 31, 2021. In order to be eligible, the applicant must:

1. Be a residential property owner in Newmarket;
2. Have suffered reduced hours, job loss or significant loss of income as a result of the pandemic
 - a. Be required to provide documents to support financial hardship (e.g., letter from employer, CRB, CRSB, CRCB or EI eligibility letter); and,
3. Designate one residential property for financial relief

The application form will be made available through the Town's website. Staff is also looking at the possibility of utilizing electronic forms that can be submitted online.

The administration of this program is manually intensive and will require staff to review and approve applications as well as adjust penalty and interest on a monthly basis. Staff anticipates an additional 0.25 of a full-time employee (approximately \$25,000) is required to administer the program.

2. Increase Property Tax Assistance to the Elderly from \$320 to \$450 in 2021

In 2020, low-income seniors who qualified for the Federal Guaranteed Income Supplement were eligible to apply for a property tax rebate of \$320. Since 2015, the number of eligible applicants in the program has stayed relatively the same (average of 112 annually).

The effect of the pandemic on the elder population highlighted the need for all levels of Government to provide support to ensure their well-being. Many, including seniors have to cope with the economic uncertainties of this pandemic. As a result, staff is recommending to temporarily increase the rebate available to low-income seniors by approximately 40% or \$130 in 2021. Effectively increasing the rebate from \$320 to \$450 in 2021.

3. Increase Residential Water and Waste Water Rebate from \$354 to \$420

The Town offers eligible residents a water and waste water rebate if they qualify for any of the following:

- Guaranteed Income Supplement under the Old Age Security Act;
- Support under the Ontario Disability Program; and,
- Ontario Works Assistance

If eligible, the resident can submit an application to the Town for review. In 2020, eligible residents received a credit of \$29.50 per month or \$354 for the year, applied directly to their monthly utility bill.

As part of the 2021 Financial Relief Program, staff is recommending a temporary increase of \$66 or approximately 19% in 2021. Effectively increasing the rebate from \$354 to \$420 in 2021 or \$35 monthly. If approved, eligible residents who qualify for this program will receive a rebate equal to that of their basic monthly meter charge (basic monthly meter charge in 2021 is \$35).

4. Water Rebate of \$1,000 for Eligible Small Businesses

As indicated earlier, the Province of Ontario will be providing property tax and energy bill (e.g., Hydro and Gas) rebates to businesses that are affected by the Provincial lockdown and modified stage 2 measures. Staff recognized that this Provincial initiative falls short in providing a rebate for the water portion of business' utility bills.

As a result, staff is recommending a \$1,000 water rebate directed to Eligible Small Businesses in 2021. This is a temporary rebate available only in 2021. Staff identified approximately 420, Non-residential utility accounts that are eligible for this rebate. For the purpose of this rebate, the eligibility is outlined as follows:

- The utility account must be identified as Non-residential (ICI account);
- Meter size must be less than 2"

Staff is aware that the definition used to define small businesses for the purpose of this rebate is simplified. However, in order to reduce administration costs and to ensure that this assistance reaches as many businesses as possible, staff is recommending the definition above. In addition, this rebate is not limited to property owners only. Eligible Small Business tenants will receive this rebate if the utility account is registered under their name.

Eligible Small Businesses do not need to apply for the rebate. The water rebate of \$1,000 will be applied in ten (10) instalments or \$100 per instalment, directly on the utility bill. Business owners should expect to see a \$100 rebate line item on their utility bill starting February 2021 until November 2021.

Conclusion

Due to the recent announcement from the Province to place York Region under “lockdown” measures, continued assistance to residents and business owners is still necessary in 2021.

In developing the revised Financial Relief Program for 2021, staff adhered to the following principles:

- Administration costs associated with the program must be kept to a minimum; and,
- Assistance must be directed to individuals in need of financial assistance/support

The result is a list of four (4) initiatives to make up the 2021 Financial Relief Program, including the Provincial Property Tax and Energy Rebate for Businesses affected by the Provincial restrictions. These are illustrated in Table A – 2021 Financial Relief Summary.

Table A - 2021 Financial Relief Summary				
Initiatives	2021	2020	Difference (\$)	Difference (%)
Waive Penalty and Interest for Unpaid Property Taxes for Eligible Residential Property Owners*	\$800	\$600	\$200	33%
Property Tax Assistance to the Elderly	\$450	\$320	\$130	41%
Residential Water/Waste Water Rebate	\$420	\$354	\$66	19%
Assistance Available for Residential Property Owners	\$1,670	\$1,274	\$396	13%
Provincial Property Tax and Energy Rebate for Businesses**	\$8,750	\$0	\$8,750	New in 2021
Water Rebate for Eligible Small Businesses	\$1,000	\$0	\$1,000	
Assistance Available for Businesses	\$9,750	\$0	\$9,750	
*Penalty and Interest waived on a single-detached home with a Current Value Assessment (CVA) of \$700,000				
**If the Lockdown/Stage 2 measures continue to be in effect until March 31, 2021, a small commercial property with a 2020 CVA of \$1.3M will receive approximately \$8,750, broken up as follows:				
- Property Tax Rebate of \$5,750 [Property Tax of \$23,000 x (3/12)]				
- Hydro Rebate of \$3,000 [Based on an annual Hydro bill of \$12,000 x (3/12)]				

Staff developed the recommendations for the 2021 Financial Relief Program with information available as of the date of this report. If revisions to the program is required based on resident feedback, new Provincial initiatives or a substantial change in the state of pandemic, Staff will report back to Council with a recommendation.

Business Plan and Strategic Plan Linkages

These measures do not directly support any of Council's stated long-term priorities. The 2021 Financial Relief Program however, meets Council's desire to help residents financially impacted by the pandemic.

Consultation

- Economic Development Staff reviewed and support the \$1,000 Water Rebate available for Eligible Small Businesses
- The Town engaged residents in the 2021 budget process through an online survey that asked residents to rank the budget priorities that are most important to them. Results from the survey showed that residents wanted the Town to continue to maintain all its service levels, while providing more support for local businesses during the pandemic
- Finance Staff will consult with Human Resources Staff to review options of hiring one (1) temporary part-time employee to assist with the Financial Relief Program in 2021

Human Resource Considerations

To assist with reviewing, approving and administration of Waiving Penalty and Interest for Eligible Residential Property Owners, staff is looking for approval for one (1) temporary part-time employee. Finance Staff will work with Human Resources Staff to prioritize hiring from the pool of Town of Newmarket Employees that were laid-off as a result of the pandemic. The cost required is approximately \$25,000.

Budget Impact

To fund the program, staff is recommending the use of the following:

Contingency Reserves

The waiving of penalty and interest on unpaid property taxes for eligible residential property owners and the tax rebate for the elderly will require approximately \$276,500 in 2021. Staff recommends drawing this amount from Contingency reserves. The budget impact which makes up the \$276,500 is illustrated in Table B – Contingency Reserve Draw.

Table B – Contingency Reserve Draw		
Impact to Budget	Effective	Amount
2020 Financial Relief Program extension to January 31, 2021	January 31, 2021	\$83,000
2021 Financial Relief Program – Waiving of Penalty and Interest on Unpaid Property Taxes for Eligible Residential Properties	February 1, 2021 to December 31, 2021	\$180,000
2021 Financial Relief Program – Property Tax Assistance to the Elderly	February 1, 2021 to December 31, 2021	\$13,500
Total Budget Impact in 2021		\$276,500

Region's Water Increase Announcement of 0% for 2021

The Regional Municipality of York supplies water to the Town and treats the Town's wastewater. The Town anticipated a 2.9% increase in fees for 2021. As a result, the increase was built into the budget. However, the Region waived the increase for 2021, which resulted in a savings of up to \$500,000. Town staff is proposing to use the savings to fund the water rebates available to residents and eligible small businesses.

- The Water/Waste Water Rebate for residential properties will cost approximately \$85,000. With a current budget of \$75,000 for 2021, the impact to the Town is \$10,000
- The \$1,000 Water Rebate for Eligible Small Businesses is a new, temporary initiative for 2021. As a result, there is no budget set for this rebate. The financial impact to the Town is estimated to be \$420,000 (Rebate of \$1,000 x 420 Eligible Small Businesses)

The Region's recent announcement to waive the water rate increase provides savings of up to \$500,000 in 2021. As a result, this amount does not affect the budget for 2021.

Attachments

None

Approval

Mike Mayes, CPA, CGA, DPA
Director of Financial Services

Esther Armchuk, LL.B
Commissioner, Corporate Services

Jag Sharma
Chief Administrative Officer

Contact

Lawrence Villanueva, AIMA

Supervisor, Property Tax and Assessment, lvillanueva@newmarket.ca (ext. 2143)



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2020 Annual Accessibility Status Update to the 2019-2023 Multi-Year Accessibility Plan Staff Report to Council

Report Number: 2021-01

Department(s): Legislative Services

Author(s): Jaclyn Grossi, Legislative Coordinator

Meeting Date: January 11, 2021

Recommendations

1. That the report entitled 2020 Annual Accessibility Status Update to the 2019-2023 Multi-Year Accessibility Plan dated January 11, 2021 be received; and,
2. That the 2020 Accessibility Status Update (**Attachment A**) be approved; and
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Purpose

The purpose of this report is for Council to approve and adopt the 2020 Annual Status Update to the 2019-2023 Multi-Year Accessibility Plan.

Background

Ontario municipalities are required to establish, implement, maintain and document a Multi-Year Accessibility Plan and provide annual updates on the plan's progress through the Integrated Accessibility Standards Regulation (IASR) standard. Council approved the current 2019-2023 Multi-Year Accessibility Plan at their [Council Meeting on October 21, 2019](#), and this report serves to provide the 2020 annual status update to the current multi-year plan.

Discussion

The Town of Newmarket is committed to creating an accessible environment by removing barriers for people of all abilities in our community. This includes Town staff, community and business partners, residents and visitors.

This annual status update was developed with input from staff across the entire Corporation, and the Newmarket Accessibility Advisory Committee (AAC). The update is broken down by each department in the Corporation to highlight the work they have completed in 2020, and features a section on the annual accomplishments of the AAC.

This year was unique due to the unforeseen COVID-19 pandemic which underscored the value and need for implementing accessibility enhancement projects. Newmarket Council led by example in 2017 when it adopted the Electronic Participation in Meetings Policy for the Accessibility Advisory Committee. While the Committee Members did not use this Policy because of the legislative restrictions regarding quorum and some technical challenges, the processes adopted by the Town for remote meetings has now provided the Committee with an opportunity to fully participate in electronic meetings.

Attachment A details many other additional accessibility enhancements that the Town implemented in 2020 that were new or not contemplated and were a direct result of the pandemic.

Conclusion

As required by the IASR, staff will post the Council approved 2020 Status Update on the Town's website following Council approval.

Business Plan and Strategic Plan Linkages

This report aligns with Council's Strategic Priority pillar regarding Extraordinary Places and Spaces (priority focus on Mulock Property): Creating an environment for an engaged, accessible and inclusive community, and highlights a list of projects across the Corporation which align with all six pillars of Council's Strategic Priorities. The report also aligns with the Town's vision of being a community that is Well Beyond the Ordinary.

Consultation

Staff from various departments were consulted in the development of the 2020 Accessibility Status Update, primarily through the Accessibility Working Group who were involved in the development of the 2019-2023 Multi-Year Accessibility Plan as well.

The Newmarket Accessibility Advisory Committee was consulted and provided input, and endorsed the 2020 Accessibility Status Update at their November 19, 2020 meeting.

Human Resource Considerations

There are no Human Resources considerations related to this report.

Budget Impact

Costs to implement requirements of the Multi-Year Accessibility Plan will continue to be addressed by the various responsible departments.

Attachments

Attachment A - 2020 Accessibility Status Update

Approval

Kiran Saini, Deputy Clerk

Lisa Lyons, Director of Legislative Services/Town Clerk

Esther Armchuk, Commissioner, Corporate Services

Ian McDougall, Commissioner, Community Services

Peter Noehammer, Commissioner, Development & Infrastructure Services

Jag Sharma, Chief Administrative Officer

Contact

For more information on this report, please contact Jaclyn Grossi, Legislative Coordinator at 905-953-5300 extension 2207 or via email at jgrossi@newmarket.ca

Questions about the individual projects completed within **Attachment A** should be directed to the applicable department.

Multi-Year Accessibility Plan

Equal Opportunity | Integration | Independence | Dignity



Newmarket

2020 Annual Status Update

A Message from Newmarket Council

The Town of Newmarket is dedicated to continuous improvement regarding accessibility and meeting the needs of our community. Council is pleased to present the 2020 Accessibility Status Report. The Town continues its efforts to improve its services, facilities and programs in order to encourage accessibility for everyone that lives in and visits Newmarket.

We will continue to work with Newmarket's Accessibility Advisory Committee, staff, and other community partners to enhance and foster an inclusive community that meets the needs of people with disabilities in the Town of Newmarket and supports the vision of the Town of being a community 'Well Beyond the Ordinary'. This vision was re-established with the 2018-2022 Strategic Pillar "Extraordinary Places and Spaces" which seeks to create the environment for an engaged, accessible, inclusive community.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's goal is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket by providing advice, recommendations and assistance to Council and staff to develop and facilitate strategies for the identification and elimination of barriers for citizens with disabilities. We are pleased to be provided with the opportunity to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2020 Accessibility Status Report demonstrates the work that has been completed to identify and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

The Newmarket Accessibility Advisory Committee is honoured to continue to support the Town of Newmarket in implementing and achieving the goals of the Multi-Year Plan and the vision of a community that we all can be proud of, and that is 'Well Beyond the Ordinary.'

We invite your comments, participation and commitment to assist the Town of Newmarket in achieving a fully accessible community.

Accessibility Advisory Committee Members

Jeffrey Fabian, Vice Chair

Steve Foglia, Chair

Cindy Gorlewski

Felim Greene

Linda Jones

Allen Matrosov

Patricia Monteath

Councillor Grace Simon
Huma Tahir

Accessibility Advisory Committee Staff Support

Kiran Saini, Deputy Clerk
Pat McIntosh - Recreation Programmer, Seniors & Special Needs
Jaclyn Grossi, Legislative Coordinator

Accessibility Advisory Committee Update

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility related activities. In 2020, the Accessibility Advisory Committee has:

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Stickwood Walker Farmhouse
 - Patterson Sidewalk
 - North West Quadrant Trail System Design Concepts
 - Electric Vehicle Parking
 - Fairy Lake Accessible Washrooms
- Conducted an audit of the entrances and exists to storefronts on Main Street in the Town of Newmarket, with a goal to make Main Street accessible for all.
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Participated in the annual National AccessAbility Week Celebrations virtually through recorded interviews and videos.
- Consulted with external partners and provided assistance with the Upper Canada Mall accessible washroom renovations.
- Provided recommendations for the downtown parking analysis and reviewed planned short-term, medium-term and long-term options.
- Continually reviewed Federal and Provincial grant opportunities related to accessible projects.
- Worked with businesses in the Town of Newmarket to increase accessibility at the entrances and exists to stores.
- Reviewed plans to use the MobiMats for outdoor Town-led events to increase accessibility for all residents.
- Provided recommendations regarding accessible van parking signage surrounding Riverwalk Commons and Fairy Lake.
- Provided advice on the Town of Newmarket's annual Accessibility Plan update
- Provided ongoing public awareness of accessibility.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, newmarket.ca/accessibility.

Actions Completed in 2020

Central York Fire Services

- Station 4-1
 - Front ramp, curbs, and walkway were renovated in 2019/2020 to provide easier access at the front of the station for all.
 - Currently in the design phase for renovations for the crew quarters and Fire Prevention/Public Education areas. The need for the AODA to be at the forefront of the project has been highlighted for the design firm as they initiate their process.
- Station 4-2
 - Parking lot has been updated to add additional spaces, as well as changes to the accessible parking spots to provide better access to the main entrance of the station.

Corporate Communications

- Continued to train and provide assistance to departments who were uploading content to the corporate website to ensure it met the WACG.2.0 and AODA website/communication requirements.
- A program called Site Improve was used to ensure broken links, alt text for images, description for hyperlinks were included on the website and fixed if required to ensure accessibility needs are met.
- When designing publications / documents for the website and for public distribution, the accessibility guide was followed to ensure the fonts used, size of text, colours and graphic etc. were designed with accessibility in mind. For example, the most recent Asset Management Plan was designed with accessibility in mind to ensure the bulk of the report was able to be scanned with optical character recognition (OCR) and made accessible as opposed to creating a fully designed report that may cause issues during the accessibility conversion process. If required, text versions of corporate publication can be provided upon request.
- Begun to create signage with language barriers in mind. For example, using universal graphics to communicate the message as opposed to only using text. This style of design can be seen in our COVID-19 messaging when communicating mask, hand washing and capacity limit requirements.

Engineering Services

- Tom Taylor Trail
 - Completed new bridge Installation and installed new trail to separate vehicular traffic from non-vehicular traffic.
 - Slopes, Rest areas as per AODA.
- College Manor Trail, Concession Street Trail/Bridge
 - Completed paving of trails to provide slopes, rest areas as per AODA, where topography allows.
- Arkinstall Splash Pad
 - Constructed Wheelchair accessibility throughout and spray features designed for wheelchair use.
 - Design Consultant hired 'Design Able' as a consultant to help design from an accessibility perspective.
 - Constructed accessible pads for wheelchairs beside most benches.
- Patterson Street Watermain Replacement - Reconstructed 1.35m sidewalks with 1.5m sidewalks from Irwin Crescent to Davis Drive.
 - Tactile Walking Surface Indicators (TWSI) placed at intersections.
- Timothy Street and Cedar Street intersection improvements and parking lot paving.
 - Replaced existing sidewalk at the intersection (1.2m or less) with 1.5m AODA compliant sidewalks (with TWSI) and installed new sidewalk through parking lot entrance.
- Resurfacing Projects – Completed sidewalk repairs to eliminate trip hazards and installed TWSI on Sandford Street from Mulock Drive to William Roe Boulevard, William Roe Boulevard from Yonge Street to Sandford Street, Dixon Boulevard from William Roe Boulevard to Eagle Street, Eagle Street from Yonge Street to Lorne Avenue.
 - AODA compliant public notices, construction corners and public communications: Capital Department has ensured that all the public notices, construction corners and public communications formats and contents are AODA compliant.
 - AODA compliant projects' websites and web content: Capital Department complies with AODA requirements (font size, contrast, image, etc.) when designing print and digital materials for the Town's website.
- Accessibility Advisory Committee (AAC) Consultation
 - Consulted the AAC on North West Quadrant Phase 5 Trail project with respect to design challenges to meet grades and rest areas.
- Road and sidewalk construction projects (Longford Drive, Willow Lane, Niagara, Simcoe Street, Lorne Avenue) being designed to ensure AODA compliant sidewalk widths, grades and include TWSI plates.
- New sidewalk being designed on Cody Crescent from Armitage Drive to Cul-de-sac and on Lorne Avenue west side from Calgain Road to Millard Avenue.
- Sidewalk on both sides of the Queen Street Bridge over the CN Tracks is being designed to widen to 1.5m minimum width.

- Feasibility consultant has been selected for the proposed Mulock Multi-Use Path (MUP) from Harry Walker Parkway to Yonge Street.
- Bathurst /Davis MUP is being designed to provide connection from Bulmer Crescent to Woodspring Avenue.
- Constructed Harry Walker Parkway, east side new sidewalk (1.5m to 1.8m width).
- Painted 'Ladder' Crossings at various controlled intersections throughout Town for contrast for low vision users and to delineate intersection crossing limits for drivers.
- Constructed AODA Pathways were to playground areas at National Homes Park and Glenway Park.

Human Resources

- Accessible Forms
 - Reviewed Town of Newmarket forms from a Diversity and Inclusion lens, which includes reviewing them from an accessibility standpoint.
- Reviewed all new and revised policies for accessibility compliance.

Information Technology

- Initiated a photocopier replacement program for the Corporation and evaluated each replacement option on accessibility features.
- Implemented tap contactless payment processing.
- Assisted with the Newmarket Remote Participant Project for electronic Council and Committee meetings with various vendors.
- Implemented a digital attendance timesheet and I-Heart-It modifications.
- Facilitated various upgrades and software purchases to fulfill the urgent need for work from home requirements, which created a more accessible working environment for staff.
- Continue to work on developing and launching a live chat feature for staff.
- Geographic Information System (GIS)
 - Initiated the replacement of the remote meeting platform used by the Corporation to enable remote meetings internally and externally.
 - Launched the online COVID-19 Public Self-Assessment Tool to enable paperless and contactless public screening at town facilities.
 - Implemented a corporate wide online COVID-19 Self-Screening Tool with supervisor dashboard access providing real time staff check-in status, work location and close contact information.
 - Developed the Council Strategic Dashboard public website with the inclusion of alternative text and AODA accessibility compliance.

Innovation and Strategic Initiatives

- Performance Reporting
 - Developing online digital dashboards related to the execution of Council's 2018-2022 Strategic Priorities to improve communications with all community members and to enhance performance reporting.

For example, current practices use both stop light colours (green, red and yellow) and symbols to indicate the status of priorities to ensure fairness of access to information to differently abled members of the community on the status of initiatives. Any new digital dashboards are being designed to accessibility standards for readability by all.

- Grants
 - Continued corporate support for grant funding applications which serve to improve accessibility of Town facilities and playgrounds through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate planned capital projects that remove barriers to accessibility. In 2020, grant dollars received through the New Horizons for Seniors Program funded virtual, online seniors fitness classes for all levels of abilities during the “COVID – Lets Stay Connected” Campaign.
- Policy
 - Corporate support for new policy using the new document formats, applying a plain language approach for improved clarity, simplicity, transparency, and readability for all employees. Providing support to Human Resources to convert existing employment related policies to new policy and procedure document templates in compliance with AODA legislation requirements.

Legislative Services

- Launched virtual Administrative Monetary Penalty System (AMPS) Hearings for increased accessibility through remote participation, and public attendance.
- Meeting Management Solution
 - Continued implementation of a meeting management solution which produces accessible HTML-based agendas and minutes.
 - Live-streamed Council and Committee of the Whole meetings are equipped with closed captioning.
 - Archived videos are bookmarked to agenda items for increased ease of access to video recordings.
 - Continued review of report templates for increased accessibility.
- Electronic Meetings
 - Implemented electronic Committee of the Whole, Council and local Committee and Board meetings to allow for remote participation, and public attendance.
 - Increased access to meetings electronically through an online audiovisual platform.

Newmarket Public Library

- Following appropriate safety protocols per COVID-19 guidelines, ensured the set-up of Library when opening to customers for limited services, provided proper customer flow and maintained accessibility requirements.
- Library programs moved to a virtual platform which has been successful, and programs well attended. The Library will continue to offer programs virtually giving broader access to the community to participate in Library programs.
- Parking lot wheelchair accessibility improved with expanded ramp to sidewalk.
- Installation of AODA compliant emergency communication device in elevator completed. Device is hands free and enables communication between persons inside the elevator cab and a monitoring service.
- Launched online membership. Applicants can now securely attach proof of ID/address to an online form, therefore they do not have to be in the library to complete the application process. New registrants are emailed their card number and the physical card is mailed to them. Registrants no longer need to physically come into the Library in order to get a library card or renew their library card.
- Exterior doors replaced with automatic sliding door for full accessibility. Interior door adjusted for greater accessibility with removal of divider bar.

Planning & Building Services

- Continue to participate in accessibility training as part of the professional certifications.
- Site Plan Review
 - Continued to present on the Town's development processes to the Accessibility Advisory Committee (AAC) and made plans available to the AAC for review.
 - Endeavoured to ensure that all sites comply with the Design of Public Spaces Standard (DOPS) and municipal standards for accessibility throughout the Site Plan process.
 - Continued to collaborate with the AAC to enhance their role in the Site Plan Review process by engaging them as a review partners and ensuring response to their comments and concerns are provided by applicants.
- Continue to review the Town's zoning by-laws to ensure that AODA standards are integrated and that less-accessible standards are replaced.
 - Implementing the Urban Centres Secondary Plan Zoning By-law including updated accessibility standards therein.
- Intends to participate in additional training in the IASR DOPS for Planning and Building staff.

Procurement Services

- Continues to offer an online bids and tenders bidding solution that is AODA compliant.
- Collects accessibility information from client groups with the pre-bid form required to initiate the competitive process.

Public Works Services

- Initiated a review of the Tom Taylor Trail for design and multi-use improvements.
- Ray Twinney Recreation Complex Lounges – New service/bar counters installed to incorporate AODA and barrier-free design.
- Ongoing program for upgrading park washrooms to current Ontario Building Code barrier-free requirements and AODA standards.
- Ongoing discussion and review of current accessibility features in buildings.
- Identified, through conducting regular building walk-throughs of the various buildings in our portfolio, areas for improvement to increase accessibility such as providing barrier free paths of travel and accessibility in washrooms (fixtures, push buttons, accessories) where possible.
- Conducted monthly checks of working condition of automatic door operators and other motorized accessibility features.
- Continued to present upcoming projects and received feedback from the Accessibility Advisory Committee (AAC) in the early stages of projects as an opportunity to improve accessibility and incorporate best practices. This included receiving, evaluating and implementing where possible suggestions from the general public relative to accessibility in the buildings. Some examples of this consultation includes the following:
 - College Manor Park washroom renovation is currently underway.

Recreation & Culture

- A virtual forum was hosted for National AccessAbility Week Celebrations. It included recorded interviews of members of the community speaking about the importance of Accessibility in our community. Additional links to resources and promotion of awareness of AODA completed the virtual platform. <https://www.newmarket.ca/naaw>
- Installation & design of *Newmarket Community Living Room* intentionally made space for up to 2 wheelchairs to join the conversation.
- Seek n' Search summer park pop ups provided two accessible activities at each park.
- Full scale scavenger hunt and an "in pace" hunt, allowing for participation of all abilities.
- Use of graphics to assist in identifying scavenger items.

- Through the pandemic, staff contacted members of our Seniors Meeting Place and also past program participants (some with disabilities) via weekly Zoom chats. This includes providing some instruction for Zoom accessibility.
- Staff prepared mobile sensory activity space camp programs. This may be used as a set up with special events to provide a break from potentially overwhelming/overstimulating activities.
- The mobile equipment included 2 dark room shelters with light cubes, sensory building blocks and manipulatives, bean bag chairs, headphones.

Plans for the Removal of Barriers from 2020 Onward

Information and Communication Standard

- The Human Resources training module will be reviewed again in 2021 and updated as needed.
- The Corporate Communications department continues to review its accessibility process pieces and accessibility guides to ensure they remain updated and in line with regulations. New staff members continue to be trained and current staff members re-trained to ensure staff members recognize the importance of accessibility for all. All communications pieces are also review by the Corporate Communications department from an accessibility lens.

Design of Public Spaces Standard

- Re-design the exterior, concrete apron at Old Town Hall to include and address accessibility.
- Ray Twinney Recreation Complex pool change rooms renovation to incorporate AODA and barrier-free design (design underway/construction pending budget approval).
- Ray Twinney Recreation Complex lobby and common areas renovation (pending budget approval).
- National Homes/Kingsmere Trail
 - Asphalt Paving of open space to allow access from Kingsmere sidewalk to new Park
- Breathing Space/Haskett Trail
 - Slopes, rest areas, widths as per AODA
 - Handrails and surfaces as per AODA
 - Wheelchair accessible Picnic tables and seating areas
- Lorne Ave Reconstruction Project (2020/2021 Construction):
 - Existing sidewalks on both sides are 1.2m or less. 1.5m and 1.8m at school will be AODA compliant sidewalks on both sides of the road have been incorporated into the design.
 - Tactile Walking Surface Indicators will be installed at all intersections
- Millard, Church and Elm Road Reconstruction Project (2023 Construction):

- Existing sidewalk on both sides are 1.2m or less. 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design.
 - Tactile Walking Surface Indicators will be installed at all intersections
- Mulock Property
 - Continue to refine design concepts for the Mulock Farmhouse and property with accessibility incorporated into all aspects of the plan.

As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in the future. The Town of Newmarket will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Newmarket is committed to moving forward and ensuring that the town continues with its commitment to being a community '**Well Beyond the Ordinary**'.



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Regulatory Services Review During COVID-19

Information Report to Council

Report Number: INFO-2020-39

Department(s): Legislative Services

Author(s): Flynn Scott, Manager of Regulatory Services

Distribution Date: December 23, 2020

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Purpose

The purpose of this report is to present Council with a modified project plan in relation to regulatory projects identified to come forward on the Outstanding Matter List. This report also provides Council with additional information in relation to a recent request from Town staff to allocate approximately \$80,000 for increased enforcement initiatives relating to COVID-19 throughout the Town of Newmarket.

Background

On March 17, 2020, the Province of Ontario declared a state of emergency pursuant to the Emergency Management and Civil Protection Act ("EMCPA") for the novel Coronavirus 19 ("COVID-19").

On March 18, 2020, the Corporation of the Town of Newmarket ("Town") declared a local state of emergency.

Orders continue to be enacted by the Province through provincial legislation to prohibit and regulate certain activities in the interest of public health and safety. All provincial legislation relating to COVID-19 has been amended to empower municipal enforcement officers to enforce the rules established by the province and regional public health authorities.

On April 27, 2020, Town Council adopted [Emergency Measures By-law 2020-20](#) to further support provincial and public health guidelines. This by-law further empowers municipal enforcement officers to enforce provincial and public health regulations through the Town's Administrative Monetary Penalty System (AMPS) model rather than through the provincial court system, where service delivery timelines remain significantly impacted by the pandemic.

Throughout the COVID-19 pandemic, Town municipal enforcement officers have been redeployed on several instances to meet the needs of an unpredictable and ever-changing environment. Town staff recognizes the importance of flexibility and adaptability in shifting educational and enforcement strategies abruptly in order to align with evolving provincial and public health requirements. In conjunction with adapting to redeployment requirements relating to COVID-19, municipal enforcement officers have also been responsible for their day-to-day responsibilities, including parking, property standards, and business licensing administration and enforcement.

With recent, stronger emphasis placed on educational and enforcement initiatives relating to COVID-19 throughout York Region, Town staff are requesting additional resources be provided to the Regulatory Services Division to support COVID-19 mitigation efforts. In addition to this request, Town staff has also reviewed the Outstanding Matters List to recommend amendments to the existing project plan timelines for bringing matters forward to Council for consideration in 2021.

Discussion

Additional resources relating to COVID-19

On December 7, 2020, at a regular Committee of the Whole meeting, the Town's Treasurer presented the [Draft 2021 Operating and Capital Budgets Report](#). During his presentation, the Treasurer spoke to a proposed amendment for the Town's Regulatory Services Division to request additional resources of approximately \$50,000 to \$100,000. This amount would directly support educational and enforcement initiatives relating to COVID-19. Town staff would like to present Council with a summary of the proposed additional resources, as provided below.

Contract Two Part-time Overnight Parking Officers

As municipal enforcement officers continue to be redeployed for matters relating to COVID-19, they are also being asked to simultaneously remain responsible for their regular full-time duties, including proactive and reactive enforcement of overnight winter parking restrictions. Town staff has recognized a gap in available staff resources to balance overall community expectations and the Regulatory Services Division has not been able to fill shift vacancies using the current compliment of staff resources available. As community expectations for enforcement continues to grow, the Regulatory Services Division is proposing a temporary operational restructure as follows:

- Council to authorize hiring two part-time parking officers for the purpose of enforcing overnight winter parking restrictions;
- These two proposed positions will incur a total estimated cost of **\$15,120** over a 4 month duration; and
- These positions will only be required while winter parking restrictions remain in effect until April 15, 2021.

By implementing two part-time parking officers with a sole focus on overnight parking restrictions, regular fulltime municipal enforcement officers can be better utilized to educate and enforce all COVID-19 regulations. Emphasis will be placed on scheduling fulltime municipal enforcement officers to work both day and afternoon shifts to increase response rates for ongoing complaints received in relation to COVID-19. By offsetting night shift requirements of fulltime staff with two temporary part-time positions,

the community will also experience increased service levels and response rates for calls relating to COVID-19, as well as daytime roles and responsibilities relating to parking enforcement.

Redeploy 8 Part-time Recreation and Culture Staff into Regulatory Services

Regulatory Services has recently formed an internal COVID-19 Response Team to focus on educational and enforcement initiatives relating to business protocols and requirements. The formation of this team directly relates to increased and expanded expectations for municipal enforcement initiatives across York Region. A large focus of this team involves conducting proactive inspections of businesses to verify compliance with all provincial and public health restrictions imposed. It is relevant to note that this team has proactively inspected 95 businesses from November 27–December 8, 2020. Initial feedback from the team has recognized that most businesses inspected will require additional re-inspections to verify compliance. Re-inspections not only add to existing workload demands, but also negatively impacts staffing availability to conduct new proactive inspections of businesses to monitor and verify compliance.

The Regulatory Services Division is requesting 8 part-time recreational staff be redeployed to the COVID-19 Response Team to provide additional assistance as follows:

- Conduct initial inspections of businesses in plain clothes to identify what violations exist, if any;
- Observe and report any businesses of concern to the COVID-19 Response Team for follow up;
- Proactively educate local businesses on the rules and regulations and verify that all businesses have developed and posted a safety plan, as required by the Province;
- Provide greater assistance to local business owners by being readily available to help them with any questions relating to their safety plan and other protocol requirements;
- Review and contact businesses that have received a verbal/written warning to reiterate that a follow up inspection will be conducted to verify compliance; and
- Assist the COVID-19 Response Team with any administrative responsibilities to streamline an overall approach for better utilizing enforcement staff resources accordingly.

A compliment of enforcement and regular staff will significantly alleviate pressure on municipal enforcement officers by allowing Town staff to develop a streamlined approach to both education and enforcement initiatives relating to COVID-19.

Projects Plan – Outstanding Matters List

Due to the COVID-19 pandemic and the necessity to shift resources for focus on educational and enforcement initiatives pursuant to provincial legislation, several projects identified on the Town's Outstanding Matters List and presented during the Regulatory Review Workshop on March 25, 2019 are now delayed. These projects will require further consideration as to the appropriate timelines to proceed forward as we continue to navigate through a pandemic environment. Legislative Services' staff has identified several projects as either delayed or subject to being potentially delayed in 2021.

Tables 1 and 2 (see below) provides a list of projects and their original timelines, in addition to Town staff's recommended amendments for new timelines being proposed as follows:

Delayed Projects in 2020	Current timeline to be brought forward to Council	Newly proposed timeline to be brought forward to Council
Hawkers & Peddlers By-law	Q2 2020	Q1 2022
Body Rub Parlours By-law	Q4 2020	Q2 2021
Personal Service Shops By-law	Q4 2020	Q2 2021

*Table 1 – delayed projects from 2020.

Identified Projects in Q1 2021	Current timeline to be brought forward to Council	Newly proposed timeline to be brought forward to Council
Tobacco Retail Sales By-law	Q1 2021	Q4 2021
ADUs: Increased Enforcement Options for Rentals (Information Report to Council)	Q1 2021	Q1 2021
Residential Parking Review	Q1 2021	Q3/Q4 2021
30min Parking on Main St (Information Report to Council)	Q1 2021	Q1 2021
Animal Control By-law – Phase II	Q1 2021	Q3/Q4 2021
Success of AMPS Model (Information Report to Council)	Q1 2021	Q2 2021

*Table 2 – projects previously identified to come forward in Q1 2021.

Operational changes for responding to complaints

Upon completing a review of all complaints received within the last two years, Town staff has recognized enforcement challenges directly relating to multiple complaints filed through the Town's Customer Services Department. Historically, the Town has accepted multiple formal complaints from residents at one time. This includes accepting long lists of various properties throughout Town with like-issues. For example, a resident may make a formal complaint against ten different properties for recreational vehicles parking in residential driveways. A more recent example includes one resident lodging 29 formal complaints against properties that may have unlawfully widened their driveways.

While there is validity to these formal complaints regarding a breach to Town by-laws, upon further review, Town staff has identified that nearly all of the multiple complaints received by one resident are a direct result of:

- the resident having been in violation of the same offence, themselves, and now filing several complaints for like-issues throughout the community; or
- the resident was not in violation of a similar offence, however, the multiple addresses being reported for by-law violations are found to have no direct impact to the resident lodging the formal complaint.

Both instances are problematic for various reasons. Most significantly, multiple complaints lodged have a direct impact on staff resources and the availability of staff to prioritize complaints where violations have a negative impact on neighbours or the neighbouring community. It is also relevant to note that, by allowing residents to file multiple complaints against multiple properties without proper justification for doing so, there are also negative consequences to residents within our community. For example, if a resident makes a formal complaint for multiple properties that have widened their driveways unlawfully, there are substantial costs incurred by the property owners to remediate the violation. While Town staff recognizes that identified violations should be remediated, they also want to ensure that all residents are treated fairly and are not being asked to perform work without demonstrated negative impacts to neighbouring properties or on the basis of legitimate concerns identified.

In an effort to provide enhanced customer service to all residents within the Town of Newmarket, Town staff will be amending internal practices and procedures relating to multiple complaints received by residents as follows:

- All formal complaints received by the Town will continue to be documented and input into the Town's CRM complaint software;
- Residents that wish to make a formal complaint against a property must not have any open investigation files against them. If there is an open file against this resident, they will be advised that the formal complaint will be received and responded to only after they, themselves, are fully compliant with any outstanding by-law contraventions on record;
- If multiple complaints are received by the Town for more than one property/location, the resident will be asked subsequent questions to verify one or more of the following criterion:
 - The alleged violation directly impacts a neighbouring property or a resident located on the same street/block;
 - The alleged violation poses a risk to health and safety. In this instance, there are no locational requirements to be fulfilled: health and safety complaints will always be received by the Town for immediate follow up; and
 - The alleged violation is unsightly and presents negative impacts to the Town as a whole. In this instance, matters such as garbage or debris will be accepted, as there are demonstrated impacts to the Town's overall appeal.

If a resident's list of property complaints do not meet the standards of demonstrating some form of negative impact, the resident will be notified that their complaint will be documented, however, the Town will screen these types of complaints to determine overall validity based on the criterion provided

above. Clear communication will be provided to any residents that contact the Town to make multiple formal complaints to inform them of this new process.

Conclusion

Town staff are recommending additional resources be provided to the Regulatory Services Division, as highlighted in the 'Discussion' section of this report. The overall recommendation would equate to 2 temporary part-time overnight parking officers and 8 part-time redeployed staff from the Town's Recreation and Culture department. These additional resources would significantly improve Regulatory Services' ability to manage the demands and expectations in relation to COVID-19 and educational and enforcement initiatives across York Region.

Business Plan and Strategic Plan Linkages

The strategic vision of the Town of Newmarket is rooted in the concept of being Well Beyond the Ordinary – this vision is achieved through focus on the well being of our community. The wellness of our community has at all times been first and foremost in the actions taken to date.

Consultation

Consultation with the Town's Director of Recreation and Culture has occurred to confirm availability to provide eight part-time staff for redeployment into Regulatory Services for a duration of six months.

Consultation with the Town's Treasurer to capture this request under the 2021 Draft Budget for approval by Town Council has also been completed.

Human Resource Considerations

Two temporary part-time overnight parking officers will be added to the compliment of existing Regulatory Services staff. These two positions will be under contract for approximately four months in length, up until April 15, 2021, when seasonal overnight parking restrictions end for the Town.

Budget Impact

With the approval of two temporary part-time overnight parking officers, total budget impact for 2021 is approximately **\$15,120** over a four-month duration.

With the redeployment of eight part-time recreational staff, total budget impact for 2021 is approximately **\$61,440** over a six-month duration.

A total cost of approximately **\$76,560** is anticipated and these funds are being proposed and allocated through the Draft 2021 Budget approval process for Council's consideration.

Attachments

None.

Contact

Flynn Scott, Manager of Regulatory Services, Legislative Services

fscott@newmarket.ca

Approval

Lisa Lyons, Director/Town Clerk, Legislative Services

Esther Armchuk, Commissioner, Corporate Services



Town of Newmarket

Minutes

Heritage Newmarket Advisory Committee

Date: Tuesday, September 1, 2020

Time: 7:00 PM

Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Billie Locke, Chair
Councillor Bisanz (7:24 PM - 7:52 PM)
David McLennan
Mitch Sauder
Joan Seddon

Members Absent: Gord McCallum, Vice-Chair
Norman Friend

Staff Present: P. Cho, Planner
A. Walkom, Legislative Coordinator

The meeting was called to order at 7:03 PM. Billie Locke in the Chair.

- 1. Notice**
- 2. Additions & Corrections to the Agenda**
None.
- 3. Conflict of Interest Declarations**
None.
- 4. Presentations/Deputations**
None.
- 5. Approval of Minutes**

5.1 Heritage Newmarket Advisory Committee Meeting Minutes of March 3, 2020

Moved by: David McLennan

Seconded by: Joan Seddon

1. That the Heritage Newmarket Advisory Committee Meeting Minutes of March 3, 2020 be received.

Carried

6. Correspondence

None.

7. Items

7.1 Designation Report - 17250 Yonge Street (York Region Administrative Centre)

The Planner provided an update on the designation process of the York Region Administrative Centre located at 17250 Yonge Street. The Committee discussed the content of the heritage designation report.

Moved by: Joan Seddon

Seconded by: Mitch Sauder

1. That the Heritage Newmarket Advisory Committee support the designation of 17250 Yonge Street (York Region Administrative Centre).

Carried

7.2 Designation Report - Newmarket Canal System

The Planner provided an update on the designation process of the Newmarket Canal System. The Committee discussed the content of the heritage designation report.

1. That the Heritage Newmarket Advisory Committee support the designation of the Newmarket Canal System.

7.3 Update on 1075 Gorham Street (Henry Minten House)

The Planner provided an update on the designation process for 1075 Gorham Street and advised that the matter was being considered at the Conservation Review Board.

Moved by: Mitch Sauder

Seconded by: Joan Seddon

1. That the Heritage Newmarket Advisory Committee recommend to Council that the location of the house at 1075 Gorham Street be taken into consideration as part of the Heritage designation.

Carried

7.4 Heritage Plaque Program

The Planner provided an update on the status of the Heritage Plaque program and advised of the proposed new process for receiving requests and creating plaques.

7.5 Refresher on Heritage Committee Mandate and Deliverables

The Committee discussed the ongoing research projects and the current difficulties due to the limited resources of the Newmarket Historical Society and the ongoing pandemic.

7.5.1 List of Non-Designated Properties

The Committee discussed the list of non-designated heritage properties and the need to review the list in order to determine the most significant properties. Committee members will review the list by several streets at a time in order to begin work on this process.

8. Reports of Committee Members

8.1 Designated Property Maintenance and Concerns

There was no update on this item.

8.1.1 Site Plaques

8.1.2 Residence Plaques

8.1.3 Heritage Location Plaques

9. Committee Reports

9.1 Elman W. Campbell Museum Board

Billie Locke advised the the Elman W. Campbell Museum has been closed due to the COVID-19 pandemic and the Board has not met during this time.

9.2 Lower Main Street South Heritage Conservation District Advisory Group

Mitch Sauder provided an update on the restoration work at 209 Main Street South and the changes to the designs since it was last discussed at the Heritage Committee.

10. New Business

None.

11. Adjournment

Moved by: Councillor Bisanz

Seconded by: David McLennan

1. That the meeting be adjourned at 7:52 PM.

Carried

Chair

Date



Town of Newmarket

Minutes

Main Street District Business Improvement Area Board of Management

Date: Wednesday, October 21, 2020
Time: 8:30 AM
Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Tom Hempen, Chair (8:52 AM - 10:11 AM)
Councillor Kwapis
Councillor Twinney
Debbie Hill
Mark Iacovetta
Jennifer McLachlan
Ken Sparks

Members Absent: Allan Cockburn, Vice Chair
Rob Clark
Omar Saer

Staff Present: E. Hawkins, Business Development Specialist
J. Grossi, Legislative Coordinator

The meeting was called to order at 8:35 AM.
Councillor Kwapis in the Chair from 8:35 AM to 8:52 AM.
Tom Hempen in the Chair from 8:52 AM to 10:11 AM.

1. Notice

Councillor Kwapis advised that all Town facilities were closed to the public, and that members of the public were encouraged to attend an electronic Advisory

Committee or Board Meeting by joining through the ZOOM information provided with the agenda.

2. Additions and Corrections to the Agenda

None.

3. Conflict of Interest Declarations

None.

4. Presentations & Recognitions

None.

5. Deputations

5.1 The Inn Team and Construct

Representatives from Inn From the Cold and Blue Door provided a deputation to the Main Street District Business Improvement Area Board of Management regarding the opportunities available to business owners through their employment social enterprise program.

The Board Members discussed the types of jobs that would be included in the program and advised that they would share the program information with the general membership.

Moved by: Councillor Kwapis

Seconded by: Ken Sparks

1. That the presentation provided by representatives of Inn From the Cold and Blue Door regarding the Inn Team and Construct be received.

Carried

5.2 The Digital Main Street Lab

Darryl Erentzen provided a deputation to the Main Street District Business Improvement Area Board of Management regarding the Digital Main Street Lab opportunity for funding. Darryl provided information on the application process and the ability to use these funds towards updating the website.

The Board Members discussed the costs associated, the services that Darryl Erentzen would provide, and reviewed other BIAs who have used this funding for website updates.

Moved by: Councillor Kwapis

Seconded by: Councillor Twinney

1. That the deputation provided by Darryl Erentzen regarding the Digital Main Street Lab be received.

Carried

Moved by: Jennifer McLachlan

Seconded by: Ken Sparks

1. That the COVID-19 Marketing and Advertising sub-committee discuss this opportunity further with Darryl Erentzen and use the pre-approved budget to fund the application fees.

Carried

6. Approval of Minutes

6.1 Main Street District Business Improvement Area Board of Management Special Meeting Minutes of March 11, 2020

Note: This item was dealt with under item 6.2. See item 6.2 for motion.

6.2 Main Street District Business Improvement Area Board of Management Meeting Minutes of September 16, 2020

Moved by: Jennifer McLachlan

Seconded by: Ken Sparks

1. That the Main Street District Business Improvement Area Board of Management Special Meeting Minutes of March 11, 2020 be approved; and,
2. That the Main Street District Business Improvement Area Board of Management Meeting Minutes of September 16, 2020 be approved.

Carried

7. Items

7.1 COVID-19 Marketing & Advertising Sub-Committee Update

Tom Hempen advised that the COVID-19 Marketing & Advertising sub-committee was hoping to meet again soon and provide some ideas to the Board at a future meeting.

The Business Development Specialist provided information regarding an opportunity with Snapd regarding a historical tour of Main Street using their AR technology. The program would include beacons, marketing and historical videos paid for by the Town of Newmarket, with the option to include local business videos through partnerships. She advised that the Town was looking to partner with the BIA for this project, and was requesting \$5750 to cover the costs of producing 15 videos related to Main Street businesses. The Business Development Specialist advised that these videos could be updated in the future for an additional cost if necessary, but they would never expire in their current form.

The Board Members discussed the partnership with Snapd and the Town of Newmarket, the potential focus of the 15 videos, and the locations of the beacons. They queried Staff regarding the financial commitment from the Town and asked for the opportunity to share email contacts to increase reach.

Moved by: Jennifer McLachlan

Seconded by: Mark Iacovetta

1. That the Main Street District Business Improvement Area Board of Directors approve \$5750 towards the partnership with Snapd and the Town of Newmarket regarding a historical tour of Main Street using AR technology.

Carried

7.2 Garbage Update

Councillor Kwapis encouraged business owners to advise the Town if there are issues with garbage around the in-ground containers and advised that the Town will collect it as quickly as possible.

7.3 Parking Update

Tom Hempen advised that the parking situation on Main Street during Summer 2020 was not reflective of a typical year and that there were vacant parking spots on Main Street and in surrounding parking lots, once things get back to normal regarding COVID-19, we will continue to look for further parking solutions. He further advised that there was a lot of foot traffic on the street in the Summer months, creating a vibrant atmosphere.

7.4 Staff Update

7.4.1 Financial Update

The Business Development Specialist provided an overview of the current financial statements and advised that the COVID-19 Marketing & Advertising sub-committee had not spent any of their approved budget at this time.

7.4.2 Financial Incentive Program Staff Working Group Update

The Business Development Specialist advised that there were no further updates regarding the Financial Incentive Program Staff Working Group.

7.5 Next Meeting Dates

The Business Development Specialist and the Legislative Coordinator provided an update on the remaining meetings for 2020, including potential Annual General Meeting (AGM) dates. The Board Members provided their availability and asked Staff to schedule the 2020 AGM on Thursday November 19, 2020 at 6:00 PM.

8. New Business

8.1 Holiday Celebrations

Ken Sparks queried the Board Members and Staff regarding the Santa Parade and Candlelight Parade event plans for 2020. Staff advised that the Events team is working on holiday celebration options for 2020 and will provide additional information once it is available.

8.2 Delivery Services

Jennifer McLachlan advised the Board that she was developing a new delivery program for Main Street businesses and that additional information would be distributed by email once available. The Board Members congratulated her and advised that it would be a helpful addition to the street.

9. Closed Session

Tom Hempen advised that there was no requirement for Closed Session.

10. Adjournment

Moved by: Jennifer McLachlan

Seconded by: Debbie Hill

1. That the meeting be adjourned at 10:11 AM.

Carried

Tom Hempen, Chair

Date



Town of Newmarket
Minutes (Special Meeting)
Main Street District Business Improvement Area
Board of Management

Date: Wednesday, November 18, 2020
Time: 8:30 AM
Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Tom Hempen, Chair
Allan Cockburn, Vice Chair
Councillor Kwapis
Councillor Twinney
Debbie Hill
Jennifer McLachlan
Ken Sparks

Members Absent: Rob Clark
Mark Iacovetta
Omar Saer

Staff Present: M. Mayes, Director of Financial Services/Treasurer
E. Hawkins, Business Development Specialist
J. Grossi, Legislative Coordinator

The meeting was called to order at 8:31 PM.
Tom Hempen in the Chair.

- 1. Additions and Corrections to the Agenda**
None.
- 2. Conflict of Interest Declarations**

None.

3. **Presentations & Recognitions**

None.

4. **Deputations**

4.1 **Chanukah Community Wide Drive-By Event**

Rabbi Mendy Grossbaum was in attendance to provide the Main Street District Business Improvement Area Board of Management with a deputation regarding the Chanukah community wide drive-by event and requested a \$1000 donation from the BIA.

The Members discussed the event logistics and advised that a \$500 donation was made in 2019 for the annual Chanukah celebrations. They requested that the BIA logo be used in all social media and print advertising for the event as well.

An alternate motion was presented and is noted below in bold.

Moved by: Councillor Kwapis

Seconded by: Debbie Hill

1. That the deputation provided by Rabbi Mendy Grossbaum regarding Chanukah Community Wide Drive-By Event be received; and,
2. **That the Main Street District Business Improvement Area Board of Management approve a \$500 donation to support the 2020 Chanukah event.**

Carried

5. **Approval of Minutes**

5.1 **Main Street District Business Improvement Area Board of Management Meeting Minutes of October 21, 2020**

An alternate motion was presented and is noted below in bold.

Moved by: Jennifer McLachlan

Seconded by: Ken Sparks

1. That the Main Street District Business Improvement Area Board of Management Meeting Minutes of October 21, 2020 be approved, **as amended.**

Carried

6. Items

6.1 Strategic Priority Update

The Board Members provided updates on various items identified within the strategic plan, outlined below.

- a. Virtual Christmas Tree Lighting - Jennifer McLachlan advised that the filming of the event was underway with the lighting of the tree, a piano with Christmas carols, and a very limited guest list. She further advised that the video would be launched on Facebook on Friday, November 20, 2020 at 7:00 PM.
- b. Decorations for Main Street Businesses - Councillor Twinney provided price comparisons on various Christmas decor items from some local and big box stores, and the Members agreed that they would rather support local for these purchases. Councillor Kwapis, Councillor Twinney and Tom Hempen volunteered to distribute the Christmas decor to Main Street Businesses.
- c. Business to Business Discount Program - Tom Hempen advised that Rob Clark and his team at RC Design were developing a sticker for those who wish to participate in the program, and that an email was to be provided to all Main Street Businesses with additional information once confirmed.
- d. Main Street Online Networking Community - Al Cockburn advised that the opportunity for a Main Street online networking community would be discussed at the AGM on November 19, 2020 through a series of various zoom calls. He further explained that the first meeting would be open to all business owners and moderated by himself, with the option to determine smaller sector-specific groups going forward.

6.2 2021 Budget & Presentation to Council

The Main Street District Business Improvement Area Board of Management discussed the options regarding a 2021 budget and

reviewed the current 2020 financial statement. The Members outlined the opportunity to add a COVID-19 or emergency fund line to the 2021 budget due to the pandemic and its associated costs.

The Director of Financial Services/Treasurer for the Town of Newmarket provided guidance and input to the Members regarding the addition of an emergency reserve fund to their 2021 budget, and reviewed the brief presentation to Council scheduled for their December 7, 2020 Committee of the Whole - Electronic meeting.

Moved by: Councillor Kwapis

Seconded by: Allan Cockburn

1. That the draft 2021 Main Street District Business Improvement Area budget, composed of the following categories, be presented at the Annual General Meeting on November 19, 2020:
 - Stationary/Office \$500
 - Miscellaneous \$500
 - Promotion \$8,000
 - Advertising \$21,000; and,
2. That an Emergency Contingency Fund of \$10,000 be allocated in the 2021 budget, using reserve funds.

Carried

6.3 COVID-19 Marketing & Advertising Sub-Committee Update

An update on the COVID-19 Marketing & Advertising Sub-Committee was provided during the Strategic Priority Update. See item 6.1 for more information.

6.4 Sub-Committee Discussion

The Legislative Coordinator reviewed the list of current sub-committees of the Main Street District Business Improvement Area Board of Management.

6.5 Garbage Update

None.

6.6 Parking Update

None.

6.7 Staff Update

6.7.1 Financial Update

Moved by: Councillor Kwapis

Seconded by: Councillor Twinney

1. That the Main Street District Business Improvement Area Board of Management approve the financial statements; and,
2. That the invoice regarding the Tourism Oriented Directional Signing (TODS) Program for 2021 in the amount of \$1,695.00 be approved.

Carried

6.7.2 Financial Incentive Program Staff Working Group Update

The Business Development Specialist reminded the Board Members to advise businesses who are looking to do improvements that require a building permit to submit applications for the Financial Incentive Program before December 31, 2020. Tom Hempen asked Staff to provide an update on this program at the Annual General Meeting on November 19, 2020.

6.7.3 Historical Tour of Main Street partnership with Snapd

The Business Development Specialist provided an update on the videos for this program and the placement of the beacons. She further advised that a more fulsome update would be available at the December 16, 2020 Main Street District Business Improvement Area Board of Management Meeting.

6.7.4 Choose Local Campaign

The Business Development Specialist reviewed the Choose Local Campaign and advised that most listings have been claimed by the businesses, but asked that the Board Members reminded other business owners to claim their listings. She also outlined the Shop

Local Contest in partnership with the Newmarket Chamber of Commerce.

6.8 Draft 2021 Meeting Schedule

Councillor Kwapis advised that some of the 2020 meeting dates conflicted with Committee of Adjustment meetings, and requested that alternate meeting dates be presented. The Legislative Coordinator advised that she would email alternate 2021 meeting schedule options that do not conflict with other Board and Committee Meetings at the Town of Newmarket.

7. New Business

Tom Hempen discussed the Historical Tour of Main Street partnership with Snapd and the process regarding video placement at the various beacons in the Main Street area. The Members agreed that the video order within each beacon should be done fairly to avoid any conflict.

Moved by: Councillor Kwapis

Seconded by: Councillor Twinney

1. That the Main Street District Business Improvement Area Board of Management requests that Snapd uses a lottery system to determine the order of the videos related to Main Street businesses within the beacons being used for the Historical Tour of Main Street.

Carried

8. Closed Session

Tom Hempen advised that there was no required for Closed Session.

9. Adjournment

Moved by: Jennifer McLachlan

Seconded by: Allan Cockburn

1. That the meeting be adjourned at 9:49 AM.

Carried

Tom Hempen, Chair

Date



Town of Newmarket
Minutes (Special Meeting)
Main Street District Business Improvement Area
Board of Management

Date: Wednesday, November 11, 2020
Time: 8:00 AM
Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Tom Hempen, Chair
Allan Cockburn, Vice Chair
Councillor Kwapis
Councillor Twinney (8:02 AM - 10:07 AM)
Rob Clark (8:22 AM - 10:07 AM)
Debbie Hill
Jennifer McLachlan
Ken Sparks (8:00 AM - 9:51 AM)

Members Absent: Mark Iacovetta
Omar Saer

Staff Present: E. Hawkins, Business Development Specialist
J. Grossi, Legislative Coordinator

Others Present Rob Dale, Master Coach, Rhapsody Strategies

The meeting was called to order at 8:00 AM.
Tom Hempen in the Chair.

1. Notice

Tom Hempen advised that all Town facilities were closed to the public, and that members of the public were encouraged to attend an electronic Advisory

Committee or Board Meeting by joining through the ZOOM information provided with the agenda.

2. Additions and Corrections to the Agenda

None.

3. Conflict of Interest Declarations

None.

4. Deputations

None.

5. Items

5.1 Main Street District Business Improvement Area Board of Management Strategic Priority Development Workshop

Rob Dale, Master Coach, Rhapsody Strategies reviewed the shared document that the Main Street District Business Improvement Area Board of Management contributed to with their ideas for short-term strategies (see attached). The Board discussed the values of the BIA and the markets that were being targeted through the delivery of this strategy.

The Members further discussed new issues introduced by COVID-19 and evaluated the groups that were most affected by them. They brainstormed potential goals for the next six to twelve months and identified specific tactics that would assist in achieving the goals. Rob Dale advised that a short-term strategic priority document would be presented to the Main Street District Business Improvement Area General Membership at their Annual General Meeting on November 19, 2020.

6. Adjournment

Moved by: Allan Cockburn

Seconded by: Rob Clark

1. That the meeting be adjourned at 10:07 AM.

Carried

Tom Hempen, Chair

Date



Town of Newmarket
Minutes (Special Meeting)
Main Street District Business Improvement Area
Board of Management

Date: Wednesday, November 4, 2020
Time: 8:30 AM
Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Tom Hempen, Chair
Councillor Kwapis
Councillor Twinney (8:33 AM - 8:38 AM, 8:52 AM - 10:07 AM)
Rob Clark
Debbie Hill (8:33 AM - 9:25 AM)
Mark Iacovetta (8:37 AM - 9:37 AM)
Jennifer McLachlan
Ken Sparks

Members Absent: Allan Cockburn, Vice Chair
Omar Saer

Staff Present: E. Bryan, Business Development Specialist
J. Grossi, Legislative Coordinator

Guests: Rob Dale, Master Coach, Rhapsody Strategies

The meeting was called to order at 7:31 PM.
Tom Hempen in the Chair.

1. **Additions and Corrections to the Agenda**
None.
2. **Conflict of Interest Declarations**

None.

3. Deputations

None.

4. Items

4.1 Main Street District Business Improvement Area Board of Management Strategic Priority Development Workshop

Rob Dale, Master Coach, Rhapsody Strategies provided an introduction to the strategic priority development workshop and reviewed the conversations at the March 11, 2020 special meeting regarding the same. He provided an overview of the themes, topics and items discussed by the Main Street District Business Improvement Area Board of Management in relation to long term goals and strategic priority development. He further discussed the opportunity to adjust the scope of this workshop to reflect short term planning due to the COVID-19 pandemic and revisit the opportunity for long term planning at future meetings.

The Board of Management discussed their preferences regarding short term versus long term strategic planning and advised that the COVID-19 pandemic altered the intended long term goals for this exercise. They agreed to focus on short term goals for the foreseeable future, and intended to return to long term planning in the future.

Moved by: Rob Clark

Seconded by: Ken Sparks

1. That the Main Street District Business Improvement Area Board of Management adjust the scope of the strategic priority exercise to reflect short term goals with a timeframe of six months to a year; and,
2. That up to \$5000 of the originally allocated budget be spent on the short term exercise; and,
3. That the short term strategic planning exercise include broad strokes related to the Main Street District Business Improvement Area advocacy and promotion long term; and,
4. That the opportunity for long term strategic planning be revisited before the end of the 2018-2022 term.

Carried

5. Adjournment

Moved by: Jennifer McLachlan

Seconded by: Rob Clark

1. That the meeting be adjourned at 10:07 AM.

Carried

Tom Hempen, Chair

Date



Town of Newmarket

Minutes

Main Street District Business Improvement Area Board of Management

Date: Tuesday, November 5, 2019
Time: 7:30 PM
Location: Community Centre - Hall #2
200 Doug Duncan Drive
Newmarket, ON L3Y 3Y9

BIA Board Members Present: Tom Hempen, Chair
Allan Cockburn, Vice Chair
Councillor Kwapis
Councillor Twinney
Debbie Hill
Mark Iacovetta
Jennifer McLachlan
Omar Saer
Ken Sparks

BIA Board Members Absent: Rob Clark

Staff Present: C. Kallio, Economic Development Officer
E. Bryan, Business Development Specialist
J. Grossi, Legislative Coordinator

Guests: Leona Brown
 Georgette Dunn
 Maddie Graves
 Karen Henderson
 P. Ingram
 Anne Martin
 Olga Paiva
 Carmine Pereire
 Anne Robins
 Wendy Tsui

The meeting was called to order at 7:31 PM.
Tom Hempen in the Chair.

1. Additions and Corrections to the Agenda

The Legislative Coordinator advised of the following addition to the agenda:

- Item 4.1 being a deputation provided by Olga Paiva regarding In-ground Waste Containers for Commercial Waste on Main Street.

Moved by: Jane Twinney

Seconded by: Councillor Kwapis

1. That the addition to the agenda be approved.

Carried

2. Declarations of Pecuniary Interest

None.

3. Presentations & Recognitions

None.

4. Deputations

4.1 In-ground Waste Containers for Commercial Waste on Main Street

Olga Paiva provided a deputation regarding the in-ground waste container pilot project and expressed concerns.

Moved by: Jane Twinney

Seconded by: Councillor Kwapis

1. That the deputation provided by Olga Paiva regarding the In-ground Waste Containers for Commercial Waste on Main Street be received.

Carried

5. Approval of Minutes

5.1 Main Street District Business Improvement Area 2018 Annual General Meeting Minutes of November 20, 2018

Moved by: Councillor Kwapis

Seconded by: Omar Saer

1. That the Main Street District Business Improvement Area 2018 Annual General Meeting Minutes of November 20, 2018 be approved.

Carried

5.2 Main Street District Business Improvement Area General Membership Meeting Minutes of March 27, 2019

Moved by: Jennifer McLachlan

Seconded by: Ken Sparks

1. That the Main Street District Business Improvement Area General Membership Meeting Minutes of March 27, 2019 be approved.

Carried

6. Items

6.1 2018 Financial Statements

The Business Development Specialist provided an overview of the Main Street District Business Improvement Area's financial statements for 2018.

Moved by: Allan Cockburn

Seconded by: Ken Sparks

1. That the Main Street District Business Improvement Area Board of Management financial statements for the year ended 2018 be approved.

Carried

6.2 2019 Year in Review

Tom Hempen provided an overview of the events held by the BIA and upcoming events in 2019. He advised that standard operating procedures (SOPs) were being developed to assist with future events and would be continually improved.

Tom Hempen advised that a parking and garbage task force had been developed with the Town of Newmarket to address short-term and long-term solutions for these issues on Main Street. He also advised that additional parking enforcement occurred in the downtown area this year and would continue.

The Economic Development Officer advised that a request for proposal (RFP) has been issued by the Town of Newmarket regarding a consultant to conduct a town-wide garbage study and develop a long-term solution. This consultant will be seeking advice from the BIA throughout the process. Councillor Kwapis discussed the garbage issue on Main Street during festivities and organized events, and the garbage issue regarding residential units on Main Streets. He advised that these issues would be included in the town-wide garbage study.

6.3 2020 Budget

Tom Hempen provided an overview of the 2019 budget and the proposed 2020 budget composed of the following categories, totaling \$30,000:

- Stationary/Office \$500
- Miscellaneous \$500
- Promotion \$8,000
- Advertising \$21,000

Moved by: Jennifer McLachlan

Seconded by: Olga Paiva

1. That the 2020 Main Street District Business Improvement Area budget be approved.

Carried

6.4 Strategic Priorities

Tom Hempen outlined the strategic plan process and advised that a request for proposal (RFP) was circulated and submissions would be reviewed at the November 20, 2019 meeting.

7. New Business

7.1 Traffic Mitigation on Main Street

Al Cockburn expressed concern with the traffic on Main Street and advised that the speed limit is not being enforced, and expressed interest in traffic mitigation options such as speed bumps or making it pedestrian only. Councillor Twinney further discussed the options for traffic mitigation and the policies related to traffic studies prior to the installation of these measures.

7.2 Holiday Party Update

Tom Hempen provided an update regarding the Holiday Party and advised that catering had been booked with the Olde Village Free House. The Members discussed entertainment options for the party and the price of tickets for the event.

Moved by: Jennifer McLachlan

Seconded by: Mark Iacovetta

1. That the Main Street District Business Improvement Area set the price of the Holiday Party tickets at \$50 each, being the same as 2018.

Carried

7.3 Deputation Funding Requests

The Main Street District Business Improvement Area discussed the funding of community organizations and events that attend Board meetings and provide deputations. They discussed various options to streamline the process including annual or semi-annual dedicated meetings to hear from all community organizations, or allowing the events sub-committee to hear the proposals and bring recommendations to the Board. They also discussed the possibility of allocating a specific amount of money annually towards these requests to ensure a fair process. The Board of Directors advised that the options would be further discussed at their next regular meeting.

7.4 Question and Answer Opportunity

- The general membership discussed the garbage issue on Main Street and Councillor Kwapis advised that additional information would be provided on a long-term solution once a consultant had been hired to conduct the strategy.
- The general membership discussed store front and window decorations for the holidays and asked for everyone to participate before the annual Santa Parade. Tom Hempen advised that he would send an email to remind everyone to decorate their stores.
- Ken Sparks provided an update on the Tree Lighting Ceremony and Candle Light Parade, and advised that the Citizen's Band would be in attendance, the Choir would attend, and the candles had been purchased.
- Pedestrianization of Main Street was discussed and Tom Hempen advised that it would be explored throughout their strategic plan process. Additional information would be provided when available.
- Olga Paiva & Carmina Pereira queried Staff regarding the parking signage in the ground Burger Bar parking lot and expressed interest in having it removed. The Business Development Specialist advised that it was installed for the Farmers Market but that additional information could be received by Staff and provided to the membership.
- The general membership discussed options to track the success of businesses on the street beyond statistics regarding foot traffic.

8. Adjournment

Moved by: Jennifer McLachlan

Seconded by: Councillor Kwapis

1. That the meeting be adjourned at 8:59 PM.

Tom Hempen, Chair

Date



Town of Newmarket

Minutes

Accessibility Advisory Committee

Date: Thursday, September 17, 2020
Time: 10:30 AM
Location: Electronic VIA ZOOM
See How to Login Guide

Members Present: Steve Foglia, Chair
Jeffrey Fabian
Felim Greene
Linda Jones
Patricia Monteath
Councillor Simon (10:42 AM - 11:34 AM)

Members Absent: Cindy Gorlewski

Staff Present: K. Saini, Deputy Town Clerk
M. Ashworth, Capital Works Project Manager
E. Engman, Capital Projects Work Manager
P. McIntosh, Recreation Programmer - Seniors & Special Needs
B. Morrow, Grant Coordinator
J. Grossi, Legislative Coordinator

Guests: Tara Godfrey, Canadian Hearing Services (CHS)

The meeting was called to order at 10:30 AM.
Steve Foglia in the Chair.

1. Notice

Steve Foglia advised that all Town facilities were closed to the public, and that members of the public were encouraged to attend an electronic Advisory Committee or Board Meeting by joining through the ZOOM information provided with the agenda.

2. Additions & Corrections to the Agenda

None.

3. Conflict of Interest Declarations

None.

4. Presentations & Deputations

None.

5. Approval of Minutes

5.1 Accessibility Advisory Committee Meeting Minutes of January 16, 2020

Moved by: Linda Jones

Seconded by: Patricia Monteath

1. That the Accessibility Advisory Committee Meeting Minutes of January 16, 2020 be approved.

Carried

6. Items

6.1 Appointment of Vice-Chair

Moved by: Patricia Monteath

Seconded by: Linda Jones

1. That Jeff Fabian be appointed the Vice Chair of the Accessibility Advisory Committee.

Carried

6.2 Major Disability Organizations' Open Letter to the Ford Government and Ontario Municipalities regarding Electric Scooters

The Members of the Accessibility Advisory Committee discussed the Major Disability Organizations' open letter to the Ford Government and Ontario municipalities regarding electric scooters and advised that they

agree with the current Town of Newmarket by-laws. Steve Foglia, Chair, provided background information on this item and the current by-law wording.

Moved by: Patricia Monteath

Seconded by: Felim Greene

1. That the News Release from the Accessibility for Ontarians with Disabilities Act (AODA) regarding Major Disability Organizations' Open Letter to the Ford Government and Ontario Municipalities regarding Electric Scooters be received; and,
2. That the Accessibility Advisory Committee endorse the current wording in Town of Newmarket by-laws regarding electric scooters.

Carried

6.3 North-West Quadrant Trail System Design Concepts

The Capital Works Project Managers provided an overview of the North-West Quadrant Trail System Design Concepts which included a detailed slope analysis, bridge design elements, and landing options along the trail.

The Members provided feedback regarding the slope preference along the trails and the options for landings, and expressed a preference for less landings and a more gentle slope, where possible. They also discussed the proximity of accessible parking to the trail entrances and exists, and the option for washrooms at various locations.

Moved by: Councillor Simon

Seconded by: Linda Jones

1. That the update provided by the Capital Works Project Managers regarding the North-West Quadrant Trail System Design Concepts be received.

Carried

6.4 Electric Vehicle Parking Project

The Grant Coordinator provided the Accessibility Advisory Committee with information regarding the Electric Vehicle Parking project and reviewed potential locations in the Town of Newmarket where they could be installed. He advised that the locations were going to be reviewed with the Ontario Power Generation (OPG) before being finalized. He further advised that this project would not affect any existing accessible parking spots at the identified locations.

The Members provided feedback regarding options for van friendly accessible parking spots and proximity to buildings or events.

6.5 Grant Funding for Accessible Washroom at Fairy Lake

The Grant Coordinator advised that the Town of Newmarket is continually watching for Provincial and Federal funding opportunities for accessibility projects, including the accessible washroom at Fairy Lake. The Accessibility Advisory Committee Members discussed the Upper Canada Mall washroom renovation and asked Staff to review the project when designing any future accessible washrooms. The Members also discussed accessible access and pathways to the washrooms.

Moved by: Felim Greene

Seconded by: Patricia Monteath

1. That the updates provided by the Grant Coordinator regarding the Electric vehicle Parking Project and the Grant Funding for Accessible Washroom at Fairy Lake be received.

Carried

6.6 Accessibility Advisory Committee Member Recruitment Update

The Legislative Coordinator provided an update on the recruitment process for an additional Accessibility Advisory Committee Member due to a recent resignation. She advised that Council would appoint a new member prior to the next Accessibility Advisory Committee meeting.

6.7 Next Meeting

The Legislative Coordinator advised that the next meeting was scheduled for Thursday, November 19, 2020 at 10:30 AM via Zoom.

7. New Business

7.1 Chair Updates

- The Chair asked for Staff to provide an update on downtown parking regarding accessible van friendly spots and increasing accessible parking spots available
- The Chair advised that increasing accessibility on Main Street was still a priority for this term and that it would be further discussed at a future meeting
- Disappointment was expressed in regards to the buildings that were demolished and rebuilt on Main Street because no accessible features were added to the building, and the entrance was rebuilt with the same accessible barriers that existed previously
- The Chair shared a story regarding accessibility issues at a local store and how they were resolved due to his actions and speaking to the appropriate people. He advised that the proper automatic door openers and curb cuts were installed to meet accessibility requirements. The Chair encouraged all Members to speak up with they recognize that accessibility improvement opportunities.

8. Adjournment

Moved by: Patricia Monteath

Seconded by: Jeffrey Fabian

1. That the meeting be adjourned at 11:34 AM.

Carried

Steven Foglia, Chair

Date