ITEMS OF INFORMATION

COUNCIL AGENDA – January 24, 2024

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The above figures reflect tickets issued in Haldimand County from all sources including Haldimand County By-law Enforcement, the O.P.P., and various provincial ministries. They do not include Part II (Parking) issued offences.

Comprehensive POA Stats - 2023 MAR APR Legislation / By-law Reference JAN FEB MAY JUN JUL AUG SEP ост NOV DEC Summary of Charges Laid by OPP Highway Traffic Act (Part I - ticket) Highway Traffic Act (Part III - information) By-law 307/02 Parking By-laws (Part II) By-law 302/02 (snow) By-law 1534-15 Parks By-law 41-74 **Discharge Firearms** By-law 38-74 By-law 11-79 Noise By-law 1435/14 Open Air Fires Bv-law 1662/16 EMCPA 7.0.11(2)(a) Late Filed Part 1 Tickets these #'s not inlcuded in total Total of all Charges Laid OPP Total: 1742 Summary of Charges Laid by County Staff By-law 41-74 **Discharge Firearms** By-law 38-74 By-law 11-79 Noise By-law 1435/14 By-law 730/06 **Property Standards** Section 8(1) No Permit Ontario Building Code Act, 1992 Section 12(2) Fail to Comply to Order **Open Air Fires** 1662/16 Planning Act 562(67)(1) Haldimand-Norfolk Tree By-law By-law 15-00 By-law 2079/19 **Heavy Trucks Fire Protection** By-law 28(1) By-law 307/02 Parking By-laws (Part II) By-law 302/02 (snow) Parks By-law 1534/15 Site Alteration By-law By-law 1664/16 Total of all Charges Laid Staff Total: Summary of Charges Laid by Other Enforcement Agencies Ministry of Natural Resources and Forestry Welland & District Society for the Prevention of Cruelty to Animals (SPCA) Ministry of Finance Ministry of Revenue Ministry of Transportation Minstry of Environment, Conservation & Parks Ministry of Labour Ministry of Housing Ministry of Agriculture, Food & Rural Affairs **Ontario College of Trades** Health Protection Act/Smoke Free Ontario Act Total of all Charges Laid **Other Enforcement Agency Total:** *Total Charges (Excluding Parking) 1935 *Note: Total Charges (Excluding Parking) reflects what is recorded and reported regularly to OPP Issued Parking Charges Council (through the Council Information Package) and PSB for year-by-year historical trends. Staff Issued Parking Charges 976 The historical trends spreadsheet does not capture parking tickets. Total Parking Charges Issued 982 Total of All 2022 Charges

Grand River Conservation Authority Members Attendance January 1 - December 31, 2023

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January 8, 2024

Dear Head of Council, Deputy Head of Council and Councillors,

Your local Public Works department provides invaluable services within your community. Without the dedicated public works employees that you are fortunate to have, many basic functions in your community would not be able to happen. Without maintained roads, your emergency services (police, fire, and ambulance) would not be able to respond to calls, school buses could not run to get children to school, and your residents would not be able to leave to work, school, appointments, children's extra-curriculars and any other activity important to them. Additionally, as you work with the provincial government to tackle the housing crisis, your communities require more core infrastructure to handle the growth. For the health and safety of our communities it is important we keep our Public Works department staff complement full, and well trained.

Public Works departments across the province have already begun to feel the impacts of labour shortages, and as we will begin to see many retirements across the province, the shortage will become even more exasperated. From a recent survey that AORS completed with public works departments from across Ontario, we know that 91.5% of respondents will be hiring entry level positions in the next three to five years. However, we are already seeing the start of the labour shortage. From our survey, we found that 70% of respondents already reported getting less than five applications for entry level positions when posted, and the top three challenges municipalities are currently facing is a lack of applicants, applicants that do apply not meeting the required qualifications and municipalities having to compete with private sector positions.

Over the last year, AORS has been dedicating much of our advocacy to encouraging youth to consider careers in public works through career fairs, local government presentations to students, developing printed resources for guidance counsellors and much more. AORS has also been working closely with Fanshawe College Corporate Training Solutions to develop a Municipal Operator Course that would train potential municipal equipment operators to come to your municipality with the basic knowledge they need to begin maintaining your core infrastructure. This would be the first course of its kind that would attract potential students from across the Province of Ontario. To fund this endeavor, AORS has applied for a Skills Development Fund through the Province's Ministry of Labour, Training, Immigration and Skilled Trades. We are reaching out to you for your support in our application and your advocacy to the province on why having more – and qualified – applicants to our public works departments are so imperative.

We would ask that you consider passing the following motion:

WHEREAS, municipal public works departments from across the Province of Ontario provide invaluable services to our communities ensuring the health and safety of all residents;

AND WHEREAS, if it was not for our municipal public works employees from across the Province of Ontario maintaining our public roads systems, our communities would not be able to function as emergency personnel could not respond to calls, school buses could not get our children to school, residents would not be able to get to work, school or appointments and many more basic functions would not be able to happen;

AND WHEREAS, municipal public works departments are already feeling the impacts of a labour shortage, which will only be exasperated over the next three to five years, which will cause levels of service municipalities are able to provide to ensure the health and safety of our residents to decrease;

AND WHEREAS, there is currently no provincial-wide course that properly trains potential municipal public works employees, specifically relating to municipal heavy equipment.

THEREFORE IT BE RESOLVED, that (INSERT MUNICIPALITY NAME) supports the work of the Association of Ontario Road Supervisors to develop a Municipal Equipment Operator Course to address this issue;

AND THAT, (INSERT MUNICIPALITY NAME) calls on the Province of Ontario's Ministry of Labour, Training, Immigration and Skilled Trades to fully fund the Municipal Equipment Operator Course in 2024 through the Skills Development Fund;

AND THAT, a copy of this resolution be sent to the Minister of Labour, Training, Immigration and Skilled Trades David Piccini, (INSERT MUNICIPALITY'S NAME)'s Member of Provincial Parliament (INSERT LOCAL MPP NAME) and the Association of Ontario Road Supervisors.

We appreciate your on-going support and should you have any questions or concerns, please do not hesitate to contact AORS for all things municipal public works!

Best regards,

Makeil

John Maheu AORS Executive Director

Christie Little AORS Training and Programming Coordinator

1 Etc

Dennis O'Neil AORS Member Services Coordinator

Kelly Elliott AORS Marketing and Communications Specialist

Notice of Motion – Municipal Equipment Operator Course

WHEREAS, municipal public works departments from across the Province of Ontario provide invaluable services to our communities ensuring the health and safety of all residents;

AND WHEREAS, if it was not for our municipal public works employees from across the Province of Ontario maintaining our public roads systems, our communities would not be able to function as emergency personnel could not respond to calls, school buses could not get our children to school, residents would not be able to get to work, school or appointments and many more basic functions would not be able to happen;

AND WHEREAS, municipal public works departments are already feeling the impacts of a labour shortage, which will only be exasperated over the next three to five years, which will cause levels of service municipalities are able to provide to ensure the health and safety of our residents to decrease;

AND WHEREAS, there is currently no provincial-wide course that properly trains potential municipal public works employees, specifically relating to municipal heavy equipment.

THEREFORE IT BE RESOLVED, that (INSERT MUNICIPALITY NAME) supports the work of the Association of Ontario Road Supervisors to develop a Municipal Equipment Operator Course to address this issue;

AND THAT, (INSERT MUNICIPALITY NAME) calls on the Province of Ontario's Ministry of Labour, Training, Immigration and Skilled Trades to fully fund the Municipal Equipment Operator Course in 2024 through the Skills Development Fund;

AND THAT, a copy of this resolution be sent to the Minister of Labour, Training, Immigration and Skilled Trades David Piccinni, (INSERT MUNICIPALITY'S NAME)'s Member of Provincial Parliament (INSERT LOCAL MPP NAME) and the Association of Ontario Road Supervisors.



City of Stratford, Corporate Services Department

Clerk's Office City Hall, P. O. Box 818, Stratford, Ontario N5A 6W1 Tel: 519-271-0250, extension 5237 Email: clerks@stratford.ca Website: www.stratford.ca

December 19, 2023

Sent via e-mail: chrystia.freeland@parl.gc.ca

Honourable Chrystia Freeland, Minister of Finance of Canada 344 Bloor Street West Suite 510 Toronto, Ontario M5S 3A7

Dear Honourable Chrystia Freeland, Minister of Finance of Canada:

Re: Resolution – CEBA Loan Businesses

At the November 27, 2023, Stratford City Council meeting, correspondence from the Downtown Stratford Business Improvement Area regarding more business support for CEBA loan businesses was provided for endorsement as part of the Consent Agenda (CA-2023-141). Enclosed with this letter is a copy of the correspondence received.

At the meeting, Council adopted the following resolution:

R2023-520

THAT CA-2023-141, being correspondence from the Downtown Stratford Business Improvement Area regarding more business support for CEBA Ioan businesses, be endorsed;

AND THAT a copy of this resolution be forwarded to Chrystia Freeland, Minister of Finance of Canada, John Nater, Perth-Wellington MP, and all municipalities in Ontario for endorsement.

Sincerely, *T. Dafoe* Tatiana Dafoe, Clerk Enclosed – as referenced above

/vt

cc: John Nater, MP Perth-Wellington Jamie Pritchard, General Manager of the Downtown Stratford BIA Ontario Municipalities

DOWNTOWN S T R A T F O R D

November 17, 2023

Hon. Chrystia Freeland, Finance Minister 510-344 Bloor Street W Toronto, Ontario M5S 3A7

Subject: The Downtown Stratford Business Improvement Area (DTSBIA) is Urging the Federal Government to Provide More Business Support for CEBA loan Businesses.

Dear Hon. Chrystia Freeland, Finance Minister,

The Downtown Stratford BIA was grateful to see some movement regarding the CEBA loans. However, after reviewing the new forgivable portion of the loans, in the announcement, the feedback from our partners, stakeholders, and members, all echoed the message that more needs to be done to lessen bankruptcies, vacancies and the subsequent increase in social issues in our community.

Tourist areas, such as Stratford, were the hardest hit by the pandemic as the stoppage of the revenue streams hit our entertainment industry and the ripple effect spilled over into restaurants, retail, and service providers. The Stratford economy was halted.

According to a 2023 report, taken from Statistics Canada's website, small businesses are major contributors to the Canadian economy. In 2022, businesses with 1 to 99 employees comprised 98.0% of all employer businesses in Canada and employed 10.7 million individuals which is almost two-thirds (63.0%) of all employees. By comparison, businesses with 100 to 500 employees, employed 3.6 million individuals (21.0% of employees) and businesses with more than 500 employees employed 2.7 million individuals (16.0% of employees) in Canada. As such, smaller businesses play an important role in employing Canadians and are a significant driver in shaping the economy.

Downtown Stratford is not made up of large corporate chains that can balance out their revenue shortfalls in a tourist area with other larger metropolitan locations that have recovered much quicker. For the most part our restaurants and shops are sole proprietorships and entrepreneurs who are fighting to keep their doors open. As the pandemic fades, elsewhere, the aftermath in tourist cities, like Stratford, hangs on. In addition Stratford businesses are facing a raft of new challenges: the cost-of-living crisis, rising prices, increased labour costs, supply disruptions, and climate events – the list goes on and on.

These new challenges and increased costs all end up raising the prices that businesses have to charge for their goods and services. This increase means both the Provincial and Federal Governments are benefiting from more tax revenue on these increased prices. The only ones not winning are the business owners as margins are shrinking with efforts to remain competitive in this difficult marketplace

For the businesses that are being crushed with heavy debt and operating in an economic sector that has been hit hard, we see closures. In Stratford Downtown alone we have 15 business closures (11 of which

Page 10 of 24 **DOWNTOWN S** T R A T F O R D

were hospitality businesses) to date in 2023, when looking from the start of the pandemic we have had 35 closures. Currently there are 9 of our downtown businesses that have been for sale for a number of months as owners try to escape debt. As well as there have been dozens of other small business closures in the City of Stratford in 2023. These closures represent hundreds of jobs lost with well over a hundred in the last week alone.

These lost jobs cost all levels of government revenue in taxes and an increased cost in social services to help them transition into a new career. These funds would be better served to reduce unemployment in Stratford with the businesses that grow our economic infrastructure

To limit or minimize the number of vacancies and bankruptcies affecting our downtown businesses, the Downtown Stratford BIA respectfully requests businesses pursuing the announced five percent (5%) loan also qualify for forgiveness on the forgivable portions of the loan. Of importance to note many businesses do not qualify for a loan due to the current debt load that they are dealing with. Banks and even private loan companies are not lending funds to businesses in the hospitality business (restaurants, cafes, and accommodators) even with buildings and properties as collateral. These sectors are being deemed as high risk. Businesses face remortgaging or taking out high interest rate second mortgages on their homes putting their entire existence in jeopardy.

Therefore, we are calling upon the Federal Government to Extend the full CEBA program deadline by extending the forgiveness (up to \$20,000 of the maximum \$60,000) deadline for businesses to coincide with the new repayment deadline of December 31, 2026. Let our entrepreneurs have a fighting chance.

Sincerely,

DocuSigned by: Shawn Maluen 8513E3A4EEB74C8

Shawn Malvern Chair of the Board of Directors DTSBIA

on behalf of the Downtown Stratford Business Improvement Area (DTSBIA)



Legislative Services Jaclyn Grossi 905-726-4768 clerks@aurora.ca

Town of Aurora 100 John West Way, Box 1000 Aurora, ON L4G 6J1

December 19, 2023

The Right Honourable Justin Trudeau Prime Minister of Canada 80 Wellington Street Ottawa, ON K1A 0A2

The Honourable Doug Ford, Premier of Ontario Premier's Office, Room 281 Legislative Building, Queen's Park Toronto, ON M7A 1A1 Delivered by email justin.trudeau@parl.gc.ca

Delivered by email premier@ontario.ca

Dear Prime Minister Trudeau and Premier Ford:

Re: Town of Aurora Council Resolution of December 12, 2023 Motion 10.3 – Councillor Gilliland; Re: Community Safety and Inciteful Speech

Please be advised that this matter was considered by Council at its meeting held on December 12, 2023, and in this regard, Council adopted the following resolution:

Whereas there has been an escalation in terrorist activity and unrest around the world that has triggered homeland rallies and advocacy that supports inciteful actions, which are causing uncertainty and unsafe feelings in our own country; and

Whereas inciteful speech is knowingly being utilized to create division, manipulation and spread misinformation, which could be defined as violent extremist propaganda and encouraging violent crimes; and

Whereas any loss of innocent civilian life is unacceptable and tragic; and

Whereas other local municipal councils and residents in Aurora have expressed concerns of uncertainty and safety who are asking for peace, protection and security; and

Whereas law exists to help maintain public safety, security, peace and order in society, and in Canada, where the responsibility for criminal justice is shared between the Federal, Provincial and territorial governments; and

Whereas it is important to protect our general freedoms of speech, while respecting the principles to protect and respect human rights, whether in

person or in a free, open and secure internet, and to ensure transparency and accountability;

- 1. Now Therefore Be It Hereby Resolved That the Town of Aurora acknowledges that residents in the community have expressed feelings of uncertainty and safety concerns, due to the recent global unrest, and condemns all acts of terror and violence resulting in loss of life or injury; and
- 2. Be It Further Resolved That the Town of Aurora call on all levels of government to acknowledge this uncertainty and safety concerns in Canada and look to strengthening their available tools to deny inciteful speech that encourages violent extremists the ability to publicly manipulate, advocate, and incite violence or physical harm to another human being, whether it be online or in person; and
- 3. Be It Further Resolved That Council encourages our community and diverse local leaders of faith to bring the community together to promote peace, healing and understanding during this difficult time; and
- 4. Be It Further Resolved That a copy of this resolution be provided to both the Federal and Provincial government and all municipalities in Ontario.

The above is for your consideration and any attention deemed necessary.

Sincerely,

Jaclyn Grossi Deputy Town Clerk The Corporation of the Town of Aurora

JG/lb

Attachment (Council meeting extract)

Copy: All Ontario Municipalities



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

Council Meeting Extract

Tuesday, December 12, 2023

10. Motions

10.3 Councillor Gilliland; Re: Community Safety and Inciteful Speech

Moved by Councillor Gilliland Seconded by Councillor Gaertner

Whereas there has been an escalation in terrorist activity and unrest around the world that has triggered homeland rallies and advocacy that supports inciteful actions, which are causing uncertainty and unsafe feelings in our own country; and

Whereas inciteful speech is knowingly being utilized to create division, manipulation and spread misinformation, which could be defined as violent extremist propaganda and encouraging violent crimes; and

Whereas any loss of innocent civilian life is unacceptable and tragic; and

Whereas other local municipal councils and residents in Aurora have expressed concerns of uncertainty and safety who are asking for peace, protection and security; and

Whereas law exists to help maintain public safety, security, peace and order in society, and in Canada, where the responsibility for criminal justice is shared between the Federal, Provincial and territorial governments; and

Whereas it is important to protect our general freedoms of speech, while respecting the principles to protect and respect human rights, whether in person or in a free, open and secure internet, and to ensure transparency and accountability;

- Now Therefore Be It Hereby Resolved That the Town of Aurora acknowledges that residents in the community have expressed feelings of uncertainty and safety concerns, due to the recent global unrest, and condemns all acts of terror and violence resulting in loss of life or injury; and
- 2. Be It Further Resolved That the Town of Aurora call on all levels of government to acknowledge this uncertainty and safety concerns in Canada and look to strengthening their available tools to deny inciteful

speech that encourages violent extremists the ability to publicly manipulate, advocate, and incite violence or physical harm to another human being, whether it be online or in person; and

- 3. Be It Further Resolved That Council encourages our community and diverse local leaders of faith to bring the community together to promote peace, healing and understanding during this difficult time; and
- 4. Be It Further Resolved That a copy of this resolution be provided to both the Federal and Provincial government and all municipalities in Ontario.

Yeas (7): Mayor Mrakas, Councillor Weese, Councillor Gilliland, Councillor Gaertner, Councillor Thompson, Councillor Gallo, and Councillor Kim

Carried (7 to 0)



19 Holland Rd W. RR.#1 Kakabeka Falls, ON POT 1W0

www.conmee.com

On December 19th 2023, Council passed the following resolution at its regular meeting:

RESOLUTION 2023-0247 Moved by Councillor Arnold Seconded by Councillor Halvorsen

WHEREAS duly elected Officials of a Municipality, or a Township are expected to be above reproach and to conduct themselves with integrity, truth, justice, honesty, transparency and courtesy.

AND WHEREAS there are people of dubious character who have a Criminal Record, having been convicted of a Federal Offence of any of the Federal Statutes of Canada, but not limited to the Criminal Code or Narcotic Control Act, who are currently on Council of a Municipality or have let their name stand for election for Mayor, Reeve or Councillor as a municipal candidate.

NOT WITHSTANDING the provisions of the Ontario Human Rights Code

THEREFORE BE IT RESOLVED that the Township of Conmee lobby the Provincial Government to amend The Municipal Act and Municipal Elections Act, as may be, so that people with a criminal record who have not had their record pardoned from the RCMP Data Base by order of the Governor General of Canada, be prohibited from becoming a candidate in municipal elections or holding office in municipal council

AND THAT an elected local government official be disqualified from office upon conviction of a criminal offense and must resign

AND THAT Council of the Township of Conmee direct the Clerk to send a copy of this resolution to the Ontario Premier Doug Ford, Attorney General Doug Downey, Solicitor General Michael Kerzner, Minister of Municipal Affairs Paul Calandra, MPP Kevin Holland, MPP and Leader of the Official Opposition Marit Stiles, MPP and Critic of the Attorney General Kristyn Wong-Tam, MPP and Critic of Solicitor General John Vanthof, MPP and Critic of Municipal Affairs Jeff Burch, Association of Municipalities of Ontario, Rural Ontario



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www.conmee.com

Municipal Association, Northern Ontario Municipal Association, Thunder Bay District Municipal League, and all Ontario municipalities CARRIED





Sent via email: <u>premier@ontario.ca</u> <u>minister.mto@ontario.ca</u>

January 15, 2024

Hon. Doug Ford Premier of Ontario

Hon. Prabmeet Sarkaria Minister of Transportation

Dear Premier Ford and Minister Sarkaria:

On January 9th, 2024, Council for the Town of Mono passed the following resolution declaring a **Road Safety Emergency**, calling on the province to take action to address traffic safety though measures including public education, increased Highway Traffic Act fines and expanded use of Automated Speed Enforcement.

<u>Resolution #4-1-2024</u> Moved by Elaine Capes, Seconded by Melinda Davie

WHEREAS road safety is of continuing and increasing concern to Ontarians;

AND WHEREAS, the number of traffic collisions, injuries and fatalities are at unacceptable levels[i];

AND WHEREAS, recent statistics and media reports show increasing fatalities and police roadway activities[ii];

AND WHEREAS, speeding is a leading contributing factor in many accidents including fatalities[iii];

AND WHEREAS, fines for basic speeding have not increased for three decades or more thus losing at least 50% of their deterrent value through inflation;

AND WHEREAS, over 60% of all other Highway Traffic Act (HTA) Set Fines remain at \$85, an amount also suggesting no increase in decades[iv];

AND WHEREAS, municipalities are frustrated in their attempt to roll out Automated Speed Enforcement (ASE) with current rules that restrict it to less than 80 km/h speed zones and make it contingent upon declaring Community Safety Zones where not warrant except to use ASE; **AND WHEREAS**, Administrative Monetary Penalties (AMPs) are the logical and efficient means of dealing with offences including parking violations, red light camera infractions and ASE charges, the Regulations involving its use are mired in red tape leading to unnecessary complexity and cost.

BE IT RESOLVED that we call on other municipalities and the Province of Ontario to recognize a Road Safety Emergency and take the following actions;

- 1. Launch a province wide road safety educational program to be funded from a portion of monies currently spent by the Ontario Lottery and Gaming Corporation (OLG) to advertise games of chance and lotteries in Ontario.
- 2. Review and increase all HTA fines and penalties to reflect a deterrent amount and consequence that sends a message that driving is a privilege subject to conditions.
- 3. Permit municipalities to deploy ASE in 80 km/h zones or less without having to declare Community Safety Zones and without onerous conditions.
- 4. Establish a Working Group with municipalities to identify and recommend elimination of regulatory red tape associated with the use of ASE and AMPs.
- 5. Develop mechanisms that ensure POA fines and penalties do not lose their deterrent effect over time.
- 6. Work with municipalities to create better means of collecting outstanding POA fines and Victim Surcharge monies estimated to exceed \$1 billion as far back as 2011[v].

"Carried"

[i] The Preliminary 2022 Ontario Road Safety Annual Report indicates a total of 25,165 fatal and personal injury collisions and of that, some 530 fatal collisions (3.9 persons per 100,000 in Ontario).

[ii] https://www.caledonenterprise.com/news/map-fatal-collisions-nearly-doubled-in-caledonin-2023/article_3131acaf-acae-5b21-bee4-a67a33600c33.html. Since publication of this article, the number of Caledon fatalities has increased to nearly 20 last year. The Town of Mono has experienced an explosion of traffic stop occurrences, up over 300% since 2019.

[iii] Speeding convictions account for over 50% of all HTA convictions - see <u>https://www.ontariocourts.ca/ocj/statistics/</u>.

[iv] https://www.ontariocourts.ca/ocj/provincial-offences/set-fines/set-fines-i/schedule-43/.

[v] http://oapsb.ca/wp-content/uploads/2021/05/OAPSB-POA-WHITE-PAPER-FINAL-1-Nov-2011.pdf. This report, prepared by the Ontario Association of Police Services Boards,

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suggests a number of effective mechanisms to collect unpaid fines including garnishment of Federal income tax refunds and other payments as is currently done in other provinces.

Respectfully,

Fred Simpson, Clerk

Copy: Minister of Finance Honourable Sylvia Jones, Dufferin-Caledon MPP Association of Municipalities of Ontario All Ontario municipalities



RESOLUTION 0001-2024 adopted by the Council of The Corporation of the City of Mississauga at its meeting on January 17, 2024

0001-2024

Moved by: D. Damerla

Seconded by: M. Reid

WHEREAS the administration of residential tenancies in Ontario is generally the prerogative of the Provincial Government;

AND WHEREAS Mississauga has over 71,000 tenant households and 27% of its population are tenants;

AND WHEREAS the Landlord and Tenant Board (LTB) is an adjudicative tribunal created by the Provincial Government to resolve disputes between landlords and tenants through mediation or adjudication, resolve eviction applications from co-ops, and provide information to landlords and tenants about their rights and responsibilities;

AND WHEREAS the LTB offered in-person services at its regional location at 3 Robert Speck Parkway in Mississauga, offering daily on-site mediation, tenant duty counsel services, counter staff services for Mississauga residents, and hearings were scheduled for addresses located in Mississauga and Brampton five days per week;

AND WHEREAS the LTB moved to a remote service model in September 2020 and two months later decided to permanently remove all in-person services post pandemic;

AND WHEREAS this decision has created a digital divide for people living in rural and remote areas, people living with poverty who do not have sufficient broadband or devices to participate, people who do not speak French or English, survivors of intimate partner violence where home is not a safe space to conduct a hearing, and individuals with disability, literacy, or numeracy challenges, with the Advocacy Centre of Tenants Ontario finding in 2021 that 55.6% of tenants participated by phone compared to only 26% of landlords;

AND WHEREAS the LTB in 2018 allowed the terms of experienced adjudicators to elapse which created an adjudicator shortage creating delays that drew the Ombudsman of Ontario to investigate the Board such that in January 2020, landlords were waiting 7 weeks and tenants 8 weeks for their hearings;

AND WHEREAS the backlog was 22,803 cases when the investigation was announced in January 2020, the removal of in-person services and other operational decisions increased the backlog to 53,057 cases by March 2023. Some of those operational decisions included;

1) Removing regional scheduling and having disputes from across the province heard at every hearing block which precluded adjudicators from understanding the local

housing conditions and becoming familiar with the parties in order to issue just decisions;

2) Toronto and Ottawa matters are heard most often at the LTB with Mississauga applications given less priority, and homelessness prevention programs could no longer efficiently help residents without a hearing block dedicated to them;

3) The permanent closure of the regional office in Mississauga and elsewhere has slowed the LTB's ability to address urgent matters, parties cannot easily access documents without overcoming several digital barriers, and residents can not ask questions from knowledgeable and experienced staff to ensure that simple mistakes are caught prior to the day of their hearing;

4) Only select virtual hearing blocks are assigned mediators and moderators (virtual concierge helps participants on the day of their hearing to navigate the process) leaving adjudicators by themselves to manage the virtual waiting area, move people to breakout rooms and adjudicate the complex matters before them;

5) Where there are multiple applications regarding the same address they are heard in separate hearing blocks and assigned to different adjudicators which is both inefficient and creates a situation where unfair and inconsistent outcomes may arise;

6) Hallway conversations that used to resolve a large number of applications before proceeding to adjudication are no longer possible with virtual hearings with most matters proceeding directly for adjudication and increasing the Board's backlog;

AND WHEREAS the Ombudsman released its report in May 2023 and found that

1) "A significant number of tenants, in contrast to landlords, do not have access to video technology and must participate in hearings by phone," while the landlord and the adjudicators are in a video hearing room. Some tenants lack access to phones, rendering their participation in virtual hearings impossible without accommodation (Ombudsman's report, para. 198);

2) Virtual hearings are "chaotic," with participants struggling and sometimes failing to join their hearing, or "losing audio connection part way through." Adjudicators reported being unable to find and share documents on screen during a hearing. People are inappropriately placed on mute. Tenants cannot review documents when the landlord presents them and cannot share their screen if they have relevant evidence to rebut the landlord's evidence (Ombudsman's report, para. 215-220);

3) Delays in issuing Orders. The former Associate Chair admitted, "this is not ideal – let me be clear. We used to do 4 [days to issue orders], now we're at 30. We have a serious problem." (Ombudsman's report, para. 238);

4) Landlord applications took an average of 6 to 9 months to be heard but tenant applications about maintenance and tenants' rights issues took up to 2 years with some applications from 2017 yet to be resolved. (Ombudsman's Report, para. 6);

5) It was unconscionable to permit tenant applications to lie dormant for up to six years. "The official said the Board generally prioritized scheduling of landlord applications to reduce the backlog, because it could hear more applications in the available time. While tenant applications may be more time intensive, this does not justify shelving them in order to process landlord matters that can be more expeditiously disposed of. The Board should immediately triage the outstanding tenant matters"; (Ombudsman's report, para. 148);

AND WHEREAS the Ombudsman concluded that "[d]espite the dozens of specific recommendations I have already made, addressed at improving efficiencies ... at virtually every stage, I believe that more is required...Over the past few years, the Board has proven itself unequipped for the task of reducing its extraordinary backlog of applications..[the] Board is fundamentally failing in its role of providing swift justice to those seeking resolution of residential landlord and tenant issues." (para. 306)

AND WHEREAS delivering computers or flip phones to parties and introducing an IT support line this year is insufficient to overcome the digital divide experienced by self-represented tenants when in-person services were taken away from their communities;

AND WHEREAS we have a housing crisis that is evidenced by the following:

1) In Canada, more than 235,000 people experience homelessness in any given year, and 25,000 to 35,000 people may be experiencing homelessness on any given night;

2) From 2022 to 2023, "Asking Rents" have increased across Ontario by from 10% to 35%, with 31.4% of Ontario's renters being in core housing need;

3) In Mississauga, 39% (compared to 38% in Ontario) of renters spend more than 30% of their household income on rent, 17% (compared to 15% in Ontario) spend more than 50% of their household income on rent;

4) There has been an increase in all notices of eviction because of rapidly escalating rental prices, vacancy decontrol, and the impact of financialized housing;

5) Hearing delays at the LTB create larger arrears, which results in tenants being ineligible for accessing rent banks and other programs for support. Larger rental arrears also increase operating debts for social housing providers placing their rent-geared-to-income program in jeopardy;

6) With the LTB in disarray, and our housing and preventing homelessness supports restricted due to the LTB's dysfunction, sustainable tenancies are lost. If a tenant is evicted from an affordable unit, that affordable unit is lost forever from the community because of vacancy decontrol;

AND WHEREAS homelessness and the housing crisis is felt most at the level of local government and the residents that they serve;

AND WHEREAS the LTB has failed and continues to fail in its stated role and process which has had an impact on residents across the province and on municipal human services which cannot compensate for the services and gaps created by the tribunal;

AND WHEREAS the Ministries of the Attorney General and of Municipal Affairs and Housing, the Premier of Ontario, and all Members of Provincial Parliament are mandated to provide a fair and efficient landlord and tenant adjudicative process that does not contribute to increased homelessness, but supports all tenants and in particular low-income residents, vulnerable people, and other equity-seeking individuals escape poverty, precarious housing, and systemic disadvantage;

AND WHEREAS in 2019 the Provincial government cut Legal Aid Ontario funding in the amount of \$130 million;

NOW THEREFORE IT BE RESOLVED

1) Council send a letter to Mississauga MPPs, the Attorney General, the Minister of Municipal Affairs and Housing, the Premier of Ontario (and all municipalities in Ontario), Tribunals Ontario, and the Landlord and Tenant Board highlighting the impact that the LTB's decision to remove all in-person services has had on Mississauga residents and the current housing crisis;

2) Request that the Government of Ontario immediately move forward on all 61 recommendations of the Ombudsman's Report;

3) Request that Tribunals Ontario bring back in-person hearings to ensure effective access to justice for all participants, at the same time permitting digital access where both parties are agreeable;

4) Request that the LTB bring back regional scheduling to improve access to housing and homelessness supports, to provide better service for people living with poverty who do not have sufficient broadband or devices to participate in virtual hearings, people who do not speak French or English, survivors of intimate partner violence where home is not a safe space to conduct a hearing, and individuals with disability, literacy, or numeracy challenges, and so that Adjudicators will have increased familiarity with the community;

5) Request that the LTB reopen counter service at 3 Robert Speck Parkway and all LTB regional offices so that LTB staff can provide parties with documents on the day of the hearing, can provide immediate support to parties for emergency matters, can minimize delays as documents can be reviewed for minor errors when they are filed, and can provide support for applicants and respondents in-person and can refer parties to appropriate resources;

6) Request that LTB operations are improved by revising LTB Forms and Notices to ensure they are written in plain language, by mailing correspondence to parties in a timely manner as an alternative to logging on to the portal, by improving website navigation, by reinstating the essential participation of mediators at every LTB session, and by improving back-office processes to ensure relevant documents are included in the LTB Portal promptly;

7) Request that the LTB create a Navigator Program to assess remote hearing suitability, to inform tenants of Tenant Duty Counsel and other community supports (such as interpreters and homelessness prevention programs), and to offer mediation services prior to the LTB hearing, and;

8) Request that the LTB conduct an annual review of all of its processes to ensure that is providing fair and accessible services, and to publicly post the findings in a transparent manner.

9) That the Provincial government re-instate funding to Ontario Legal Aid services in the amount of \$130 million.

Recorded Vote	YES	NO	ABSENT	ABSTAIN
Councillor S. Dasko	Х			
Councillor A. Tedjo	Х			
Councillor C. Fonseca	Х			
Councillor J. Kovac	Х			
Councillor C. Parrish	Х			
Councillor J. Horneck	Х			
Councillor D. Damerla	Х			
Councillor M. Mahoney	Х			
Councillor M. Reid	Х			
Councillor S. McFadden			Х	
Councillor B. Butt	Х			

Carried (10, 0, 1 Absent)