



COMMITTEE OF THE WHOLE AGENDA

Date: Monday, January 27, 2020
Time: 6:00 P.M.
Location: Council Chambers, 3rd Floor East
Victoria Hall, Municipal Building
55 King Street West, Cobourg, Ontario


Inquiries & Accommodations: For inquiries about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact the Legislative Services Office, at 905-372-4301, or by email at clerk@cobourg.ca.

Alternate Format: The Town of Cobourg is committed to providing services as set out in the *Accessibility for Ontarians with Disabilities Act, 2005*. If you have accessibility needs and require alternate formats of this document please contact the Legislative Services Department by telephone 905-372-4301 or by e-mail at clerk@cobourg.ca or in person at Victoria Hall, First Floor.

Live Streaming Video: Live streaming video of Municipal Council meetings is available on the town's YouTube channel at which can be accessed on the Town of Cobourg Municipal website www.cobourg.ca.

Public Participation: Members of the public are encouraged to provide Council with their comments and questions. Delegations must be pre-arranged with the Municipal Clerk before the agenda is released on the prescribed [Delegation Request Form](#) no later than 1:00 P.M. on the Friday preceding the Council or Committee Meeting. Additionally, Members of the Public who wish to address Council to make informal inquiries or to comment on matters of municipal business may address Council during the Open Forum at the end of each Committee of the Whole Meeting.

All personal information related to Municipal Council Business is collected under *the Municipal Act, 2001*. Any personal information you choose to disclose in your correspondence will be used to receive your views on the relevant issue(s) to enable the Town to make its decision on the matter. This information will become part of the public record. Copies of Agendas, Minutes, Reports, By-laws and Resolutions are available at: <https://cobourg.civicweb.net/Portal/>

	THE CORPORATION OF THE TOWN OF COBOURG
	COMMITTEE OF THE WHOLE AGENDA
	Monday, January 27, 2020 at 6:00 P.M. Council Chambers, Victoria Hall, Cobourg

A Committee of the Whole meeting of the Cobourg Municipal Council will be held on Monday, January 27, 2020 at 6:00 p.m. in Council Chambers, Victoria Hall, Cobourg.

I CALL TO ORDER

II AGENDA ADDITIONS

1. Delegation, Troy Mills, Cobourg Resident, regarding door-to-door service for accessible transit in the Town of Cobourg;
2. Delegation, Keith Oliver, Cobourg Fitness Park Working Group, regarding the proposed fitness park;
3. Delegation, Lynn Taylor, Gwen Barnes and Miriam Mutton, Family Council - Golden Plough Lodge, regarding stretcher transportation services; and
4. Memo from the Municipal Clerk/Manager of Legislative Services, regarding the Court Security and Prisoner Transportation (CSPT) Program Agreement.

Action Recommended: THAT the matters be added to the Agenda.

III DISCLOSURE OF PECUNIARY INTEREST

IV PRESENTATIONS

1. Kelly Martel of MHBC Planning to provide an update to Council on the progress of the development of the Affordable and Rental Housing Community Improvement Plan (CIP) for Cobourg. 9 - 21

V DELEGATIONS

1. Troy Mills, Cobourg Resident, regarding door-to-door service for accessible transit in the Town of Cobourg. 22 - 23

2. Keith Oliver, Cobourg Fitness Park Working Group, regarding the proposed Fitness Park. 24 - 25
3. Lynn Taylor, Gwen Barnes and Miriam Mutton, Family Council - Golden Plough Lodge, regarding stretcher transportation services. 26 - 28

VI DELEGATION ACTIONS

VII GENERAL GOVERNMENT SERVICES

Chair, Deputy Mayor Séguin - General Government Services Coordinator

1. Memo from the Treasurer/Interim Chief Administrative Officer, regarding a Memorandum of Understanding between the Town of Cobourg and the Cobourg Dragon Boat and Canoe Club. 29 - 46

Action Recommended: THAT Council authorize the Chief Administrative Officer to execute the Memorandum of Understanding between the Corporation of the Town of Cobourg and the Cobourg Dragon Boat and Canoe Club as attached to this Report.

2. Memo from the Municipal Clerk Manager of Legislative Services, regarding the Town of Cobourg Taxicab By-law Review and Discussion on Transportation Network Companies - T.N.C.s and the Town of Cobourg Taxicab Public Engagement Report. 47 - 248

Action Recommended: THAT Council receive the Report for information; and

FURTHER THAT Council authorize Staff to incorporate regulations through by-law to regulate 'Transportation Network Companies' that provide an alternative transportation service within the Town of Cobourg in order to be prepared when this industry arrives in the Town of Cobourg; and

FURTHER THAT Council approve the staff recommendations to modernize the Taxicab Regulations that are outlined in the staff report and authorize the preparation of a by-law to be endorsed and presented to Council for adoption at a Regular Council Meeting to incorporate the changes into a new 'Private Transportation Regulating By-law'; and

FURTHER THAT Council direct Staff to develop and present detailed options to Council regarding regulations to help support the introduction of Accessible Taxicabs in the Town of Cobourg and direct Staff to invite and engage new and existing businesses to operate Accessible Taxis in the Town of Cobourg.

3. Memo from the Municipal Clerk/Manager of Legislative Services, regarding the Court Security and Prisoner Transportation (CSPT) Program Agreement. 249 - 279

Action Recommended: THAT Council authorize the preparation of a bylaw to be endorsed and presented to Council for adoption at a Regular Council meeting to authorize the Mayor and Municipal Clerk to execute an agreement between the Town of Cobourg and Her Majesty the Queen in Right of Ontario as represented by the Solicitor General, substantially in the form attached as Appendix "B" to the Staff Report and all ancillary and associated documents, to secure Provincial funding allocation for 2020 under the Court Security and Prisoner Transportation Program (CSPT) administered by the Solicitor General.

VIII PLANNING AND DEVELOPMENT SERVICES

Chair, Councillor Beatty - Planning and Development Services Coordinator

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|----|---|------------|---|
| 1. | Memo from the Director of Planning and Development, regarding the County of Northumberland/Town of Cobourg Affordable Housing Strategies (AHS). | 280
334 | - |
|----|---|------------|---|

Action Recommended: THAT Council receive the Report for information;

FURTHER THAT Council support the County of Northumberland's initiative to develop comprehensive strategies for lower tier municipalities to aid in the creation of new affordable housing units across the County; and

FURTHER THAT Council endorse the framework of recommended Actions and programs as outlined in the Town of Cobourg Affordable Housing Strategy and direct Staff to work collaboratively and in partnership with the County of Northumberland and its member municipalities, other levels of government, and key stakeholders to implement the Strategy to the fullest extent possible; and

FURTHER THAT staff provide Council with an annual report which summarizes the progress of the implementation of the Strategy.

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|----|--|------------|---|
| 2. | Memo from the Senior Planner - Development, regarding Detailed Plans for Draft Plan of Subdivision Clearance: East Village - Phase 5 - Engage Engineering/JMCD Holdings. | 335
340 | - |
|----|--|------------|---|

Action Recommended: THAT Council receive and refer the Detailed Plans for Draft Plan of Subdivision Clearance: East Village - Phase 5 to the Planning Department for a Report.

- | | | | |
|----|---|------------|---|
| 3. | Memo from the Senior Planner - Development, regarding a Severance Agreement for 163 Sydenham Street, Cobourg - Katharine Ann Spavins. | 341
348 | - |
|----|---|------------|---|

Action Recommended: THAT Council receive the Report for information; and

FURTHER THAT Council authorize the preparation of a by-law to be endorsed and presented to Council for adoption at a Regular Council Meeting to authorize the Mayor and Municipal Clerk to execute a Severance Agreement

with Katharine Ann Spavins for the development of a new residential lot on the property known municipally as 163 Sydenham Street, subject to the finalization of details by municipal staff and applicable agencies.

4. Memo from the Secretary of the Heritage Advisory Committee, regarding a motion of support for a Natural Heritage Waterfront Park at the Cobourg Harbour. 349

Action Recommended: THAT Council receive the Memo for information purposes.

5. Notice of Hearings of the Committee of Adjustment and Planning Staff Reports regarding: 350 - 383

File No. A-08-19 415 King Street West, Cobourg (Glover & Co. Inc. & AMR Investments Inc.)

File No. A-08-19 30 James Street West, Cobourg (Catherine Taylor)

Action Recommended: THAT Council receive the Notices and Reports for information purposes.

6. Memo from the Secretary of the Heritage Advisory Committee, regarding the 2019 Town of Cobourg Heritage Conservation Awards. 384

Action Recommended: THAT Council receive the Memo for information; and

FURTHER THAT Council formally award the recipients of the 2019 Town of Cobourg Heritage Conservation Awards at the February 18, 2020 Committee of the Whole Meeting.

IX PUBLIC WORKS SERVICES

Chair, Councillor Darling - Public Works Services Coordinator

1. Memo from the Director of Public Works, regarding the unfinished business item 'Wheels Transit Options for Boarding/Disembarking'. 385 - 391

Action Recommended: THAT Council endorse the following options recommended by Staff for consideration in the 2020 budget deliberations:

Option 2: Retro Fit Current Vehicle - InQLine Assist Winch; and

Option 3: Retro Fit Current Vehicle - Grab and Stability Bar.

AND FURTHER THAT Option 1 being to Purchase a New Vehicle to use as main Wheels bus, be referred to the Accessibility Advisory Committee for further consideration upon receiving confirmation of transit funding for rolling stock.

2. Memo from the Environmental Services Manager, regarding the awarding of Contract for Biosolids Haulage. 392 -
393

Action Recommended: THAT Council award the Contract for Biosolids Haulage to Enviroland Services Inc. for the 2020 and 2021 haulage seasons, at the lowest cost at \$11.00 per cubic meter.

X PARKS AND RECREATION SERVICES

Chair, Councillor Chorley - Parks and Recreation Services Coordinator

1. Memo from the Secretary of the Parks and Recreation Advisory Committee, regarding the Urban Forest Management Plan – Community Stewardship Coordinator Position. 394

Action Recommended: THAT Council receive the Memo for information purposes.

2. Memo from the Secretary of the Parks and Recreation Advisory Committee, regarding an increase in the 2020 budget for tree planting. 395

Action Recommended: THAT Council receive the Memo for information purposes.

XI PROTECTION SERVICES

Chair, Councillor Burchat - Protection Services Coordinator

1. Memo from the Municipal Clerk/Manager of Legislative Services, regarding the Joint Animal Control Municipal Services Board (JACMSB) - Notice of Agreement Termination. 396 -
428

Action Recommended: THAT Council receive the Report for information; and

FURTHER THAT Council provide direction to staff to exercise the Town's option to withdraw from the Board and terminate participation in the Joint Animal Control Municipal Service Board (JACMSB) program by providing twenty-four (24) months written notice pursuant to section 30.4 of the Joint Animal Control Municipal Services Board Agreement; and

FURTHER THAT Council direct the Municipal Clerk to send correspondence to the Joint Animal Control Municipal Services Board to inform the Board that the two (2) year notice has been established by the Town of Cobourg to take effect on the final resolution passing date; and

FURTHER THAT Council direct the Municipal Clerk to provide a report to Council within the two (2) year notice period and prior to the exiting of the agreement to explain and provide an overview on the proposed operational

model by the Town's By-law Enforcement Department in order to provide all Animal Control Enforcement internally for the residents of the Town of Cobourg.

XII ARTS, CULTURE AND TOURISM SERVICES

Chair, Councillor Bureau - Arts, Culture and Tourism Services Coordinator

1. Memo from the Secretary of the Sustainability and Climate Change Advisory Committee (SCCAC), regarding the SCCAC's request to support other Advisory Committees in the Town of Cobourg. 429 - 431

Action Recommended: THAT Council endorse the comments of the Sustainability and Climate Change Advisory Committee (SCCAC) and authorize and request other Advisory Committees of the Town of Cobourg to work with the SCCAC to discuss the climate emergency we are facing and to work with the SCCAC to develop guidance on climate crisis measures the respective Advisory Committees would consider when fulfilling their mandate.

XIII UNFINISHED BUSINESS

The items listed in the order of the topics set out in the agenda of prior meetings which have not been disposed of by Council and the date of their first appearance on the agenda shall be noted and repeated on each subsequent agenda until disposed of by Council, unless removed from the agenda by leave of Council. - Council Procedural By-law No. 009-2019.

Unfinished Business Item	Meeting Date	Department/Division	Deadline Date
Report on procedural, contractual or budgetary requirements to sustain door-to-door service that includes boarding and disembarking assistance for the accessible transit system.	25-11-19	Public Works	Jan 27, 2020
Traditional Land Acknowledgment Statement to be read at Council Meeting	05-13-19	Legislative Department	Jan 27, 2020
Report on the proposed Natural Heritage Waterfront Park proposed by the Willow Beach Field Naturalist	11-04-19	Community Services	Feb 9, 2020
Terms of Reference regarding a social planning and/or Community Development Advisory Committee, regarding affordable housing. (Originally due November 25, 2019)	01-28-19	Legislative Department	Feb 18, 2020
Information requested regarding Emergency Shelters Downtown Cobourg (County of Northumberland and CPSB).	02-12-19	Multiple Departments/ Organizations	Feb 18, 2020
Staff Report in response to the Lifesaving Society's Aquatic Safety Audit Report for the Town of Cobourg Harbour, with input from the PRAC and all user groups.	09-23-19	Community Services	Mar 2020

Staff Report outlining the process and requirements to become a Certified Living Wage Employer.	12-02-19	CAO	Mar 9, 2020
Report outlining suggestions for enhancing the amenities for anglers and the regulation of fishing-related activities at the Cobourg Marina	09-03-19	Community Services	Apr 30, 2020
Report in response to the LUSI request regarding the Radio Frequency Water Meter Replacement Program.	01-06-20	CAO	Jun 2020
Revisions to the Long Service Recognition Policy from General Government Services.	09-23-19	Human Resources	

XIV COMMITTEE OF THE WHOLE OPEN FORUM

XV CLOSED SESSION

1. THAT Council meet in Closed Session in accordance with Section 239 of the *Municipal Act, 2001*, regarding:

s. 239(2)(b) Personal matters about an identifiable individual, including municipal or local board employees:

1. Personnel Matter

XVI ADJOURNMENT

TOWN OF COBOURG

COMMUNITY IMPROVEMENT PLAN FOR AFFORDABLE AND RENTAL HOUSING

PHASE #1 UPDATE TO TOWN COUNCIL

JANUARY 27, 2020
VICTORIA HALL
55 KING STREET WEST



OVERVIEW

Recap 1

Local Context 2

Best Practices in Ontario 3

Stakeholder Consultation 4

Economic Analysis 5

Recommendations & Focus Areas 6



Cobourg Affordable & Rental Housing CIP Open House

WHAT IS A COMMUNITY IMPROVEMENT PLAN?

A **Community Improvement Plan (CIP)** is a plan that sets a framework for revitalization, redevelopment, and renewal of an area with programs to help make those improvements happen. Under the **Planning Act**, municipalities identify areas and policies for CIPs in their **Official Plan**.

Objectives

The objectives of a CIP are typically:

- To target areas in need of repair and rehabilitation
- To improve social and economic conditions
- To facilitate positive community change
- To stimulate private sector investment through municipal incentive programs

Programs

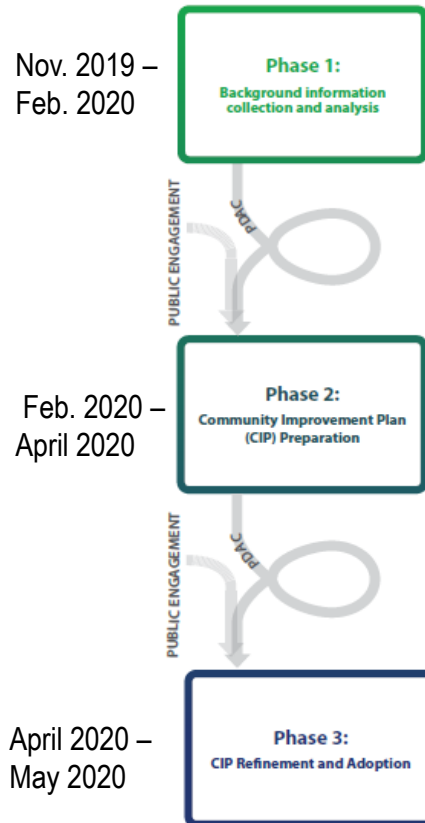
A range of programs can be implemented through a CIP:

- Municipally driven programs such as park or streetscape improvements
- Incentive-based programs in the form of grants, loans and/or property tax assistance which can be geared toward revitalization efforts

Developing a CIP focused on affordable and rental housing was identified as a priority by Town Council and is why we are working toward one now. Secondary areas of interest include accessibility/universal design, sustainability, brownfield redevelopment



OUR WORK PLAN



Phase 1 goals are to:

- Work collaboratively with the Town's Project Team and Planning and Development Advisory Committee (PDAC);
- Develop a Communications & Public Engagement Plan;
- Host an initial engagement session;
- Conduct background research, including a best practice review;
- Conduct Stakeholder interviews;
- Conduct an economic analysis of available tools; and
- **Host a Community Open House**
- **Develop a Background & Options Report**

We are here

Phase 2 goals are to:

- Prepare an initial Draft CIP comprised of goals, objectives, vision, financial incentives strategy and implementation & monitoring
- Meet with Town Staff, PDAC, stakeholders and the public to revise the Draft CIP based on feedback
- Host a Community Open House
- Prepare a Draft By-law to implement the CIP
- **Finalize a Draft CIP**

Phase 3 goals are to:

- Meet with Town Staff and PDAC to further refine the CIP and implementing By-law
- Host a Community Open House and Council Public Meeting
- Prepare a final CIP and implementing By-law
- Present final report and recommendation to Town Council
- Have Town Council recommend the CIP and By-law during a Spring 2020 Council Meeting
- **Implement the CIP!**

HOUSING SUPPLY

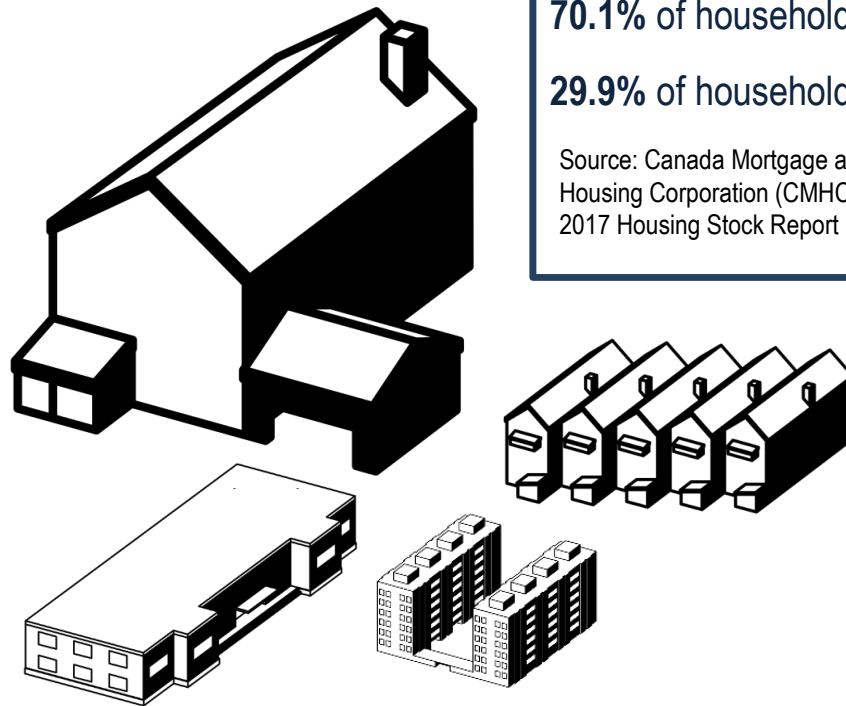
Single-detached: **59%**

Semi-detached,
rowhouse, or duplex: **18%**

Apartment with less
than 5 storeys: **19%**

Apartment with more
than 5 storeys: **4.2%**

Source: Canada Mortgage and Housing Corporation (CMHC) 2017 Housing Stock Report



70.1% of households own*

29.9% of households rent*

Source: Canada Mortgage and
Housing Corporation (CMHC)
2017 Housing Stock Report

HOUSING SUPPLY

Rental Vacancy Rate and Average Rents Primary Rental Market (October 2019)

	Vacancy Rate	Average Rent
Bachelor	n/a (October 2018 reported 0.0%)	n/a (October 2017 reported \$690)
1-bedroom	0.4%	\$871
2-bedroom	1.1%	\$1,181
3-bedroom	0.0%	\$1,279
TOTAL	0.8%	\$1,121

Source: Canada Mortgage and Housing Corporation (CMHC) 2019 Housing Stock Report

BEST PRACTICES - KEY FINDINGS

Based on the related CIPs reviewed, a number of common themes, elements and incentive programs emerged that may be useful as the Cobourg Affordable Housing CIP study progresses. These include:

Common Program Structure:

1

CIP agreements are required to be entered into with participating land owners

2

CIP eligible areas are located within highly urban or dense locations

3

Affordability for both rental and ownership follows the PPS definition

Common Financial Incentives:

4

Exempting **municipal planning fees** related to development applications

5

Development Charge incentives such as waivers, reductions and deferrals

6

Tax Increment Equivalent Grants

PUBLIC FEEDBACK



Ideas shared at kick off meeting (December 5, 2019)

- Streamlined/fast tracked approvals and financing for conversions, retrofits and upgrades identified as the top priority
- Development charge waivers, tax incentives and application fee reductions also identified
- Other ideas included donate surplus municipal land, utilize public-private partnerships, provide housing supports



Ideas submitted through Town's website:

- Spread housing and services across the entire Town to ensure there is an even mix
- Support for tax incentives, financing (grants/loans) for conversions, retrofits and upgrades

1st Open House held on January 23, 2019

STAKEHOLDER INTERVIEWS

NORTHUMBERLAND AFFORDABLE HOUSING COMMITTEE

- 1 Increase Housing Options
- 2 Incorporate Design, Sustainability and Supports in Affordable Housing
- 3 Consider a Tiered Approach
- 4 Streamline Development Approvals Processes
- 5 Use a Town-wide approach
- 6 Incentivize Shelter Development
- 7 Educate Against Stigmas Associated with Affordable Housing

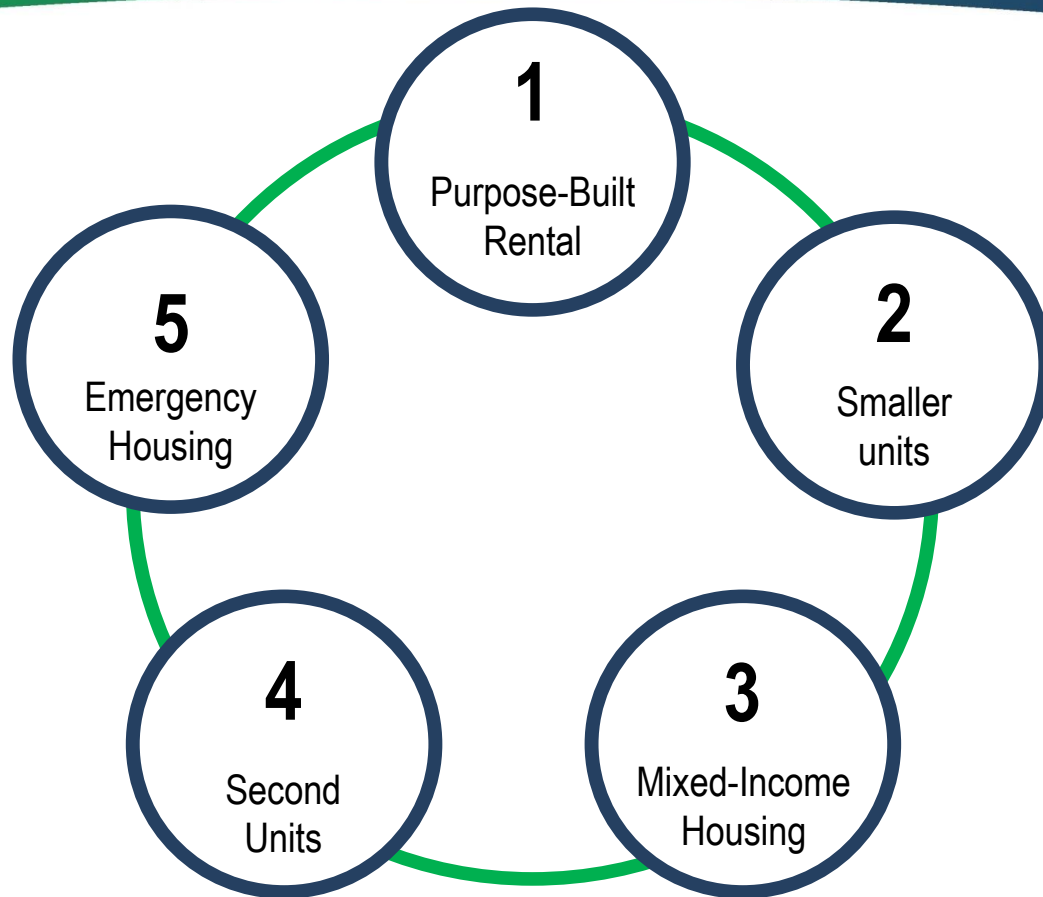
DEVELOPER/REAL ESTATE STAKEHOLDERS

- 1 Assist Funding for Not-for Profit Sector
- 2 Streamline Development Approvals Processes
- 3 Increase Rental Housing Options
- 4 Use a Town-wide approach
- 5 Encourage Second Units
- 6 Address Stigmas Associated with Affordable Housing
- 7 Coordinate Timing, Logistics, Administration and Available Funding

FINANCIAL ASSESSMENT OF IMPACTS

	Scenario 1 No waivers	Scenario 2 DCs waived	Scenario 3 DCs and other fees waived
Case 1 <ul style="list-style-type: none"> - 2 6-storey buildings - 100% Rental - 80% Market; 20% Affordable 	Affordable 1 bd - \$679 Affordable 2 bd - \$888	Affordable 1 bd - \$441 Affordable 2 bd - \$577 Forego \$2.3 million	Affordable 1 bd - \$407 Affordable 2 bd - \$532 Forego \$2.6 million
Case 2 <ul style="list-style-type: none"> - 2 5-storey buildings - 100% Rental - 100% Affordable 	Affordable 1 bd - \$679 Affordable 2 bd - \$888	Affordable 1 bd - \$630 Affordable 2 bd - \$824 Forego \$1.6 million	Affordable 1 bd - \$624 Affordable 2 bd - \$815 Forego \$1.8 million
Case 3 <ul style="list-style-type: none"> - Low-rise apartments - 100% Rental - 100% Affordable 	Affordable 3 bd - \$1072	Affordable 3 bd - \$999 Forego \$431,320	Affordable 3 bd - \$982 Forego \$536,248
Case 4 <ul style="list-style-type: none"> - Townhouses - 100% Ownership - 100% Affordable 	\$316,190	n/a	n/a
Case 5 <ul style="list-style-type: none"> - Single and Semi-detached - 100% Ownership - 100% Market 	\$1,032,931 for single detached \$652,364.47 for semi detached	n/a	n/a

OVERVIEW OF FOCUS AREAS



NEXT STEPS

Phase 2 Next Steps:

- Prepare an **initial Draft CIP** comprised of goals, objectives, vision, financial incentives strategy and implementation & monitoring
- Meet with **Town Staff, PDAC, stakeholders and the public** to revise the Draft CIP based on feedback
- Prepare a **Draft By-law** to implement the CIP

Next Public Engagement Opportunities:

- **Open House #2 (April 14, 2020, time 2-4 p.m.)**
Presentation, discussion and opportunity for citizen feedback
- **Statutory Public Meeting of Council (April 14, 2020 at 5 p.m.)**
- **Committee of the Whole Council Meeting (May 11, 2020 at 6 p.m.)** Council will consider the final report and make a recommendation
- **Regular Council Meeting (May 19, 2020 at 6 p.m.)**
Council will make a decision

QUESTIONS? Contact us!

E-mail: communications@cobourg.ca telephone: 905-372-4301



Cobourg Affordable & Rental Housing CIP Open House

THANK YOU!

TOWN OF COBOURG
COMMUNITY IMPROVEMENT PLAN
FOR AFFORDABLE AND RENTAL HOUSING

PHASE #1 UPDATE TO COUNCIL





The Corporation of the Town of Cobourg
Legislative Services Department
55 King Street West
Cobourg, ON K9A 2M2

Delegation Request Form

Please submit the completed Delegation Request Form to the Municipal Clerk in person or by mail to 55 King Street West, Cobourg, ON K9A 2M2, by e-mail to clerk@cobourg.ca, or by fax to (905) 372-7558.

1. GENERAL INFORMATION

Name of Delegate(s): Troy Mills

Group/Organization/Business Delegation Represents (if applicable):
Cobourg Citizen

2. MEETING SELECTION

I wish to appear before:

☒ Committee of the Whole ☐ Regular Council ☐ Advisory Committee or Local Board

If appearing before an Advisory Committee or Local Board please specify:

Meeting Date Requested:

Jan 27, 2020 @ 6:00 P.M

3. DELEGATION REQUEST

General Nature/Purpose of the Delegation:

(Clearly state the nature of the business to be discussed & provide a general summary of the information to be presented)

Accessibility Transit → Door-to-door Service, in
the Town of Cobourg.

Recommendation to Council/Committee/Board:

(Please indicate below what action you would like the Town to take with respect to the above-noted subject matter)

To address the Accessible Door-to-Door Service, and to re-address the Door-to-Door issue in the Town of Cobourg, ^{and} assisting of citizens on and off the Buses.

Have you appeared before the Town of Cobourg's Council or its Committees or Boards in the past to discuss this issue?

☒ Yes ☐ No

4. PRESENTATION MATERIAL

Will you have an oral or written presentation? ☒ Oral ☒ Written

Do you have any equipment needs? ☐ Yes ☒ No

If selecting yes, please indicate the type of equipment needed for your presentation:

Note: Delegates are required to provide one (1) copy of all background material/presentations prior to the deadline provided in the Delegation Rules and Guidelines below, or it will not be included in the Agenda.



The Corporation of the Town of Cobourg
Legislative Services Department
55 King Street West
Cobourg, ON K9A 2M2

Delegation Request Form

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1. GENERAL INFORMATION

Name of Delegate(s):

KEITH OLIVER, COORDINATOR

Group/Organization/Business Delegation Represents (if applicable):

COBOURG FITNESS PARK WORKING GROUP (FPWG)

2. MEETING SELECTION

I wish to appear before:

☒ Committee of the Whole ☐ Regular Council ☐ Advisory Committee or Local Board

If appearing before an Advisory Committee or Local Board please specify:

Press to Select a Committee of Board

Meeting Date Requested:

JANUARY 27, 2020

3. DELEGATION REQUEST

General Nature/Purpose of the Delegation:

(Clearly state the nature of the business to be discussed & provide a general summary of the information to be presented)

- (A) The Delegation will present more information, as yet unheard by Council, as to the status of the Adult Outdoor Fitness Park (AOFP) project, the role of the Fitness Park Working Group (FPWG) and the difficulty that the FPWG has experienced in fund-raising since the project is not recognized as a Town Project in the Town Budget.
- (B) With the understanding that there are many demands on the Town Budget, the FPWG will propose a compromise that we believe will satisfy all concerned.

The order of the presentation will be:

- (A) 1) To establish the popularity of having an AOFP at Cobourgs' Waterfront based on hard evidence and not opinion.
- 2) Our present efforts to raise monetary and in-kind support from 5 more sources.
- 3) The progress being made in the development of a "Fit4LifeCobourg" followup program to the benefit of all citizens.
- 4) The importance of further establishing the relationship between the FPWG and the Town through such means as a letter-of-reference.

LEGISLATIVE SERVICES DEPARTMENT | VICTORIA HALL, 55 KING ST W, COBOURG, ON K9A 2M2
T.905.372.4301 | F.905.584.4325 | www.cobourg.ca | clerk@cobourg.ca

Recommendation to Council/Committee/Board:

(Please indicate below what action you would like the Town to take with respect to the above-noted subject matter)

(B) The following is a first draft of a proposed Resolution (subject to change):

That the AOFB be included in the Town 2020 Capital Budget until such time as the success or failure of the Federal New Horizons grant application for 25,000 becomes known (by Mar31)

If successful the total Capital Budget will remain the same with 25,000 dedicated to a fitness park to be reallocated from other capital projects on the advice of Staff. One possible source of part, if not all, is the budgeted amount for paving repair and replacement at the Waterfront.

If successful staff will work with the FPWG to create a letter-of-reference that will explain the working relationship between the Town and the FPWG. The letter will be used by the FPWG as it seeks to raise monetary and in-kind donations from the community. Example attached.

If successful the FPWG will work to renew the application to Rotary and will work with Staff to make application to other sources such as the Ontario Trillium Foundation and other Federal and Provincial grant programs.

Staff and the FPWG will work together to apply (before the deadline of Feb 28) for a grant from the Canadian Dermatology Association for funds toward the provision of sun-screening at the fitness park to be used during the summer months.

Have you appeared before the Town of Cobourg's Council or its Committees or Boards in the past to discuss this issue?

☒ Yes ☐ No

4. **PRESENTATION MATERIAL**

Will you have an oral or written presentation? ☒ Oral ☐ Written

Do you have any equipment needs? ☐ Yes ☒ No

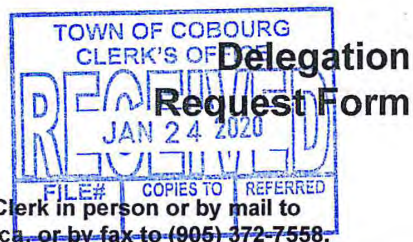
If selecting yes, please indicate the type of equipment needed for your presentation:

Please Select the Type of Equipment

Note: Delegates are required to provide one (1) copy of all background material/presentations prior to the deadline provided in the Delegation Rules and Guidelines below, or it will not be included in the Agenda.



The Corporation of the Town of Cobourg
Legislative Services Department
55 King Street West
Cobourg, ON K9A 2M2



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1. GENERAL INFORMATION

Name of Delegate(s):

Lynne Taylor, Gwen Barnes, Miriam Mutton

Group/Organization/Business Delegation Represents (if applicable):

Family Council, Golden Plough Lodge

2. MEETING SELECTION

I wish to appear before:

☒ Committee of the Whole ☐ Regular Council ☐ Advisory Committee or Local Board

If appearing before an Advisory Committee or Local Board please specify:

Press to Select a Committee of Board

Meeting Date Requested:

January 27, 2020

3. DELEGATION REQUEST

General Nature/Purpose of the Delegation:

(Clearly state the nature of the business to be discussed & provide a general summary of the information to be presented)

As Family Council members, we advocate for the residents of the Golden Plough Lodge. It is timely that your Town Council Meeting agenda includes item IX. Public Works Services #1. 'Wheels Transit Options for Boarding/Disembarking'. The current review of Wheels service and vehicles provides Town Council an opportunity to address a community need as part of their own public transportation service. We wish to point out the difficulty of anyone requiring transportation while on a stretcher.

Recommendation to Council/Committee/Board:

(Please indicate below what action you would like the Town to take with respect to the above-noted subject matter)

We would like Council, as well as the Accessibility Advisory Committee, to look into ways the town can assist with this situation. Given the need for a stretcher user to be accompanied by an assistant in transport, consideration in selection of accessible transport vehicles and service providers should reflect community needs that ensure equitable access. Further, we ask Town Council to act as advocates on behalf of Cobourg citizens to ensure appropriate connections are made with the County as well as the health care community, including NHH, in the provision of important transportation services needed by the community.

Have you appeared before the Town of Cobourg's Council or its Committees or Boards in the past to discuss this issue?

☐ Yes ☒ No

4. PRESENTATION MATERIAL

Will you have an oral or written presentation? ☒ Oral ☒ Written

Do you have any equipment needs? ☐ Yes ☒ No

If selecting yes, please indicate the type of equipment needed for your presentation:

Please Select the Type of Equipment

Note: Delegates are required to provide one (1) copy of all background material/presentations prior to the deadline provided in the Delegation Rules and Guidelines below, or it will not be included in the Agenda.

January 24, 2020.

Dear Mayor Henderson and Councillors,

We have some concerns about transport for residents on stretchers who are trying to return from the hospital to their residence. We are members of the Golden Plough Lodge Family Council. Part of our role is to advocate for our residents and families.

In the last 6 months, we have had residents who were transferred to Northumberland Hills Hospital emergency department by ambulance.

In one case, a 93 year old who had a fall and suffered a huge laceration to the head required stitches. After having tests done, it was determined the resident also had a fracture in 2 bones in the neck (there was no displacement of the bones). A rigid collar was applied and then, after an 8 hour wait, the head wound was stitched. Then the resident was discharged. That was a surprise to the family member accompanying the resident. Next came the hard part....finding transport for the resident. The resident, who is wheelchair-bound at the home, was on a stretcher so that restricts the options available. A transport company (Voyager) was contacted and only after a credit card number was approved did the resident get a time for transport and a cost. The time was initially an 8 hour wait but was later changed to a 3 hour wait. This was now 6pm. The cost of transport from the hospital to the Golden Plough Lodge was \$160.18. The family member was shocked but had no option.


Another resident had a similar experience but to add further stress, a family member had accompanied the resident to the hospital in the ambulance. When that resident was discharged, it was after midnight. The resident was transported by Voyager but the family member was stranded in the emergency department. There was no other family or friend to take the person home and no taxis running. The family member had to spend the night in the waiting room until a taxi was available.

We have contacted other agencies for information on transport.

- 1) Ontario Patient Transport - just connects you with non-emergent transport services in various locations in Ontario.
- 2) Apollo Transport - we were unable to contact them.
- 3) Voyageur medical Transport - Based in London but vehicles in Peterborough, Bowmanville, and many other places. Cost-\$160.18 for 10 kilometers or less. Over 10 kilometers it costs \$2.57 per kilometer.
- 4) Community Care - They do not transfer people on a stretcher. Their clients have to travel independently or with a PSW.
- 5) Ambulance - only transport medical emergencies.
- 6) Wheels - Do not transport clients on stretchers.

We would like you to be aware of this area of resident care that is very stressful for residents and families and there doesn't seem to be any other options. Has anyone considered approaching a transport company on behalf of the nursing homes in the area?

Sincerely,
Gwen Barnes
Chair of Family Council
Golden Plough Lodge

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG
	STAFF REPORT
TO:	Mayor and Council Members
FROM:	Ian D. Davey, BBA CPA CA
TITLE:	Treasurer / Director of Corporate Services
DATE OF MEETING:	January 27, 2020
TITLE / SUBJECT:	Memorandum of Understanding – Town of Cobourg and The Cobourg Dragon Boat and Canoe Club (CDBCC)
REPORT DATE:	January 16, 2020

1.0 STRATEGIC PLAN

Pillar – Programs- Action #5 – Review and Assess the Appropriateness of Agreements with Facility User Groups.

2.0 PUBLIC ENGAGEMENT

N/A

3.0 RECOMMENDATION

That Council authorize the Chief Administrative Officer to execute the Memorandum of Understanding between The Corporation of the Town of Cobourg (Town) and The Cobourg Dragon Boat and Canoe Club (Club) as attached to this report.

4.0 ORIGIN

Council resolution #279 – 18 dated July 22, 2019 including the following direction to staff:

“Further That Council instruct staff to formalize the CDBCC’s current daily operations by drafting a memorandum of understanding (MOU) that includes:

- Extending the lease of the small compound from the current 6-months to 12- months per year, with the additional 6 – months at the current rate;
- A description of the infrastructure permitted within the small compound to support the CDBCC’s activities and programs, including boat racks, electricity, storage and light shelter;

- Access to parking and the marina building for washrooms and use during inclement weather;
- Basic health and safety requirements; and

Further that a member of Council be present during discussions between the CDBCC and Town representatives when drafting any terms and conditions for the CDBCC compound and programs;

5.0 BACKGROUND

The Cobourg Dragon Boat and Canoe Club has leased space in the Cobourg Marina area for several years for use as a storage compound. A copy of an agreement dated June 7, 2010 has been attached to this report for your reference.

The existing compound space is located to the south of the existing Cobourg Yacht Club compound. In recent years, as a result of the high water levels within the Cobourg Harbour area, this compound has suffered flooding for most of the boating season. This flooding has resulted in numerous safety concerns especially since the CDBCC operates a summer day camp for children from this location.

It is felt that by moving the location of the compound further north to higher ground many of these concerns can be eliminated.

In addition, since the original agreement was a lease agreement for the use of Town land, the direction from Council was that a proper MOU be developed that would clearly outline the responsibilities of both the Town and the Club, in addition to the lease of the space.

6.0 ANALYSIS

A working group was established made up of Jeremy Fowlie, Kim Burgeron, and Dean Coates representing the CDBCC and Suzanne Seguin, Emily Chorley and Ian Davey representing the Town.

The group met several times prior to the end of 2019 and once again this month to finalize the draft MOU that is being presented to Council this evening. A special note of appreciation is given to Kim Burgeron who did most of the work in preparing this draft agreement.

The preamble to the MOU contains a set of guiding principles which are designed to establish how the Town and the Club can work together moving forward in a spirit of co-operation including respect for the public, respect for area of jurisdiction, respect for policies and respect for co-operation.

The term of this agreement is for five years commencing March 1, 2020 with an option for one additional five year renewal.

The club compound would be relocated from the south side of the Cobourg Yacht Club compound to a similar size area to the immediate north of the CYC existing compound as shown in Schedule A to the MOU. The exact location may change slightly at time of installation. The image which appears in the photo is a trailer currently used to store equipment for the dredge operation and this will need to be relocated.

The costs associated with moving the compound including the cost of providing their own hydro connection and the construction of a storage building will be the responsibility of the Club.

As shown in Schedule A, the driveway leading out to Hibernia Street will be narrowed and signed as one-way. A series of planter boxes will be placed strategically to the north of the CDBCC fence to create an approximately 4 foot safe pedestrian passage from the boardwalk, along the compound and then down to the waterfront.

Once the compound has been constructed it may necessitate the relocation of the existing marina garbage enclosure to allow access for the trucks to empty the bins. This would be a cost to the Town. It is anticipated that the remaining costs for the Town would be covered from existing operating budgets.

Section 3 of the report outlines responsibilities of the Town while Section 5 lists the responsibilities of the Club. The purpose of these two sections is to describe how the Club and the Town will work together, including how concerns will be dealt with to ensure the continued safe operation of the Club.

Section 4 provides a description of Club Programs to that are intended to operate from this location.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

Previously, the Club was paying an annual rent based on \$.50 per square foot for the land used in the compound resulting in an annual revenue for the Town of \$2,225. Section 2 (b) of the draft MOU proposes a rental charge of \$2 per annum.

8.0 CONCLUSION

That the Town of Cobourg and the Cobourg Dragon Boat and Canoe Club enter into this Memorandum of Understanding as the first formal step to establishing a strong, enduring and collaborative relationship.

9.0 POLICIES AFFECTING THE PROPOSAL

Applicable strategic directions and policies are noted in Section 6 of the draft MOU. Schedule B of the draft MOU provides a listing of Canoe Kayak sanctioned / approved activities.

10.0 COMMUNICATION RESULTS

The MOU, once signed by both parties, will be a public document.

11.0 ATTACHMENTS

Prior agreement dated June 7, 2010.

12.0 AUTHORIZATION ACKNOWLEDGMENT

A handwritten signature in black ink, appearing to read 'Ian D. Davey', is written over a horizontal line.

Ian D. Davey, BBA CPA CA
Treasurer / Director of Corporate Services

PRIOR AGREEMENT



THE CORPORATION OF THE TOWN OF COBOURG

VICTORIA HALL
55 KING STREET WEST
COBOURG, ONTARIO
K9A 2M2

Telephone: 905-372-4301
Fax: 905-372-1533
Fax: 905-372-7421

File No. P05-CYC

AGREEMENT

This Property Rental Agreement is made and entered into this 7th day of June, 2010.

Between:

The Corporation of the Town of Cobourg

and

The Cobourg Dragon Boat Club

Whereas the Town owns a vacant irregular shaped parcel of land measuring approximately 1,600 square feet in area situated between the Yacht Club compound and the Yacht storage yard, and

Whereas the Cobourg Dragon Boat Club wishes to begin using this parcel for the purpose of storing canoes and kayaks in the summer, and share the use of this parcel with the Cobourg Yacht Club, the Town and the Cobourg Dragon Boat Club agree as follows:

1. The Cobourg Dragon Boat Club shall pay 1/2 of the cost of construction and installation of the new rack.
2. The Cobourg Dragon Boat Club shall have exclusive use of the rack for canoe and kayak storage from the lift-in date until the end of September each year. Lift-in will normally take place at the end of April each Spring but in years of inclement weather may be as late as mid-May. As well, the Dragon Boat Club may store boats in the new compound starting April 1 each Spring with the condition that the boats not be stored on the rack until masts are removed at lift-in, and also that both sides of the rack be kept clear of boats until that same date so the mast buggy can be positioned without obstruction. Notwithstanding the Dragon Boat Club's exclusive right to the rack during the period described, the Yacht Club will be permitted to store a small number of masts on the rack during that time as well if circumstances arise.
3. The Dragon Boat Club shall pay 1/2 the cost of fencing-in the two ends of this parcel, to the satisfaction of the Town.
4. The Dragon Boat Club shall dismantle the existing small compound at its expense.
5. The Dragon Boat Club shall pay rent of \$1.00 per square foot per season (\$1,600.00) to the Marina, to be reviewed annually.
6. The Town shall pay the cost of installing additional security if it is deemed necessary.

At all times the management of this property shall remain with the Marina manager.

Town of Cobourg

Phil Gaskelley

Cobourg Dragon Boat Club

Greg Fobis

DRAFT MOU

JAN 16, 2020

1

This Memorandum of Understanding (MOU) replaces all previous lease agreements made between

THE CORPORATION OF THE TOWN OF COBOURG

Hereinafter called the "Town"

OF THE FIRST PART

-and-

THE COBOURG DRAGON BOAT AND CANOE CLUB

Hereinafter called the "Club"

OF THE SECOND PART

WHEREAS the Town owns the land used, operated and maintained by the Club, located by the West Harbour north of the Cobourg Yacht Club compound (**Schedule "A"** shows the exact location of the Club compound);

WHEREAS the Club is a volunteer-based, incorporated not-for-profit corporation;

WHEREAS the Club occupies space on Town-owned land for the purpose of having a compound to provide leisure, recreational and competitive programs and services to the community for the benefit of the citizens of the Town of Cobourg and Northumberland County;

WHEREAS the Club has proven to be a valuable volunteer-based partner to the Town and the parties are interested in continuing this volunteer-based partnership in the future for the purposes of further developing sustainable and accessible programming on these Town-owned lands;

WHEREAS the parties are committed to preserving and increasing the well-being of people who live, work, learn and play in the Town and encouraging healthy lifestyles across all age groups, with the pursuit of a vibrant, healthy Ontario community being of mutual concern to both parties;

WHEREAS effective cooperation between the Town and the Club enhances certainty of performance and promotes public confidence and sound planning;

WHEREAS this MOU is considered the first formal step to establishing a strong, enduring and collaborative relationship between the Town and the Club; and

WHEREAS the following principles are to be modeled by both the Town and the Club:

- **Respect for public:** The parties shall respect the interests of all taxpayers and members of the public in Ontario. As such, neither party will restrict the enjoyment of public lands for leisure and recreation.
- **Respect for area of jurisdiction:** The parties shall endeavour to discharge their responsibilities with this MOU, while respecting each party's area of jurisdiction. For example, the Town will respect the knowledge and expertise of the Club providing paddling programs and the Club will respect the knowledge and expertise of the Town to meet their municipal objectives.

- **Respect for policies:** The conditions in this MOU models an evidence-based rationale for roles and responsibilities supported by governing policies for both parties.
- **Respect for cooperation:** The parties will cooperate in implementing this MOU consistent with the above principles.

NOW THEREFORE in consideration of the provisions above, the parties, each intending to be bound by this MOU, agree as follows:

1. TERM

This MOU is for the period commencing March 1, 2020 and ending February 28, 2025 and is renewable for an additional five (5) year period based on the mutual agreement of the partners under this MOU.

2. AGREEMENT FOR THE PROVISION OF A CLUB COMPOUND

The terms of this agreement are related to the Club compound located adjacent to the north of the Cobourg Yacht Club compound (approximately 4,000 sq ft):

- The Town agrees to work with the Club to erect a compound fence that encloses an area of approximately 4,000 sq ft and includes two gates to meet fire safety standards.
- Rent for the Club compound will be assessed and charged by the Town based on the rent structure used for other similar compounds in the area (\$2.00 per annum). If the rental rate is renegotiated for other similar compounds in the area during this MOU, and the rate is lower than this agreement, the new rate will be applied to the Club.
- The Club has access to the Marina building's washrooms and the Marina building for safe haven from inclement weather, if needed.
- The Town agrees that an enclosed single-story building no larger than 600 sq ft with a roof no higher than 10 ft, that meets building codes and includes hydro, may be erected in the Club compound. This building may be used for safe haven in the event of inclement weather.
- The Club is responsible for the annual utility costs for the use of hydro, if applicable, for the site.
- The Club, at their expense, will provide all racks, storage and program infrastructure needed to securely store necessary equipment.
- As the property owners, the Town is responsible for addressing any issues of flooding and/or other weather-related damage that impacts the viability of the Club compound.
- The Club will notify the Town as soon as possible if the Club compound incurs any weather-related damage.
- The Club is solely responsible and liable for all maintenance activities on the Club compound as defined under Schedule "A" not related to weather damage.
- The Town would permit the location of a port-a-potty in the compound for emergency use (e.g., during inclement weather).
- The Club compound will not be used for overnight programs.

3. RESPONSIBILITY OF THE TOWN

- The Town will communicate via email to the President and the Executive Director of the Club any concerns related to the compound and/or programs, and how the concern and any recommended actions are related to municipal, provincial and/or federal policy. The

Town agrees to submit this information within five (5) days of when the concern occurred. Within two weeks, if the concern cannot be addressed via email communication, a meeting must be held between the Town and the Club to dialogue and identify a mutually agreeable solution.

- b. The Town acknowledges the rights of the public, other user groups, and the Club's right to access the water at any time.
- c. The Town will consider suggestions by the Club regarding rest areas, garbage cans, signage and safe parking to increase the enjoyment and use of the West Beach area.
- d. The Town will work with the Club to provide signage (e.g., wayfinding, information) so the public knows the location and function of the Club.
- e. The Town will provide and maintain safe access to and from the Club compound to the water. This may include the Town surveying the parking lot, beach area and grass to identify hazards and to provide ground maintenance for safe debris- and obstacle-free walking.
- f. The Town recognizes the policy that governs the Club's programs is the Canoe Kayak Canada Code of Safety (2019). This is the code of safety to which the Club is required to adhere. When this code of safety is updated, a copy will be provided to the Town by the Club. Safety requirements by the Town that are above and beyond the Canoe Kayak Canada Code of Safety (2019) would be implemented at the expense of the Town.
- g. If safety concerns arise, the Town will work with the Club, other user groups, and the public to identify potential solutions.
- h. The Town will seek input from the Club, other user groups, and the public regarding the provision of an accessible dock for people with disabilities.
- i. The Town will provide as much notice as possible if the areas approaching and/or surrounding the West Beach and/or the West Beach specifically has been booked under a Special Events Permit.
- j. The Town will dialogue and work with the Club to pursue grant opportunities to enhance the West Beach area and the enjoyment of leisure and recreation activities.

4. DESCRIPTION OF CLUB PROGRAMS

- a. Governance, management and operation of a Dragon Boat and Canoe/Kayak Club and Club Compound.
- b. The on-water season is approximately April to late-October, weather permitting, with general operating hours of dawn to dusk. Dryland training programs may continue through the fall/winter.
- c. Establishment and administration of a membership program to ensure equitable access to the Club by the public and various users.
- d. Provision of recreational programs including dragon boat and canoe/kayak instruction to children, youth, adults, seniors and those with disabilities, as well as competitive training and development programs *including but not limited to*:
 - i. Dragonboat
 - ii. Masters Canoe and Kayak
 - iii. Paddle All (programs for individuals with disabilities)
 - iv. Canoe Kids Programs (including Summer Day Camp)

- v. Outrigger Canoe
- vi. Para-canoe
- vii. Special Olympics
- viii. Dryland weight training/cardio
- ix. Corporate, Community or Team Outings Team Building
- x. Coaching, Official and Instructor Certification

Sanctioned/approved programs by Canoe Kayak Ontario's insurance is listed in **Schedule "B"**. Not all programs are implemented each year. The Club will provide an updated list of the sanctioned/approved programs annually.

5. RESPONSIBILITIES OF THE CLUB

- a. The Club will communicate via email to the CAO or a designate of the Town any concerns it may have related to the compound and/or West beach area. The Club will submit this within five (5) days of when the concern occurred. Within two weeks, if the concern cannot be addressed via email communication, a meeting must be held between the Town and the Club to dialogue and identify a mutually agreeable solution.
- b. All work undertaken by the Club shall be consistent with the Canoe Kayak Canada Code of Safety (2019) for the type of service provided, as described in **Schedule "B"**.
- c. The Club must, at all times, supervise and control the programming that is provided under this agreement and provide adequate direction and training to those leading/providing the programs. The Club shall put into place reasonable practices necessary to minimize the possibility of injury or property damage. The Club is responsible for the implementation and enforcement of the Canoe Kayak Canada Code of Safety (2019) for all programs that fall under their authority.
- d. The Club shall respond swiftly and appropriately to all incidents of critical and personal injury, property damage, vandalism, criminal, unlawful or inappropriate behaviour and/or activity at the compound or during the period that the program/service is offered.
- e. Critical injuries (defined under **Schedule "C"**) will be reported to the CAO or designate of the Town responsible for this agreement.
- f. The Club may use the enclosed building in the Club compound as a safe haven during inclement weather. Further, the Club may use the marina building as an emergency shelter in the event of sudden and unexpected inclement weather; not as an alternative camp location for prolonged periods of time.
- g. When there is lightning and/or thunder, all on-water program participants must immediately head for the nearest shoreline to seek shelter. In the event of lightning and thunder, a 30-minute rule will be implemented. All program participants must remain sheltered and off the water for 30 minutes after the last incident of thunder and lightning, as per the Canoe Kayak Canada Code of Safety.
- h. The Club shall obtain a Special Events Permit for activities that are outside the described programs and/or that will impede with the public use of the West Beach area.
- i. The Club shall comply with all applicable federal and provincial laws, regulations and applicable municipal by-laws during the provision of the services provided under this MOU.

- j. The Town and Club understand and agree that this agreement does not confer any right or obligation to the Club or its members to carry out by-law enforcement activities. The Club can call the by-law officer or police if infractions are witnessed.
- k. The Town shall not be liable to the Club or any other party in relation to the programs/activities provided by the Club pursuant to the terms of this agreement and the parties agree that the Club shall not be deemed to be an agent of the Town for any purpose under this agreement.
- l. The Club shall obtain and maintain during the term of the agreement comprehensive/commercial general liability insurance for an amount no less than Five Million Dollars (\$5,000,000), inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof. This insurance certificate is provided by Canoe Kayak Ontario for member clubs of which the Club is a member.
- m. Evidence of insurance, with the Town named as additional insured entity on the Club policy, shall be provided to the Town by May 1st annually.
- n. The Club will dialogue and work with the Town to pursue grant opportunities to enhance the West Beach area and the enjoyment of leisure and recreation activities.

6. APPLICABLE STRATEGIC DIRECTIONS AND POLICIES

This section lists municipal strategic directions and policies that have been adopted by Council that are applicable to the Club and those adopted by the Club:

Town of Cobourg Strategic Plan (2019-2022), which includes the following objectives:

- The Town supports and cares for the social and physical well-being of its citizens; and
- The Town engages in strong, sustainable public-private partnerships to improve the quality of life for everyone.

Canoe Kayak Canada Code of Safety (2019)

Federal Policy: The water component of the West Harbour is under the jurisdiction of the federal government and is governed under the Canadian Navigable Water Act (2019), which is designed to protect the public's right to navigation. Any municipal regulation governing this water component must comply with this federal legislation.

7. ADMINISTRATION OF THIS MOU

The lead contacts for administrating this MOU:

Chief Administrative Officer (CAO): Name (Print) _____

Date _____

Signature _____

Member of the Board of Directors Name (Print) _____
of the Club

Date _____

Signature _____

Schedule "A"
Site Location of Club Compound

<To be submitted by the Town>



Schedule "B"

Canoe Kayak Sanctioned/Approved Activities



Sanctioned Activities Whitewater, Sprint, Marathon Disciplines

February, 2019

- supervised* on water training and practices including:
 - programs for all skill levels
 - Special O/PaddleAll programs
 - para programs
 - Canoe Kids programs
 - canoe polo
- training and practices may use a variety of boat types, including:
 - sprint boats
 - war canoes
 - dragon boats
 - stand up paddleboards
 - outriggers
 - other non-motorized recreational boats
 - marathon boats
 - whitewater boats
 - voyageur canoes
 - surf skis
 - prone paddle boards
- supervised* river trips
- sanctioned training camps
- competitions
 - sanctioned regattas and races
 - club and intra-club competitions
 - canoe polo
 - loading and unloading boats for travel to and from regattas
- clinics
 - coaching and instructor certification
 - official certification
 - motor boat safety (on and off water training)
- off water training programs including:
 - running
 - weight training
 - ergometer training
 - aerobic training
 - paddle pool training
 - cross country skiing
 - soccer and other aerobic games
 - swimming
 - strength training

CANOEKAYAKONTARIO

- general maintenance activities including:
 - o installing and removing club docks
 - o installing and removing race course
 - o boat and motor maintenance and repair
 - o maintenance of club and grounds
- other activities
 - o year end banquets, sports awards, social events (subject to alcohol service policy)
 - o promotional activities including:
 - o "try-it-outs"
 - o demonstrations
 - o distribution of promotional material

*Supervised means overseen by sanctioned leader(s) per CKO affiliate safety policy.

Safety Policy Adherence

As a requirement of a CKO sanction, it is understood that all activities will be conducted in accordance with the Sprint, Marathon and Whitewater safety policies as posted on the respective websites:

Sprint Safety Policy

Whitewater Safety Policy

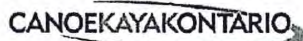
Marathon Safety Policy

The Sprint Safety Policy applies to the Club and is available at the Canoe Kayak Canada website. The Whitewater and Marathon Safety Policies are not applicable to the Club.

If your organization experiences any sort of incident during a CKO sanctioned activity, that leads to a potential Sport Accident Insurance claim or legal claim, you must submit all details and relevant claim submission forms directly to CKO.

Activities that are NOT sanctioned by CKO include:

- Any event/activity where alcohol service is included and does not meet the standards of the service of alcohol policy
- Unsupervised paddling activities
- Dragon Boat rentals
- Dragon Boat festivals
- Fundraising activities such as golf tournaments, bonspiels etc.
- Other activities not listed and as defined by CKO



Service of Alcohol Policy - Sanctioned Activities


A CKO member activity, that includes the service and consumption of alcohol, will be eligible for a CKO sanction if it meets the following standards:

- The service of alcohol must be conducted by a third party and not the CKO member. Alcohol service is fully managed and conducted by the third party, and all service providers are fully trained and certified.
- The CKO member must verify that the third party has liquor liability insurance coverage. A certificate of insurance with a minimum coverage of \$2 million is required from the third party, listing CKO and the CKO member as additional insured.
- The service of alcohol takes place within a facility that is fully licensed for alcohol service and that adheres to all regulations as outlined by the Alcohol and Gaming Commission of Ontario. A copy of this license may be requested by CKO.
- The activity meets the satisfaction of CKO, who reserves the right to decline a sanction at its discretion.

Schedule "C"**Critical Injury Definitions**

Critical injury, as defined under the Ontario Occupational Health and Safety Act (2019), is an injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involved the fracture of a leg or arm (but not a finger or a toe)
- Involved the amputation of a leg, foot, arm, or hand (but not a finger or a toe)
- Consists of burns to a major portion of the body, or
- Causes the loss of sight in an eye(s)

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT Committee of the Whole Meeting	
TO:	Mayor and Council Members	
FROM:	Brent Larmer	
TITLE:	Municipal Clerk/Manager of Legislative Services	
DATE OF MEETING:	Monday January 27, 2019	
TITLE / SUBJECT:	Town of Cobourg Taxi By-law Review and Discussion	
REPORT DATE:	August 26, 2019	File #:

1.0 STRATEGIC PLAN

Not Applicable

2.0 PUBLIC ENGAGEMENT

The Town of Cobourg Legislative Services Department and Communications Department undertook a four (4) week public engagement consultation process with Cobourg Citizens, Taxicab Owners, and Taxicab Drivers beginning on September 6, 2019 and concluding on October 11, 2019. The purpose of this process was to engage stakeholders and community members on the Taxicab Industry in the Town of Cobourg while also seeking feedback and dialogue from members of the public related to the incorporation of ride-sharing/vehicle for hire regulation (Transportation Network Companies) within the Town of Cobourg.

The consultation process was comprised of various engagement initiatives that included the use of the Engage Cobourg (Bang the Table) Portal www.engagecobourg.ca, the Town of Cobourg's newly implemented online engagement platform.

Engagement opportunities included:

- Surveys available online on Engage Cobourg, on Paper and the Legislative Services Department and on Survey Monkey; and
- One (1) Open-Ended Forum which asked Citizens to input their vision for the Taxicab by-law, industry and services.

The public consultation was promoted to the community and stakeholders through various mediums, including media materials, social media as well as print, radio and digital promotion.

Public Engagement Response:

In Total:

Completed Survey:

- Citizens - 116
- Taxicab Owners - 4
- Taxicab Drivers – 3
- Ridesharing/Vehicle-For Hire - 0

For a more detailed breakdown on the summary of the Engagement please see the participant summary on page 11 of the Public Engagement Report attached as Appendix “A” to this Staff Report. This Engagement Report information was utilized to develop the recommendations in the report and will be referenced and discussed throughout this paper.

3.0 RECOMMENDATION

THAT Council receive the report from the Municipal Clerk/Manager of Legislative Services for information purposes; and

FURTHER THAT Council authorize Staff to incorporate regulations through by-law to regulate ‘Transportation Network Companies’ that provide an alternative transportation service within the Town of Cobourg in order to be prepared when this industry arrives in the Town of Cobourg; and

FURTHER THAT Council approve the staff recommendations to modernize the Taxicab Regulations that are outlined in the staff report and authorize the preparation of a by-law to be endorsed and presented to Council for adoption at a Regular Council Meeting to incorporate the changes into a new ‘Private Transportation Regulating By-law’; and

FURTHER THAT Council direct Staff to develop and present detailed options to Council regarding regulations to help support the introduction of Accessible Taxicabs in the Town of Cobourg and direct Staff to invite and engage new and existing businesses to operate Accessible Taxis in the Town of Cobourg.

4.0 ORIGIN

February 19, 2019 - Committee of the Whole

The Legislative Services Department, provided a Staff Report to Council at their February 19, 2019 Committee of the Whole Meeting, regarding accessible taxicab licensing. In response to this Report, Council passed the following recommendation (as noted in the Minutes):

"Moved by Deputy Mayor Suzanne Séguin, THAT Council authorize the preparation of a By-law to amend By-law No.014-2014 being a by-law to licence, regulate and govern taxicab owners and drivers in the Town of Cobourg; and

FURTHER THAT Council repeal section 2.4.1 of By-law No.014-2014 to not limit the number of Taxicab licenses in Cobourg to alleviate non pick-up, wait times and denial of fares; and

FURTHER THAT there be no limit at all to the amount of accessible taxi-cabs that can be licensed within the Town of Cobourg; and

FURTHER THAT Council direct Staff to investigate/create a by-law regulating ride sharing transportation, such as Uber or Lyft and review the entire taxicab by-law through public and taxicab owners and operators."

February 25, 2019 - Regular Council Meeting

At its February 25, 2019 Regular Council Meeting, Council, in response to the direction passed at its earlier February 19, 2019 Committee of the Whole Meeting, passed By-law 013-2019 to amend the taxicab by-law (014-2014).

April 1, 2019 - Committee of the Whole Meeting

Kelly Paton provided a delegation to Council at their April 1, 2019 Committee of the Whole Meeting, regarding the Taxicab industry and the Town of Cobourg's Taxicab By-law. Following this Delegation, Council passed the following Motion (as provided in the Minutes):

"Moved by Councillor Aaron Burchat, THAT Council receive the delegation from Kelly Paton for information purpose; and

FURTHER THAT a Draft By-law be presented to Council no later than November 25, 2019."

July 22, 2019 – Committee of the Whole Meeting

Gary McLean, owner of First Choice Taxi, Licensed Taxi Company Owner, provided correspondence to Council regarding the elimination of the Senior Rate from the Town of Cobourg Taxi By-law 014-2014 to become a one rate system. Council passed the following (as provided in the Minutes):

Moved by Councillor Aaron Burchat, THAT Council refer the review of the Taxicab By-law Rate Adjustment for Senior Rates to be included in the current Taxi By-law review and be brought back to Council on November 25th, 2019.

Legislative Origin:

Ontario's *Municipal Act*, 2001 as amended gives the Town the power to license businesses, and specifically to license taxicabs and taxicab brokers.

The general powers of business licensing include requiring a license, refusing a license, setting conditions, regulating the use of property used in the business, and setting administrative penalties for non-compliance. Without limiting these general powers, municipalities may regulate taxicabs and drivers by:

- Establishing rates or fares
- Providing for the means of collection of fares
- Limiting the number of taxicabs or any class of them

The Public Vehicles Act defines a taxicab as “ . . . a motor vehicle as defined in the *Highway Traffic Act*, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip.”

General powers of licensing also apply to taxicab brokers. Unlike taxicabs themselves, there are no specific provisions within the *Municipal Act*, but that Act does recognize and define them. A taxicab broker “means a person who accepts calls for taxicabs used for hire and owned by someone other than the person, his or her immediate family or the person's employer.” The Town of Cobourg does not licence Taxicab Brokers.

The Municipal Act, 2001 as amended also empowers municipalities to collect by-law fees and charges with respect to services provided. Currently the Town of Cobourg has a Taxicab By-law, being By-law No.014-2014 to regulate the Taxi Industry as well incorporated Licensing Fees for taxis as established in the Town's Fees and Charges By-law, amended and approved in 2017.

5.0 BACKGROUND

The Town of Cobourg Legislative Services Department was tasked with the review of the Taxicab By-law for the Town of Cobourg that provided comment and consideration on Transportation Network Companies and/or known as ridesharing companies. (T.N.C.s).

Defining Transportation Network Companies

T.N.C.s are companies that connect passengers with drivers for hire through a mobile application (app). Examples of T.N.C.s include, but are not limited to: Uber and Lyft. Some municipalities are defining T.N.C.s as – “an organization whether a corporation, partnership, sole proprietor or other form...that provides pre-arranged transportation services for compensation using an online-enabled application or platform to connect passengers with drivers using their personal devices”.

This definition can be further described that T.N.C. drivers are individuals other than licensed taxicab drivers who provides pre-arranged transportation services to passengers for a fee using the T.N.C.s Application. For this reason, T.N.C.s differ from Licensed Taxicabs because payment for T.N.C.s is entirely cashless, trips are arranged exclusively through the T.N.C.s Application and street hails are not permitted.

There are five (5) common elements in a T.N.C.s Business Model which all companies share in common:

1. Technology
2. Driver Screening
3. Reputational Rankings
4. Payment; and
5. Fares

1. Technology

As described earlier in the definition, customers of T.N.C.s arrange rides through an application and are able to monitor the status if their pick-up/location of the T.N.C. Driver via a Global Positioning System in real time. The application allows the customer to input an address for the pick-up location, or in the absence of an address, the customer is able to select a pick-up location on the map. When a pick-up is arranged, the customer is provided with their T.N.C. driver's information which usually includes: name and picture of the driver, details of their vehicle, and reputational ranking. T.N.C. drivers can also call their customers to provide updates on their arrival or to acquire more details on their pick-up location.

2. Driver Screening

T.N.C.s have recognized that there is a need to insure a level of consumer protection, many of the T.N.C.s have established a driver screening process as part of their online driver intake process. The driver screening process typically includes requiring the T.N.C applicant to submit: personal details (name, age, drivers licence, address, email), details

about their vehicle, (licence plate, ownership info) and mechanical safety certificates for their vehicle (vehicle inspection for mechanical safety). In addition the T.N.C. conducts a background check on behalf of the Driver through a third party service that attains the T.N.C driver applicants Criminal Record Check and Drivers Abstract. Please note that looking at municipalities that regulate T.N.C.s, these regulations have become a catalyst for the T.N.C. driver screening process and is now a common practice in order to protect the passengers.

3. Reputational Ranking

This common business practice is a well-used feature where both the T.N.C.s and Customers rate each other at the conclusion of the ride. The reputational ranking of both the driver and the passenger is disclosed to both parties at the time as ride is arranged. T.N.C.s leverage this peer-to-peer reputational ranking system to ensure better customer service and good behaviour. Some T.N.C.s have actually established policies to deny a T.N.C. driver access to their application if the driver's ranking falls below a certain threshold.

4. Payment

Transactions between T.N.C.s and customers is entirely cashless. This means that there is not cash or money within the Vehicle. T.N.C.s generally require customers to maintain a credit card on their account and customers are emailed a receipt at the conclusion of their trip.

5. Fares

Fares, similar to traditional taxicabs, are measured by time and distance travelled. T.N.C. off-peak fares tend to be cheaper than the regulated fares charged by Taxis and set by the Municipality. Notwithstanding this, T.N.C.s leverage data to implement dynamic pricing whereby the price of the service varies depending on the supply of the service (i.e. number of T.N.C drivers available in the geographical area) and the demand for service (i.e. number of customers requesting rides). Specifically, T.N.C.s will discount fares during off-peak demand periods and will conversely raise rates, also referred to as "surge pricing, during peak demand periods.

Regulation of Taxicabs in the Town of Cobourg

Municipalities in Ontario are authorized pursuant to the *Municipal Act, 2001* to regulate taxicabs and other modes of private transportation services to achieve various public policy objectives. The Town of Cobourg passed an approved By-

Law No.014-2014 a By-law to licence, regulate and govern taxicab owners and drivers in the Town of Cobourg for the following three (3) reasons:

Health and Safety to enhance and encourage safe maintenance and operational practices for drivers and owners and ensure accountability of industry participants for health and safety issues. For example:

- Driver test and screening;
- Providing a smoke free environment;
- Requiring vehicle mechanical safety checks; and
- Requiring calibration and inspection of all vehicles

Consumer Protection to enhance and encourage equal, fair and courteous treatment of passengers; protect the property of passengers; ensure competence of owners and drivers in providing taxicab services; promote accountability; ensure consistency in the application of fares; and support proper and good business practices. For example:

- Regulating fares and inspecting meters
- Requiring taxicab drivers to maintain trip sheets

Accessibility that considers the aging population and meets the needs of the accessible community and that ability to have an on-demand Accessible Transportation services 24hrs a day.

Taxi-Cab Regulations Vs. Transportation Network Companies Business

The Town of Cobourg's current Taxicab Licensing By-law defines a Taxicab as:

"Taxicab" means a motor vehicle as defined in Section 1 of the *Highway Traffic Act*, R.S.O. 1990, c. H.8, as amended, and having a seating capacity of not more than six persons, exclusive of the Driver, hired for a Trip for the exclusive transportation of one person or group of persons, with one Fare being collected or made for the Trip. Taxicab includes an Accessible Taxicab but does not include a Limousine.

Further to the definition, Section 3.1 defines the provision related to the lawful operation of a Taxicab as defined within the Town of Cobourg as follows:

Section 3.1:

No person shall operate or permit the operation of a motor vehicle as a Taxicab in the Town without an authorized Town of Cobourg Taxicab Licence.

With this current definition within the existing By-law, Vehicles driven by T.N.C. Drivers are not excluded from the definition. The T.N.C operational model contemplates that drivers convey paying passengers in the drivers' vehicles. To this extent, at least, the T.N.C business model does not comply with the provisions of the Town of Cobourg Taxicab By-law. When providing their services, T.N.C drivers are considered to be operating a Taxicab under the Town's definition and under section 3.1, contrary to the Taxicab Licensing By-law by conveying passengers in a vehicle for a fee.

As discussed above, T.N.C.s can be determined to fall under the Taxicab By-law and the definition, then T.N.C.s would also fall under the exemption with the By-law as follows:

Section 4.1

This By-law does not apply to and excludes the necessity for Licences for Taxicabs originating outside the Town when delivering passengers to areas in the Town.

This exemption has been observed by the Town and reports from citizens that T.N.C.s are currently providing a Uber, Lyft services in Cobourg, specifically during the summer time, but these 'rides' are originating outside the Town of Cobourg and there is no pick-up within the municipal boundaries.

Provincial Developments and Municipal responses to Regulating T.N.C.s

The regulatory response in the Province of Ontario on Transportation Network Companies has been diverse across various jurisdictions and across Ontario regulator regimes have been introduced gradually to govern the operations of the T.N.C.s and their drivers.

At the Provincial level, given that the regulation of the Taxi Industry has historically been the domain of municipalities, there has been limited response at the provincial level in addressing the T.N.C issue.

Some notable developments at the provincial level have included a Private Members Bill called Bill 131, Opportunity in the Sharing Economy Act, 2015, that was presented in 2015 by former MPP Tim Hudak, this Bill did not make it past second reading in the house. Secondly in 2016, amendments were made and passed by the Provincial Legislature under the Provincial Insurance Act, 1990 to permit insurance companies to offer insurance products that cover T.N.C.s. There are a few insurance companies that offer their coverage and can be explored by the T.N.C divers once they agree to drive for T.N.C.s

At the Municipal level, the regulation of T.N.C.s has predominately been addressed at the local level through municipal by-law regulations. Numerous municipalities in Ontario and across Canada, have approved regulatory regimes which have established operating standards for T.N.C.s and T.N.C. drivers. The reason that these regulations were implemented was part of a reactive response and not proactive, as T.N.C.s operated within several jurisdictions prior to any rules and regulations being in place.

The common elements and regulations of municipal regulator regimes are as follows:

- **Driver Screening** – Municipalities establish minimum standards for driver screening with respect to criminal convictions and level of driving offences for the purposes of registering drivers on the T.N.C.'s platform or issuing a T.N.C. driver's licence on behalf of a municipality. T.N.C.s are permitted to screen drivers using third-party background check providers who attain Criminal Reference Checks and Driver Abstracts on behalf of the T.N.C. and T.N.C. driver applicant.
- **Vehicle Standards** – Municipalities establish minimum standards for vehicles respecting the age of the vehicle; display of a T.N.C. decal/signage; and annual vehicle inspections.
- **Licensing fee Structure** – It is common for municipalities to establish a licensing fee structure which includes a combination of:
 - Flat annual T.N.C. licensing fee;
 - Per driver fee; and/or
 - Per trip fee
- **Insurance requirements** – Municipalities have established insurance requirements for T.N.C.s and T.N.C. drivers to ensure that appropriate levels of insurance coverage is provided to both the T.N.C. driver and customer when the service is provided.
- **Auditing** - To ensure compliance with municipal by-laws, municipalities often require T.N.C.s to submit data on a regular and/or as-needed basis for staff to audit. Municipal data requests typically include all T.N.C. driver and vehicle screening documents, trip history, etc.
- **Security Technology**– both the T.N.C. driver and customer are provided with each other's information (ex. name, phone number, licence plate number, etc.). No additional security features are required or have been implemented as further regulation by a municipality.

An example of a summary of a Transportation Network Company regulations, can be found on each T.N.C webpage. For Example Uber (one of many T.N.C.s) has developed a website which lays out regulations for drivers across multiple Ontario municipalities who have regulations on T.N.C.s the link can be found at this URL - <https://www.uber.com/en-CA/drive/resources/driving-in-ontario/>.

6.0 ANALYSIS

Issue Discussion:

There are two (2) principle issues that are to be considered by the Town of Cobourg and to be discussed as part of this report.

- 1) The Town of Cobourg's highly regulated Taxi Industry is facing the threat of competition from the potential entrance of the T.N.C. shared economy industry that operates in contravention of the Town's Taxicab Licensing By-law. Although currently the Town does not have any T.N.C.s operating within the Town the entrance of this innovative industry can occur without notice. The Town has heard from the Taxi Industry who operates within the Town and has asked that the current By-law be modernized and updated, to protect the current stakeholders and improve the regulation regime to address the following issues including but not limited to:
 - Consumer Protection updates: driver screening, insurance, mechanical safety of vehicles, fares, etc.;
 - Accessibility Issues, currently there are no Accessible Taxis in the Town of Cobourg operating in the community;
 - The need to modernize taxicab standards;
 - Inclusion of Private Transportation options that are responsive to the public's changing needs;
 - The evolving role of licensing staff to include a monitoring and auditing capability for this type of business.
 - Potential collaboration to work with surrounding County Municipalities to share a consistent by-law and licensing approach.

It is important to note and make the distinction that the aforementioned issues are not unique to the Town of Cobourg, and municipalities our size are working to modernize their Taxi regulations and introduce provisions that deal with addressing the shared economy.

- 2) As part of the Council motion passed February 19, 2019, Council directed Staff to investigate/create a by-law regulating ride sharing transportation, such as Uber or Lyft and review the entire taxicab by-law through public and taxicab owners and operators public. This report outlines and describes Transportation Network Company's and how they play a part in

the new shared economy regime. This task was completed through Public and Stakeholder participation which was gathered as part of an Engagement process conducted by the Town which has been attached to the report. The Engagement report clearly provides a response from the public on the issues that are being considered above.

Community Engagement Summary – What we Heard:

In developing this report and the review of the Taxicab industry with the emergence of the Transportation Network Companies, the Town of Cobourg conducted a public engagement campaign to receive feedback from the four (4) specific groups of stakeholders that would be effected by changes or have utilized the taxi industry within the Town of Cobourg. These four (4) groups are; Cobourg Residents, Passengers, Taxicab Owners and Taxicab Drivers. The survey and questionnaire was posted online for four (4) weeks and was divided into six (6) different categories:

1. Licensing;
2. Safety;
3. Service;
4. Tariffs;
5. Ridesharing; and
6. Accessibility.

All responses are summarized within the Taxicab Public Engagement Report attached to this Staff Report. The recommended amendments for Council's consideration are based on the feedback and responses from the community and the three (3) Taxicab Business Owners and a small portion of the licensed drivers. There was a survey for Transportation Network Companies to participate, but there was no response provided by the industry.

As part of the review, and staff's understanding of the importance to engage the Taxi Industry, an additional step was taken, and the legislative services department met on January 14, 2020 with all Taxicab Business Owners to review and discuss the changes that are being recommended for approval.

Significant Proposed By-law Changes:

Eliminating Annual Mandatory Taxicab Inspections

The Ontario Ministry of Transportation (MTO) Safety Standards Certificate (SSC) is a document that certifies a vehicle's fitness. Any inspection station in Ontario licensed by the MTO can issue a SSC, provided the vehicle passes an inspection. This inspection covers the minimum safety requirements for vehicles in the Province of Ontario. Items reviewed during the inspection include

powertrain, suspension, brakes, steering, instruments/auxiliary equipment, lamps, electrical, body, tires and wheels. In July 2016, the MTO updated the standards a vehicle must meet in order to pass the provinces safety inspection and to be considered roadworthy. Some of these changes included deeper tire tread depth, more stringent requirements for structural integrity, new standards for ride height, revised rules for brake lining thickness and stability control systems. Considering this information, staff are recommending the elimination of annual mandatory inspections. Taxicab owners will continue to be required to provide a SSC issued by a licensed mechanic under the authority of the MTO. A second SSC will be required if a taxicab travels more than 25,000 km's within a licensing period.

The Town of Cobourg will continue to enforce the regulations of Taxicab's and driver through by-law, as well as receiving continued enforcement assistance with the Cobourg Police and the Ministry of Transportation on an ongoing basis. These enforcement agencies have a right to question and inspect a licensed Taxicab or Driver at any time with reason, as well as the MTO may check to be sure the SSC compliance is being met and all other Highway Traffic Act rules are being followed. By-law Enforcement and licensing will continue to hold random and scheduled safety and compliance checks throughout the year.

Yearly Taxicab Tariffs Adjustments

Taxis must charge the rate specified in the Taxi Regulating By-law, and must have the meter running to calculate the appropriate fare whenever they carry a passenger. Taxi meter rates are based on a combination of distance and time. Currently in the Town of Cobourg the meter charge is 1.75 per km, with a starting pick-up charge of \$4.75. These Taxi Fares have not been adjusted since 2010.

Below is the Current Taxi Fare Structure.

	Type of Taxi Fare	Rate
1.	Pick-Up Charge	\$4.75
2.	Pick-Up Charge (Senior Rate)	\$4.25
3.	Meter Charge	.35cents 1/5 km (\$1.75/km)
4.	Meter Charge (Senior Rate)	.25cents 1/5 km (\$1.25/km)
5.	Stops During Trip	\$1.50 per stop
6.	Waiting Times at Stops	\$0.75 per min after 2mins
7.	Parcel Unloading Charge	\$0.75 per min after 2mins
8.	Destination Waiting Charge	\$0.75 per min for waiting at final destination

Senior defined as 65 years of age or older.

Staff is recommending that the Town no longer be responsible to set tariff rates independently. Although the T.N.C.s. set their tariffs independently from municipalities, Staff and the Taxicab Industry believe since currently there is no threat from T.N.C.s that a first step in modernizing the Taxicab industry is

allowing Owners to collaborate yearly with the Town to set Tariff rates. This change will help to provide rates that are equitable for Taxicab Owners, and help make the Taxi industry sustainable to operate as a business, but also affordable to the public as a means of transportation when traveling inside and outside of the municipality.

As a result of this change, this would mean that yearly, the Taxicab Licence Owners will meet with the Town of Cobourg Licensing Department to submit a proposal to Municipal Council on an agreed upon rate and changes to Taxicab Tariffs. The adjustment of taxi meter rates annually would occur October 1. If an application for the meter rate increase is received by the Town as a proposal from Taxicab Owners at that annual meeting, the proposal should be presented with a business case from Taxicab Owners based on justification on industry costs. These Industry costs would be items such as:

- Rent, Licenses, Other;
- Insurance;
- Fuel;
- Repairs & Maintenance;
- Amortized cost of vehicle;
- Radio & Equipment;
- Earnings - all drivers.

The percentage increase in the meter rate increase is not to exceed the percent increase in industry costs. In order to present a Tariff increase, Owners should track the cost of the operation of a Taxicab Business within the current context of the economy.

Once set, the rates must remain static for at least three (3) months. After a three (3) month period, Taxi Companies that wish to change their rates prior to the annual review can do so with one month's notice. This change makes fee structures more equitable with T.N.C.s. and helps the Taxicab industry to become more modern. The decision to raise or lower rates becomes a business decision for each taxicab owner. This will allow competitive pricing among the ground transportation market with a consensus from owners, assistance with the Town in order to protect the consumer, and final with Council approval. Rates must be advertised to the public of upcoming changes to rates as well as current rates applicable.

Below is the Proposed Taxi Fare Structure beginning in 2020:

	Type of Taxi Fare	Rate
1.	Pick-Up Charge	\$4.75
2.	Meter Charge	\$1.75 per km
3.	Waiting/Running time while under engagement	\$0.75 per minute, Meter activated only when vehicle is travelling below 26km per hour or stopped.

New proposed Discount for Seniors is 10% rather than a separate fare amount.

- Proof of age is needed (Senior 65) at Driver's discretion
- Discount not applied on fares below \$10

Proposed Rate 5km Trip (without stops or wait times)

$$\begin{aligned} \$4.75 + (\$1.75 \text{ per km @ } 5\text{km}) &= \$13.50 - \text{Regular Fare} \\ &= \$12.15 - \text{Senior Discount of } \$1.35 \end{aligned}$$

Proposed Rate 10km Trip (without stops or wait times)

$$\begin{aligned} \$4.75 + (\$1.75 \text{ per km @ } 10\text{km}) &= \$22.25 - \text{Regular Fare} \\ &= \$20.02 - \text{Senior Discount of } \$2.23 \end{aligned}$$

Town of Cobourg Staff are recommending that the Senior Rate be further discussed by Municipal Council in order to determine if this rate should be maintained as part of the Taxi Tariff Regime. As demonstrated within the above Fare examples there is a minor reduction in cost, but to be more equitable for all residents of Cobourg, removing the rate may be something that Council would like to consider.

New proposed wait time charge and elimination of "stop" rate during trips.

Current Fare 5km Trip (with one additional stop during trip, assuming wait time at stop is only 3 minutes)

$$\$4.75 + (\$1.75 \text{ per km @ } 5\text{km}) + \text{Stop Charge (1 stop @ } \$1.50) + 1 \text{ minute wait time } (\$0.75 \text{ per minute after 2 minutes}) = \$15.75$$

Proposed Fare 5km Trip (with one additional stop during trip, assuming wait time at stop is only 3 minutes)

$$\$4.75 + (\$1.75 \text{ per km @ } 5\text{km}) + 3 \text{ minute wait time } (\$0.75 \text{ per minute @ } 3 \text{ minutes}) = \$15.75$$

Current Fare 5 km Shared Ride Trip (with 2 additional drop off stops, assuming wait time at stop is only 1 minute)

$$\$4.75 + (\$1.75 \text{ per km @ } 5\text{km}) + \text{Stop Charge (2 stops @ } \$1.50) + \text{no additional wait time charges at each additional stop } (\$0.75 \text{ per minute after 2 minutes}) = \$16.50$$

Proposed Fare 5 km Shared Ride Trip (with 2 additional drop off stops, assuming wait time at stop is only 1 minute)

$\$4.75 + (\$1.75 \text{ per km @ } 5\text{km}) + 1 \text{ minute wait time per stop} \times 2 \text{ stops } (\$0.75 \text{ per minute}) = \15.00

Although the base tariff rate has not been adjusted, the elimination of the Senior Rate to a Senior discount will help to provide a higher fare from the current rate, and with the addition of a waiting time running charge will help to provide either an increase or reduction to the taxi fare, dependent upon the waiting time, instead of time stopping and not being charged until after two (2) minutes at the current structure.

Eliminating customer bill of rights

Currently no other licence categories have a customer bill of rights. The current bill of rights includes requirements such as prompt and reliable service, a courteous knowledgeable driver who is neat and clean in appearance and assistance when required. Removing the bill of rights places business decisions back in the hands of the taxicab business owners. Should any one taxi owner or driver provide sub-par customer service, the customer can opt to take their business to a different ground transportation provider. From an enforcement perspective, a bill of rights is difficult to enforce. The items covered are subjective and a violation would not be the same for every passenger. Allowing taxi owners to make a business decision with respect to the operation of their vehicle, creates equity between taxi business and T.N.C.s

Licence Issuance Model

On February 25, 2019 Council approved a motion that amended the 2014 Taxicab regulating By-law with the elimination of an repeal of section 2.4.1 of By-law No.014-2014 to remove the limit on the number of Taxicab licenses in Cobourg to alleviate non pick-up, wait times and denial of fares and to allow for more taxicabs to be introduced into the Cobourg Taxi industry.

Town Staff supports the removal of the Taxicab vehicle licence limit that was in place as part of the previous By-law as this change allows for more competition within the Taxi Industry in Cobourg. Since the elimination of the cap on the number of Taxicab licences permitted to operate within Cobourg, the Town has issued two (2) additional taxicab licenses and has had one (1) new Taxi Business start-up. This change has allowed for additional vehicles to be added to existing Taxicab Owners fleet which at the time when the limit existed, this regulation provided a hurdle for some businesses to expand.

In addition, if Council proceeds to incorporate the regulation of Transportation Network Companies in Cobourg through By-law revisions, it will be difficult to limit the number of these T.N.C. drivers and vehicles on the road and this would be consistent with those Ontario municipalities that do provide regulations on T.N.C.s who do not limit the number of T.N.C.s drivers/vehicles that can operate in their respective municipal boundaries. That being said, Municipal staff are recommending that the limit on the number of licences issued remains repealed.

Police Vulnerable Sector Check

Staff is recommending that Taxicab drivers be required to submit a Police Vulnerable Sector Check (PVSC) when obtaining or renewing their licence in the Town of Cobourg. Taxicab drivers are currently only required to obtain a Vulnerable Sector Check only when they first become licensed, and now staff are proposing that both a Criminal Record Check and a Vulnerable Sector Check be provided to the Town.

The PVSC will include the following information:

- Criminal convictions from Canadian Police Information Centre (CPIC) and/or local databases
- Summary convictions, for five years, when identified • Findings of Guilt under the Youth Criminal Justice Act within the applicable disclosure period
- Outstanding entries, such as charges and warrants, judicial orders, Peace Bonds, Probation and Prohibition Orders. As per CPIC policy, information obtained from the Investigative Databank must be confirmed and authorized for release by the contributing agency
- Absolute and conditional discharges for 1 or 3 years respectively

The PVSC will not include:

- Convictions under provincial statutes (i.e. Highway Traffic Act, Trespass to Property Act, Liquor Licence Act)
- Local police contact
- Ministry of Transportation information
- Special Interest Police (SIP) category of CPIC
- Family Court Restraining Orders
- Foreign information
- Any reference to incidents involving mental health contact
- Diversions will not be released as police contact and no reference to the occurrence is permitted (CC S. 717.4)
- Youth Criminal Justice Act (YCJA) information beyond the applicable disclosure period
- Any reference to contagious diseases

Vulnerable Person, means a person who, because of their age, a disability or other circumstances, whether temporary or permanent, is in a position of dependency on others or is otherwise at a greater risk than the general population of being harmed by a person in a position of trust or authority towards them.

Taxicab drivers frequently transport children or other vulnerable persons and staff believe the PVSC as the appropriate level of police record check to ensure safety.

Fees

Below are the proposed licensing fees for 2020:

Taxi Fees - Taxicab Owner		
Fee Description:	Current Fee:	Proposed Fee:
Taxicab Owner Licence	\$150.00	Unchanged
Taxicab Owner Renewal	\$150.00	Unchanged
Taxi Owner Replacement	\$50.00	NEW
Accessible Owner Licence	\$150.00	Unchanged
Accessible Owner Renewal	\$150.00	Unchanged
Accessible Owner Replacement	\$50.00	NEW

Taxi Fees – Taxicab Driver		
Fee Description:	Current Fee:	Proposed Fee:
Taxicab Driver	\$40.00	Unchanged
Taxicab Driver Renewal	\$40.00	Unchanged
Taxi Driver Replacement	\$25.00	NEW
Taxi Driver Transfer	\$20.00	Unchanged

TaxiCab Innovation, Apps

As the transportation industry becomes more modern and technological based the Taxicab regime and industry needs to catch up and meet the new demands of a changing society. One example of this is utilizing a technological approach when accepting fares and conducting business.

Taxi companies in surrounding jurisdictions have recently introduced apps that assist the dispatch process, using some of the concepts that ABSMs like Uber have introduced. In principle a taxicab app can do much of what is done by Uber and Lyft. The main differences currently are the licensed vehicle and driver that arrive, and the relative ability of companies to create immediate consequences for poor customer satisfaction through the driver rating system.

There are companies offering a universal app for taxis (drivers and passengers), for example a Canadian company named ProCabby offers an innovative online solution for Taxi Owners and Drivers or Taxi companies may also develop their own applications. If Taxicab Owners are interested in this innovative application enhancement, Staff would be happy to assist in the installation and advertisement to the public.

In order to accommodate future technological advancements, Staff further recommends that Part 6.5.1 (a) of Section 6.5 Trip Sheets, of Taxicab Bylaw 014-2014, Drivers be permitted to maintain either a hard paper version or an electronic version of "trip sheet" in vehicle.

Accessible Taxicabs:

Section 79 of Ontario Regulation 191/11 being the integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) states as follows:

Duties of municipalities, accessible taxicabs

79. (1) Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. O. Reg. 191/11, s. 79 (1).

(2) Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I. O. Reg. 191/11, s. 79 (2).

The purpose of this section of the report is to provide Council with the information gathered to date to establish the need to require accessible, on-demand taxicabs in the Town of Cobourg and to propose recommendations to Council to implement the requirement of on-demand accessible taxicabs in the Town of Cobourg to meet the need of citizens.

In accordance with Section 79 (1) of Ontario Regulation 191/11, Staff has received the input from the Cobourg Accessible Advisory Committee to determine the need for on-demand accessible taxicabs.

In the previous term of Council, the Legislative Services Department met with the Accessible Advisory Committee to advise of the requirements of the Integrated Accessibility Standard as it relates to taxicabs. Since that time and with the current Accessibility Advisory Committee there has been a standing item

on the Advisory Committees Agenda under unfinished Business called 'Accessible Taxi Update'.

With the current Accessibility Advisory Committee the following recommendations for Staff and Council consideration has been as follows:

- That the Town actively communicate and urge the current Taxicab Owners to operate within their fleet an Accessible on-demand Taxicab;
- Develop an incentive program to encourage the licensing of Accessible Taxicabs in the Town; and
- All Accessible Taxicabs be licensed by the Town and Drivers receive sensitivity training to deal with those citizens who have disabilities.

As part of the Public Engagement on the Taxicab By-law, the public as well as the Taxi Industry provided comment for the need to have an Accessible Taxi On-demand service available for the public.

At this point, and with the current regulations being in place, the Legislative Service Department is awaiting an Accessible Taxicab application to be received for an Accessible Cab to become operational within the Town of Cobourg.

Current Situation for Accessible Taxi Service

Currently the Town of Cobourg has eleven (11) taxicabs licensed between four (4) different Companies operating within the Town of Cobourg. The Town currently does not have any on-demand accessible taxicabs licensed or available with the Town. Throughout 2019, there was one (1) inquiry for an Accessible Taxicab Application, but since the time the application was offered, the application has been abandoned by the Applicant.

Options for Implementing the Identified Need for On-Demand Accessible Taxis

The following are options for Council consideration:

1. Introducing a requirement through municipal By-law that a certain number of Accessible Taxicabs be provided and licensed. For example, provisions could be introduced that would require a taxicab company operating more than five (5) taxicabs or more to license at least one of those as an Accessible Vehicle. Based on the current licensing, the Town of Cobourg does not have any Taxicab Businesses operating 5 or 10 or more licensed taxicabs and therefore this option at this time would not assist with the Town acquiring an Accessible Taxicab. Although this may not be the situation over time and a Business may add more licensed

vehicles to their fleet at any time which could meet this threshold. Additionally, this regulation could propose complications and hard to be maintained in future years depending on the number of taxicabs licensed by each company from year to year. The Town of Cobourg has seen in the recent years a decrease in the amount of taxicabs licensed in the Town.

2. Another option to consider would be to use a ratio of accessible taxicabs to all regular taxicabs licensed and operating within the Town. This meaning for every specified number of regular taxicabs licensed in Cobourg (not company specific) that an accessible taxicab must be licensed. The same problem would arise with the first option that the number of accessible taxicabs would depend on the taxicab business at any given time and may not be consistent from year to year.

With option number two (2) there would need to be an implementation strategy to be established, in order to set out how to determine which taxicab business would be required to license an accessible taxicab and how to move forward from year to year in respect to maintaining the requirement. There may be a need to combine both methods number one (1) and two (2) with the addition of developing a ratio of the number of accessible taxicabs to the population of the Town of Cobourg to develop a number of accessible taxicabs needed to serve the community.

Incentives

Municipal Staff recognizes that the cost of providing an accessible taxicab may be challenging for taxicab companies, and this has been relayed to staff by the current Taxicab Owners. One form of an incentive for the introduction of Accessible Taxicabs would be for the Town of waive the licensing fees for the issuing of Accessible Taxicab licences and their renewals.

In addition to the waiving of Taxi Licensing fees, the Town could provide an operational incentive program to Accessible Taxicab Owners who licence Accessible Taxicabs. These incentives could be in the form of a subsidy to offset the extra cost for an accessible taxi fare which would include the extra time that it takes for drivers to load and unload a passenger, and also any driver training and taxicab maintenance of the accessible devices.

A third option that Council could consider in order to assist within the introduction of a Accessible Taxicabs in Cobourg to assist with the cost and the introduction of a Municipal Subsidy to Taxi owners would to consider raising the Taxi Fare an extra \$0.10 or an alternative price which that extra 10 cents charged for each fare could help to provide an extra amount of money to help companies cover the cost of operating and maintaining an Accessible Taxicab for the community. The introduction of this option would need an implementation plan to make sure

the there is an effect in helping to provide Accessible Taxi Services in Cobourg, meaning that maybe this extra charge would only be in service when an accessible taxicab is licensed to maintain the service.

All off these options would need to be discussed by Council, presented to the Accessibility Advisory Committee, the Taxicab Industry and the public to determine which options would be most effective and successful for the Town's residents.

This section of the report is being presented pursuant to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and more particularly section 79, which is set out above in this section of the report. The Town of Cobourg is required to: determine the proportion of on-demand accessible taxicabs required in the community; and identify steps to be taken and progress made towards meeting the need within the Town's Accessibility Plan.

Based on the current status of no on-demand accessible taxi service, those that have disabilities currently have to rely solely on the Town's Accessible transit service with has a prearranged process that involves a booking time and also has limited hours. The feedback that the Town has received during consultations with the Accessibility Advisory Committee and the public, Staff are proposing that at least one (1) on demand accessible taxicab be required in the Town of Cobourg to meet the needs of the community.

It is important for Council and the public to understand that Accessible Vehicles need to meet the requirements of the Ontario Regulation 629 being a regulation under the *Highway Traffic Act* dealing specifically with Accessible Vehicles, and portions of Ontario Regulation 611 being a regulation under the Highway Traffic Act dealing with Safety Inspections. Ministry of Transportation (MTO) Safety Certificates are issued in respect of items required to be inspected by Ontario Regulation 611. However there is no mechanism within the MTO for ensuring that the provisions of Ontario Regulation 629 are complied with. This duty for compliance would fall upon the Town's enforcement agencies at the time that the vehicles are licensed, as part of the initial vehicle inspections and routine compliance checks. Training will have to be provided to the Town's Enforcement Staff.

Transportation innovation Case Study – Innisfil Transit
(Information gathered from Staff Reports)

As part of this staff report, Municipal Staff reviewed the current situation regarding transportation within the jurisdiction of the Town of Cobourg. The reason that Town Staff provided this report to Municipal Council was not only to review the Taxicab Industry but also based on the February Council decision asking Staff to investigate the 'Shared Economy' in relation to Transportation Network Companies (ex. Uber and Lift). As part of the research and the drafting of this report, Staff went a step further and explored other existing modern and

innovative options in relation to dealing with examples of transportation in other local municipalities.

In addition, Municipal Staff reviewed the numerous comments displayed and communicated by the community within the Town's Engagement Report conducted by the Town which demonstrated the need to look a bit further than the status quo. This was done by reviewing the current situation in Cobourg and looking to increase efficiency and effectiveness, for residents while reducing costs, and understanding the feasibility of implementing an alternative approach to transportation with the current demographic based on local demand for greater, consistent and reliable transportation options.

Below is a brief summary of the Town of Innisfil and their ability to change their way of thinking when considering operating public transportation within the community. The Town of Innisfil partnered with Uber (for general rides) and local taxi companies (for accessible rides) to bring a reliable, affordable on-demand transit service to serve all residents of Innisfil.

Below is a brief comparison of Cobourg and Innisfil.

Cobourg vs. Innisfil

Cobourg		Innisfil	
Population	19,440	Population	36,566
Density	139.2/km ² (361/sq mi)	Density	869.3/km ² (2,251/sq mi)

In September of 2015, the Town of Innisfil completed a Transit Feasibility Study for the municipality. This study was conducted due to there being no public transit system in the community and the community was demanding a solution to help citizens get around as an alternative option to Taxis. The study recommended that the Town consider a fixed-route bus service to address the current demand for public transit in Innisfil. However, when Innisfil Council considered the options of the report for fixed-route bus service during their Budget deliberations, it was determined that all options would be too costly for the limited level of service that they would provide. As a result, Council directed Staff to form a community advisory committee to assist with further assessing demand-responsive transit solutions. The goal of the committee was to consider and try to achieve an "adaptable", "progressive" and "innovative" solution to efficiently address the public transit demand in Innisfil.

On June 15, 2016, Innisfil Council gave Staff direction to issue a Request for Expressions of Interest to solicit information from proponents to provide on-demand-responsive transit services in Innisfil. The purpose was to gauge interest and assess options from proponents interested in providing this service.

From the submissions that the Town received from proponents, Uber emerged as the only company with an app-based platform (i.e. UberPool) that would facilitate ridesharing and the matching of two (2) or more passengers on trips across the entire Town.

Instead of transit buses working regular routes, the municipality engaged Uber in a Partnership Agreement to allow travelling cars to function as the transit fleet. When a rider opens the Uber app, within the Town of Innisfil jurisdiction, Innisfil Transit pops up as the cheapest option to travel between networks of popular areas called “hubs”, such as libraries, the recreation centre or municipal buildings.

As part of the project that Innisfil undertook in addressing immediate transit needs, the Town structured the program in a Staged approach in order to generate the long term success of the program. The main purposes of Stage 1 was to collect data on the demand for transit in Innisfil and to see how the service is being used. The Town felt that the use of UberPool is best aligned with the focus of Stage 1 of the service to retrieve data on the key origin and destination points for transit in Innisfil. In this type of a transit system, the Town was not required to pay capital costs for items such as buses and bus shelters, in addition to the ongoing operational and maintenance costs. Rather, the Town simply provided funding to cover or contribute to the difference between the Uber fare and a traditional bus transit fare (e.g. \$4-6).

Stage two (2) of Innisfil Transit was launched in 2018, which had a number of recommendations that were results of staff observations as well as a Community Consultation process through engagement surveys. The additions to Stage 2 were a demand for more flat fee destinations (similar to transit stops) to be utilized on the Innisfil Transit App.

What is the fare to use the service?

People are able to book a trip wherever they need to go, 24 hours a day/7 days a week. There are three different types of trips that can be taken:

- 1) Key Destination Request: When a trip is booked from within Innisfil to one of the following destinations, the passenger will pay \$4-\$6 (one-way):
- 2) Custom Destination Request: A \$5 discount has applied to other trips within Innisfil boundaries that are not going to/from the above flat fare destinations.
- 3) Accessible Vehicle Request: residents will be able to request a wheelchair accessible vehicle through a local Taxi company. The price of this trip follows the same fare structure as for the Uber trips.

Current Ridership Numbers from the Town of Innisfil:

Over 112,000 Innisfil Transit trips have been taken since the service was launched in May 2017.

Statistics Overview: (Provided by March 2019 Innisfil Staff Report)

	2017 (May 15-Dec)	2018 (Jan-Dec)
Trips	26,688	85,943
Subsidy	\$150K	\$640K
Riders	3,493	5,749
Drivers	1,393	2,203
Match Rate	17%	31%
Wait Time	9:10 mins	6:10 mins
Completion Rate	71%	87%

Overall, the results in this table are reflecting the success and popularity of the Innisfil Transit service. Particularly, the ridesharing match rate (when 2 or more trips are matched) and completion rate (% of requested trips that are completed) continue to trend upwards, while the average wait time continues to trend downwards as the average wait time was under 5 minutes in the last 3 months of 2018. These trends are reflecting both the efficiency and reliability of the Innisfil Transit service. *(Provided by March 2019 Innisfil Staff Report)*

It should be noted that zero accessible rides were completed in 2017 or 2018 using the partnering taxi company. The Canadian Red Cross provides a transportation service in the Innisfil area for persons with disabilities so it was concluded that riders were either managing to use the Uber vehicles or were utilizing the Red Cross service (perhaps a cheaper or more direct option).

Funding:

A total of \$100,000 was approved by Council for the purposes of implementing demand responsive transit in the Budget for 2017, while an additional amount of \$125,000 was approved for 2018. Innisfil Transit was approximately \$250,000 over budget in 2018 due to a higher growth rate than staff predicted as well fares starting off at a lower amount to offset the cost to increase the popularity of the system and promote the use of the service. In the 2019 budget, Council approved \$885,806 for Innisfil Transit.

Without any changes to Innisfil Transit fares, Staff are anticipating total costs are likely to be in the \$1-1.2 million range for 2019 due to the popularity and growth of the service, along with the Town's growing population (approximately 1,000 new residents each year). In anticipation of the increasing costs, ride fares were

increased in 2019 and the number of rides per month were capped at 30 after which time the rider has to pay full fare for additional rides

Although these costs are starting to exceed what was forecast for the 1-bus or 2-bus route options in the Town's Transit Feasibility Study prepared in 2015, the ridesharing transit system is able to provide convenient door-to-door coverage across the entire Town. In contrast, the bus service only provides access to those within walking distance of the bus stops along the route and wait times can sometimes be up to an hour.

There are options for this type of service to be funded based on the above description of the partnership program which could be considered identical to that of the Town of Cobourg's current Transit System. Budget requirements can be funded from the Municipal Levy or through the Provincial Gas Tax Funds that currently the Town receives, which is allocated to municipalities based on a formula that looks at prior year results and a 70/30 split between ridership and total population. Eligible funding is capped at 75% of municipal spending.

Considerations:

There are many additional considerations that Council should be aware of when considering a case study such as this one when it comes to the implementation of such a program. Below is a list of those considerations:

- Driver/Vehicles
- Partnerships
- Passengers
- Network/Technology
- Incentives
- Education/Promotion
- Existing Infrastructure
- Accessibility

Conclusion:

The Town of Innisfil has provided a transportation system that has met the needs of their residents by implementing a new way of operating a public transportation system. The partnership with Uber has provided a convenient door-to-door service that is available to everyone 24/7 and the results of Innisfil Transit are confirming that the cost of a fixed-route bus system to service all of Innisfil would have been far greater and a less convenient option than through the current ridesharing transit service.

If Municipal Council would like to consider Staff investigating this ridesharing partnership option, Council should direct Staff to provide a detailed report and analysis comparing the current system that is in place (Public Transit, Taxi Services and other transportation networks) to determine if the market, public interest, cost analysis and feasibility based on demographic is an option for consideration.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no financial implications related to this staff report.

8.0 CONCLUSION

The entrance of T.N.C.s has introduced a plethora of new issues, which impact a broad range of stakeholders and require municipalities to address - the most salient being the need to ensure consumer protection and health and safety. Currently in the Town of Cobourg the emergence of these T.N.C.s has not been visible or an issue.

The proposed changes within the current taxicab regime will help to create more equity within the ground transportation market. If approved, taxicab industry regulations will be more similar to other regulated industries, including T.N.C.s.

9.0 POLICIES AFFECTING THE PROPOSAL

There are not policy implications related to this report. The Taxicab By-law will be revised and amended as a result of Council accepting the recommendation within the report.

10.0 AUTHORIZATION/SIGNATURES



Brent Larmer
Municipal Clerk
Manager of Legislative Services



Ian Davey
Treasurer/Director of Corporate Services/ Interim CAO



ENGAGE COBOURG

Your voice, your town.

Public Engagement Report

Project: Taxicab Bylaw

Date: November 14, 2019

Communications Department

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Background

About the Taxicab Bylaw

The Town of Cobourg's Legislative Services Department administers Taxicab Bylaw 014-2014, a bylaw to licence, regulate and govern taxicab owners and drivers, and its amendments, 088-2016 and 013-2019 through licensing and inspection.

Throughout the last few years, the Legislative Services Department received a variety of feedback from the general public, taxicab passengers, taxicab drivers and taxicab owners. Cobourg Council then directed Legislative Services staff to conduct public engagement research, through an online survey and forum, to explore the concerns of passengers, citizens and those who operate the taxicab industry within the Town of Cobourg.



The following are reports, memos and delegations passed through Cobourg Municipal Council in respect to the Taxicab Bylaw:

February 19, 2019 - Committee of the Whole

Angela Stewart, Licensing Officer, provided a Staff Report to Council at their February 19, 2019 Committee of the Whole Meeting, regarding accessible taxicab licensing. In response to this Report, Council passed the following recommendation (as noted in the Minutes):

"Moved by Deputy Mayor Suzanne Séguin, THAT Council authorize the preparation of a By-law to amend By-law No.014-2014 being a by-law to licence, regulate and govern taxicab owners and drivers in the Town of Cobourg; and FURTHER THAT Council repeal section 2.4.1 of By-law No.014-2014 to not limit the number of Taxicab licenses in Cobourg to alleviate non pick-up, wait times and denial of fares; and FURTHER THAT there be no limit at all to the amount of accessible taxi-cabs that can be licensed within the Town of Cobourg; and FURTHER THAT Council direct Staff to investigate/ create a by-law regulating ride sharing transportation, such as Uber or Lyft and review the entire taxicab by-law through public and taxicab owners and operators."

February 25, 2019 - Regular Council Meeting

At its February 25, 2019 Regular Council Meeting, Council, in response to the direction passed at its earlier February 19, 2019 Committee of the Whole Meeting, passed By-law 013-2019 to amend the taxicab by-law (014-2014).

April 1, 2019 - Committee of the Whole

Kelly Paton provided a delegation to Council at their April 1, 2019 Committee of the Whole Meeting, regarding the Taxicab industry and the Town of Cobourg's Taxicab By-law. Ms. Paton's Delegation Request Form and supporting material can be found at this link.

Following this Delegation, Council passed the following Motion (as provided in the Minutes):
"Moved by Councillor Aaron Burchat, THAT Council receive the delegation from Kelly Paton for information purpose; and FURTHER THAT a Draft By-law be presented to Council no later than November 25, 2019."

Objectives

To support the continuous improvement and modernization of the Town of Cobourg's Taxicab Bylaw 014-2014 a community engagement process was utilized to seek ideas and input from across the town. In order to reach the broadest possible cross-section of citizens and audiences, including taxicab drivers, taxicab owners, passengers and the general public at large, four individual surveys were created and circulated to each audience.

Citizens were encouraged to visit the Town of Cobourg's online engagement portal, Engage Cobourg (www.engagecobourg.ca) to complete the survey and participate in a forum.

The public engagement objective for the taxicab bylaw is to:

- Provide comment and dialogue on the incorporation of ride-sharing/vehicle-for-hire within the Town of Cobourg's By-law.
- Gather feedback from four different audiences, including: taxicab passengers, taxicab owners, taxicab drivers and the general public who reside in the Town of Cobourg.
- Provide perspective on the current state of the Taxicab bylaw 014-2014.
- Provide insight on taxicab services in the Town of Cobourg.

The online public engagement objectives for the Taxicab Bylaw were to inform, consult and involve the citizens of Cobourg regarding the incorporation of ride-sharing and examine the current state of taxicab services within the Town of Cobourg.



[Home](#) - [Taxicab Bylaw](#)

Taxicab Bylaw

LEGISLATIVE DEPARTMENT

TAXICAB BYLAW

The Town of Cobourg's Legislative Services Department administers **Taxicab bylaw 014-2014**, a bylaw to license, regulate and govern taxicab owners and drivers, and its amendments, **088-2018** and **013-2019** through licensing and inspection.

Throughout the last few years, Legislative Services have received several comments from passengers, taxicab drivers and taxicab owners. Cobourg Council has directed Legislative Services staff to conduct public engagement research through an online survey and forum to explore the concerns of passengers, citizens and those who operate the taxicab industry within the Town of Cobourg.

The public engagement objective for taxicab bylaw is to:

- Provide comment and dialogue on the incorporation of ride-sharing/vehicle-for-hire within the Town of Cobourg's By-law.
- Gather feedback from four different audiences, including: taxicab passengers, taxicab owners, taxicab drivers and the general public who reside in the Town of Cobourg.
- Provide perspective on the current state of the Taxicab bylaw 014-2014.
- Provide insight on taxicab services in the Town of Cobourg.

We're looking for your feedback:
To share your thoughts on Taxicab services within the Town of Cobourg, please contribute to the following public engagement opportunities below, including:

1. Take the **Survey**
2. Join our **Forum**

[TAXICAB SURVEY](#) [FORUM](#)

Taxicab Survey

Who's listening

Brent Larmer
Municipal Clerk
Town of Cobourg
Phone: 905-372-4301
Email: blarmer@cobourg.ca

Angela Stewart
Licensing Officer
Town of Cobourg
Phone: 905-372-4301
Email: astewart@cobourg.ca

Councillor Aaron Burchart
Coordinator of Protective Services
Town of Cobourg
Email: aburchart@cobourg.ca

Project Schedule

Public Engagement Begins
September 16 2019

Survey and Forum Modules Close
October 11 2019

Staff Report Submitted to Council
November 25 2019

Engagement Spectrum

Public Engagement Report

5

Page 77 of 431

Engagement Strategy & Approach

The public engagement approach for the Taxicab Bylaw was comprised of the following public engagement tools offered on both the Town of Cobourg's new online engagement platform, Engage Cobourg (www.engagecobourg.ca) and through the use of Cognito Forms in order to capture taxicab drivers and owners who may not be residents.



4 Surveys



1 open-ended forum

Four different target audiences were identified and each target audience was given access to the individual survey specific to their concerns. The series of surveys were used to gather different feedback from a wide variety of audiences, including taxicab drivers, taxicab owners, passengers and citizens at-large. The large cross-section of responses provides more focused feedback that will allow for Town staff and Council to identify concerns, issues and trends as presented from each audience.

The surveys were broken down into six distinct areas: Licensing, Safety, Service, Tariffs, Ridesharing and Accessibility. The first three questions listed in each survey were designed to better identify the user, followed by detailed questions related to the six categories mentioned above.

The open-ended forum on Engage Cobourg asked for input on citizen's vision for the Taxicab bylaw, industry and services provided within the Town of Cobourg and to provide additional ideas or commentary.

The forum question asked:



Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

To enhance the success and reach the greatest audience, the Communications Department developed a brand and clear messaging, and launched the surveys and online forum for a period of four-weeks from September 16, 2019 until October 11, 2019.

Marketing materials were created and distributed across the Town of Cobourg including all municipal buildings (Town Hall, Cobourg Public Library, Cobourg Police Service, Cobourg Community Centre and a variety of Downtown and local businesses).

A targeted social media campaign was launched simultaneously to support the online engagement, further raising awareness of the outreach process and garnering interest across a wide range of citizens.

Public Engagement Timeline

4 Weeks

**September 16, 2019
until October 11, 2019**

Engagement Process

The Taxicab Bylaw public engagement process was launched on September 16, 2019 shortly after the launch of the Town of Cobourg's new online engagement platform, Engage Cobourg. Powered by Bang the Table, a complete end-to-end online platform driving inclusive, transparent and measurable community engagement that empowers collaborative learning, discussion, and debate.

Several different audiences were targeted to ensure a more robust accumulation of feedback including taxicab owners, taxicab drivers, passengers and citizens at-large. All audiences were encouraged to provide feedback by participating in the survey designed for them specifically and/or completing the open-ended forum. Background information was provided to offer context where needed for the Taxicab Bylaw and input.

Town Staff from across the Legislative Services Department and Communications Department were available and assisted citizens in respect to signing up to Engage Cobourg and completing the survey and forum.

The public engagement process was advertised by inviting citizens to provide feedback using the online platform. The four-week timeline ensured communication efforts would be well-advertised and provide enough time for citizens to complete the surveys and participate in the forum.

Public notice to both the Engage Cobourg platform and Open House were managed by the Communications Department through a variety of communication vehicles and tactics, including:

- ✓ Media Release
- ✓ Print advertisement in local newspaper Northumberland News
- ✓ Online posts through social media including Facebook, Twitter and Instagram
- ✓ Website notices on the municipal homepage
- ✓ Poster distribution across municipal buildings (Victoria Hall, Cobourg Community Centre, Tourism Desk, DBIA Office, Cobourg Public Library, etc.)
- ✓ Handouts 5x7 distributed at Victoria Hall, Cobourg Community Centre, Cobourg Public Library, Cobourg Police Services and a variety of Downtown and local businesses)

Key Values of the Engagement Process

The Engagement Spectrum that the Town of Cobourg follows is a globally recognized standard for identifying levels of participation, which has been adopted from the International Association of Public Participation.

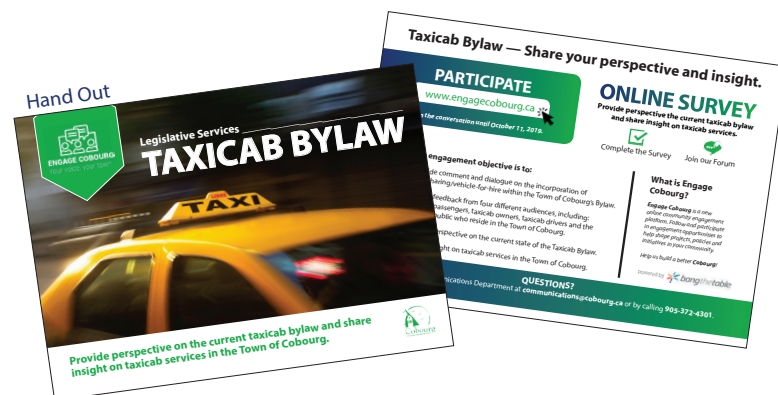


The spectrum outlines the Town of Cobourg’s objectives for each type of engagement process delivered. As the Taxicab Bylaw project progress through the engagement spectrum, the Town of Cobourg can ensure citizens understand their role in the decision-making process.

IAP2 Public Participation Spectrum - Increasing Level of Public Impact				
Inform	Consult	Involve	Collaborate	Empower
<i>Public Participation Goal:</i>	<i>Public Participation Goal:</i>	<i>Public Participation Goal:</i>	<i>Public Participation Goal:</i>	<i>Public Participation Goal:</i>
To provide the public with balance and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision, including the development of alternatives and the identification of preferred solution.	To place final decision-making in the hands of the public.
<i>Promise to Public:</i>	<i>Promise to Public:</i>	<i>Promise to Public:</i>	<i>Promise to Public:</i>	<i>Promise to Public:</i>
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
<i>Example Tools:</i>	<i>Example Tools:</i>	<i>Example Tools:</i>	<i>Example Tools:</i>	<i>Example Tools:</i>
<ul style="list-style-type: none"> Fact Sheets Web Sites Open Houses 	<ul style="list-style-type: none"> Public comment Focus Groups Surveys Public Meetings 	<ul style="list-style-type: none"> Workshops Deliberate Polling 	<ul style="list-style-type: none"> Citizen Advisory Committees Consensus-building Participatory decision-making 	<ul style="list-style-type: none"> Citizen Juries Ballots Delegated Decisions

Communication and Marketing Materials

The Communications Department designed a distinct brand and visual identity for the Taxicab Bylaw public engagement project that was used across all marketing collateral. The collateral was branded with the 'Engage Cobourg' badge and Town of Cobourg brand colours (blue and green gradients) to create a unique and friendly identity for surveying. This identity further helped enhance the concise messaging for the public engagement process.



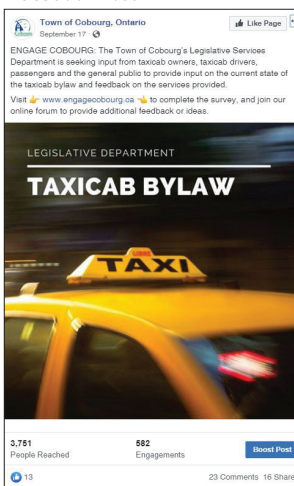
Poster



Instagram Post



Facebook Post



Twitter Post



Ad Block: Northumberland News



Media Release on Town Website





ENGAGE COBOURG
Your voice, your town.

TAXICAB BYLAW

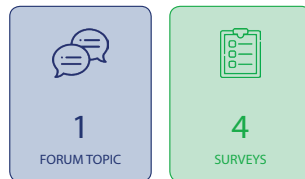
Engagement Results



Summary of Project Engagement

This section presents a summary of the public engagement received for the Taxicab Bylaw through the Town of Cobourg's online public engagement platform, Engage Cobourg, and the use of Cognito Forms outreach results.

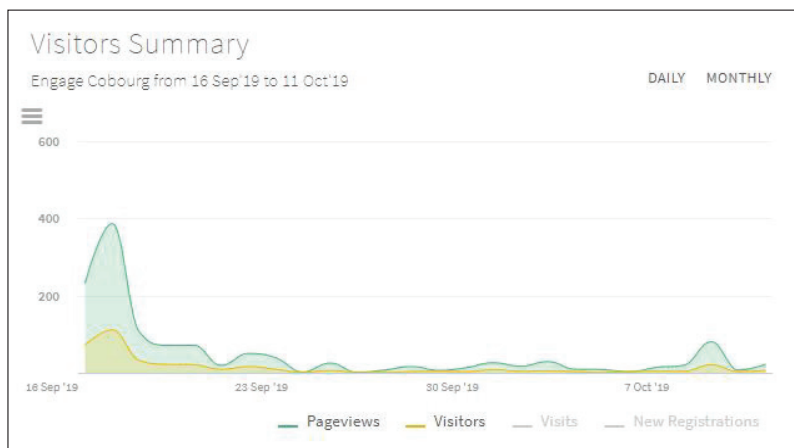
Engagement Tools Utilized:



Participant Summary

The engagement for the project was measured in three distinct variables:

- **Aware:** Unique visitors who have visited the site page but have not opened a document or participated in an engagement tool.
- **Informed:** Unique visitors who have visited the site and opened a document, looked at an image, read the project page but have not actively participated in an engagement tool (survey, forum, etc.).
- **Engaged:** Unique visitors who have actively participated in completing a survey or providing feedback in a forum, etc.



TOTAL PROJECT VISITS
586

*including multiple user visits

TOTAL PROJECT CONTRIBUTIONS
131

*including multiple user comments, replies and votes

Summary of Forum Responses

Citizens were asked to provide open dialogue and feedback on the following Forum question:
Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

TAXICAB SURVEY

FORUM

Discussions: All (1) Open (0)

Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

about 2 months ago

5 Responses

Summary of Forum Engagement

According to the analytical data provided by HQ Engagement on Engage Cobourg the Taxicab Bylaw Forum question had 41 registered Cobourg citizens visit the forum with unique contributions and 10 contributions (comments, likes and replies) participate.

What We Heard

Citizens were given the opportunity to provide further feedback on the taxicab bylaw, industry and services offered within the Town of Cobourg and to provide a vision for the taxicab industry. The following are the responses garnered through the open-ended forum:

Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

Themes included passengers being overcharged, safetying of vehicles,

"Over the last year A1 Taxi got from bad to worst driver started padding the bill instead of going straight from point A to point B drivers keep taking longer and longer saying oh I forgot and took wrong turn oh I made a mistake...over the last two trips: 1. instead of max \$6.00 I got charged \$8. 2. instead of max \$6.00 I got charged \$10. for the what should be 1.1 km 4 min. please read the Google reviews for the A1 Taxi. bottom line I will not be using A1 Taxi anymore."

"The Town has absolutely NO business in further regulating Uber and Lyft! Let the capitalistic model survive. As for the current taxi industry, get the unsafe cars off the road. And, test and retest the cab drivers. Some of the ones that drive overnight are downright sketchy looking and operate the vehicle as if they didn't care if they totalled the car and took me with it."

"I've got a few concerns with this whole process. I don't feel completely informed in that I don't see any delegations on Engage Cobourg from the taxi industry, itself, - just Cobourg Town staff. I would like to better understand the taxi industry's issue by hearing their point of view. From some of the reading I have done previously, I remember thinking that the time frame to look into all of this is way too long. If small business owners in Cobourg have problems, it should be a priority to resolve them as soon as possible - and not put them through a lengthy bureaucratic waiting period. I believe that in some cases, government needs to learn to move at the speed of business."

Summary of Online Survey Responses

According to the analytical data provided by HQ Engagement and Cognito Forms the Taxicab Bylaw survey had 116 citizens, 4 taxicab owners and 3 taxicab drivers actively participate.

[Take Survey](#)

In addition to the survey questions all audiences were able to provide additional commentary, in respect to the following six categories: Licensing, Safety, Service, Tariffs, Ridesharing and Accessibility.



4

SURVEYS



116

CITIZENS



4

TAXICAB OWNERS

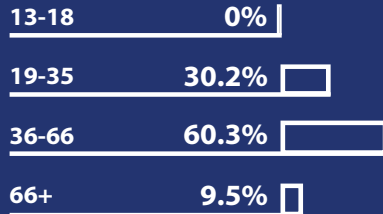


3

TAXICAB DRIVERS

Profile of public and passenger respondents

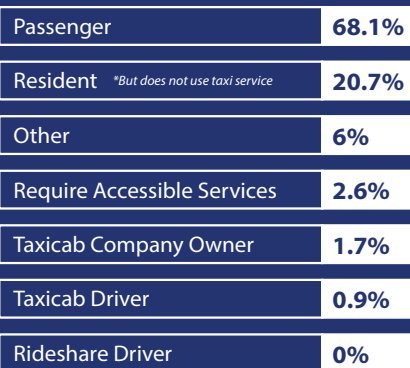
AGE



AREA OF RESIDENCY



IDENTIFICATION

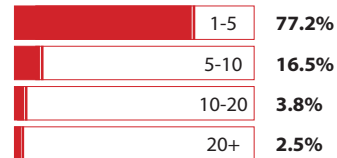


Profile of passenger respondents

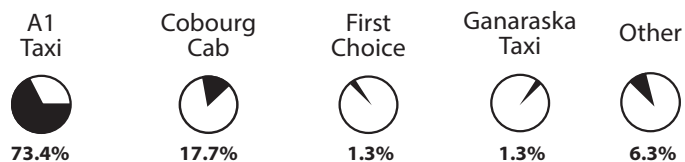
Primary Purpose when using Taxicab Services



How many times per month would you use taxicab services?



Primary Taxicab Company



Profile of owner survey respondents



75%

have operated taxicabs for 1-5 years



25%

have operating taxicabs for 10-20 years



75% of owners have between 1 and 3 licensed taxicab vehicles



Profile of driver survey respondents



33.3%

have been licensed drivers for 1-5 years



33.3%

have been licensed drivers for 5-10 years



33.3%

have been licensed drivers for 10-20 years



66.6%
of drivers work 30+ hours



33.3%

of respondents primarily drive for A1 Taxi



66.6%

of respondents primarily drive for Cobourg Cab



Category: Licensing

Taxicab Passenger Responses

26.6% **support** a limit on taxicab owner licenses

17.7% **support** a limit on taxicab companies

79.7% **support** the Town regulating and licensing vehicles for school runs

72.2% **support** the Town regulating and licensing vehicles for airport shuttles

72.2% **support** the Town regulating and licensing vehicles for limousine services

General Public Responses

35.1% **support** a limit on taxicab owner licenses

29.7% **support** a limit on taxicab companies

78.4% **support** the Town regulating and licensing vehicles for school runs

56.8% **support** the Town regulating and licensing vehicles for airport shuttles

62.2% **support** the Town regulating and licensing vehicles for limousine services

Taxicab Owner Responses

100% **support** a limit on taxicab owner licenses

75% **support** a limit on taxicab companies

25% **support** the Town regulating and licensing vehicles for school runs

25% **support** the Town regulating and licensing vehicles for airport shuttles

50% **support** the Town regulating and licensing vehicles for limousine services

Taxicab Driver Responses

33.3% **support** a limit on taxicab owner licenses

33.3% **support** a limit on taxicab companies

66.6% **support** the Town regulating and licensing vehicles for school runs

100% **support** the Town regulating and licensing vehicles for airport shuttles

100% **support** the Town regulating and licensing vehicles for limousine services

33.3% **prefer** a two year licensing period

33.3% **support** a general taxicab license

*license based on driver, not tied to a specific taxicab company

What We Heard

 **Category: Licensing**



Audience: Taxicab Drivers

Themes included no limits to licensing, more checks needed, more cabs required.

- "Should be up to the individual that wants to invest their money. More cabs better and faster service for the public."
- "Don't believe there should be any limits. Anyone who is willing to run a 'legit' business should be given the chance. One existing company holds a large percentage of the licenses and only have four cars that run."
- "The Town has lifted the cap on the licenses there has been a rush of applicants. The insurance costs to run a legit company are no joke."
- "In a perfect world a two-year licensing period would work. There are too many dishonest people. More checks and balances are needed."
- "Generic licensing works and also saves some administrative work at the Town Hall."



Audience: Taxicab Owners

Themes included supporting existing businesses and to discontinue pursuing ride-sharing services.

- "It is a very competitive industry and the insurance is exorbitant. The existing companies need an opportunity to recoup expenses."
- "It's all about competition and expense versus a client base. Indiscriminate issuing of licenses could have a disastrous effect on those cab companies that already exist."
- "Limit of 1 cab per 1,000 population will work well providing rates are set so current companies can become profitable again."
- "The Town should support existing local businesses before looking elsewhere for CHEAP alternatives."
- "Discontinue actively pursuing Uber and Lyft for Cobourg."
- "Most seniors are not computer savvy to use Apps on cell phones or mobile devices to order service."
- "Most welfare and ODSP recipients do NOT have credit cards which is a MUST for these ride services."
- "As long as licences are used and controlled properly it should avoid saturation of the market thus enabling small businesses to survive in this industry."



Audience: Taxicab Passengers / Citizens At Large

Themes included limit to be revised with population, current limit is too low.

- "No, so one or two companies can't hold a monopoly on them, and then eventually sell their licenses to others at a large profit. The town should be the ones profiting from the licenses."
- "If there is no limit set, we may end up with out-of-towners who will set up a taxicab business. That might be very unfair to those owners/operators who have been here for many years."
- "The town continues to grow and expand. I feel that if there is a limit, it should be revised from time to time to accommodate the resident's needs."
- "I don't believe there should be a limit at this point in time, seeing as the town is struggling with public transportation."
- "But only if that number is significantly increased from its current amount. I think allowing a service like Uber or Lyft is a much more efficient and relevant option."
- "I think there needs to be a limit, but the current limit is too low. If the market demands more, there should be more made available. The bus system is lacking, so this is the only transportation for some."
- "There should be a set of rules and regulations for taxicabs to follow but no limit on licenses."



Category: Safety

Taxicab Passenger Responses

77.2 % feel safe in Cobourg taxicabs

45.6% are not satisfied with taxicab appearances

67.1%

Support a regulation to **enforce (limit) the age** of a taxicab vehicle

89.9%

Support a regulation to require taxicabs to submit an **annual safety certificate** from an authorized mechanic

86.1%

Support a regulation to require taxicab vehicles to submit an annual Cobourg Police Services and MTO Safety Lane

General Public Responses

59.5%

Support a regulation to **enforce (limit) the age** of a taxicab vehicle

89.2%

Support a regulation to require taxicabs to submit an **annual safety certificate** from an authorized mechanic

83.8%

Support a regulation to require taxicab vehicles to submit an annual Cobourg Police Services and MTO Safety Lane

Taxicab Owner Responses

100% agree their passengers feel safe in taxicabs

100% agree their passengers are satisfied with taxicab appearances

25%

Support a regulation to **enforce (limit) the age** of a taxicab vehicle

100%

Support a regulation to require taxicabs to submit an **annual safety certificate** from an authorized mechanic

25%

Support a regulation to require taxicab vehicles to submit an annual Cobourg Police Services and MTO Safety Lane

Taxicab Driver Responses

100% agree their passengers feel safe in taxicabs

66.6% agree their passengers are satisfied with taxicab appearances

33.3%

Support a regulation to **enforce (limit) the age** of a taxicab vehicle

100%

Support a regulation to require taxicabs to submit an **annual safety certificate** from an authorized mechanic

100%

Support a regulation to require taxicab vehicles to submit an annual Cobourg Police Services and MTO Safety Lane

What We Heard

 **Category: Safety**



Audience: Taxicab Drivers

Themes included passengers feeling safe, support of regulation to submit to an annual Safety Certificate.

- "Our passengers feel safe at least in OUR cabs."
- "Yes they do now that I work for Cobourg Cab. Not so much in an A1 Cab. There were days that I didn't work because I knew the cab assigned was unsafe."
- "I feel if the cab has a legit safety age doesn't matter there are many older vehicles on the road that are safe."
- "This would eliminate the possibility of fake safeties being handed in." [When asked if one would support a regulation to require all licensed taxicabs to submit an annual Safety Certificate]



Audience: Taxicab Owners

Themes included no limits to licensing, more checks needed, more cabs required.

- "Passengers feel safe in our cars. I cannot speak to the others despite subjective opinions from passengers."
- "That would depend on what that age limit might be." [When asked if one would support a regulation to enforce the age of a taxicab vehicle.]
- "The fitness of the vehicle is paramount. The age of the vehicle should not matter. The insurance on vehicles that are financed or are less than five years old would be the final nail in the coffin for the taxi industry in Cobourg."
- "No need for both. Police and MTO have the ability to stop any vehicle anytime and conduct an on the spot visual inspection. If any major defects are found they can place the vehicle out of service until such repairs are completed. [When asked if one would support a regulation to require all licensed taxicabs to submit to an annual Cobourg Police Service and MTO Safety Lane.]
- "As long as vehicles are safe it doesn't matter about the age of the vehicle. Key is safety not age."



Audience: Taxicab Passengers / Citizens At Large

Themes included dirty and unmaintained vehicles, feeling of a lack of safety.

- "The vehicles are old and not very well maintained"
- "Only used once. The van was filthy inside so I wondered if it had been mechanically maintained."
- "Most vehicles are falling apart and they very few drivers working for all of Northumberland County are always so busy and rushed they drive fast and unsafely."
- "Not reliable, vehicles do not appear mechanically sound."
- "They are all old on the outside and inside which adds to a feeling of a lack of safety"



Category: Service

Taxicab Passenger Responses



73.4% report that they have waited **one hour or longer** for a taxicab



12.7% report that they have had a taxicab **not arrive**



40.5% would wait 30 minutes before calling the dispatcher to enquire about their late ride



48.1% would wait 30 minutes for their ride before calling another taxi service for a ride



93.7% are not satisfied with the current level of taxicab services

How long should it take for a taxicab to arrive?

Pre-arranged Ride

79.7% agree a taxicab should arrive within 15 minutes or less

Non-prearranged Ride

78.4% agree a taxicab should arrive within 20 minutes or less

87.4% agree a taxicab should arrive within 30 minutes or less for a ride after midnight

Taxicab Owner Responses



75% are satisfied with the current level of taxicab services



50% expect passengers to wait 15 minutes before calling the dispatcher to enquire about a late ride



25% expect passengers to wait 30 minutes before calling another taxi service for a ride

How long should it take for a taxicab to arrive?

Pre-arranged Ride:
50% agree within 5 minutes of pre-arranged time

Non-prearranged Ride:
50% agree within 15 minutes or less

After midnight:
50% agree within 30 minutes or less

Taxicab Driver Responses



66.6% are not satisfied with the current level of taxicab services



66.6% expect passengers to wait 15 minutes or less before calling the dispatcher to enquire about a late ride



66.6% expect passengers to wait 30 minutes or less before calling another taxi service for a ride

How long should it take for a taxicab to arrive?

Pre-arranged Ride:
66.6% agree within 15 minutes of pre-arranged time

Non-prearranged Ride:
33.3% agree within 15 minutes or less

After midnight:
33.3% agree within 1 hour or less

What We Heard



Category: **Service**



Audience: Taxicab Drivers

Themes included the need for a wheel chair van and varied wait times.

- "Some customers say there should be a wheel chair van that can be had at short notice."
- "Cab should be on time, if not dispatcher should call the customer."
- "Varied times by volume due to events of holidays."



Audience: Taxicab Owners

Themes included the desire to increase services vs. the cost of doing so.

- "I can only speak to our level of service and we try to accommodate wherever possible."
- "Lots of people in Cobourg call all cab companies and then jump in the first one to show up."
- "I would love to be able to put at least another two cars and more drivers on the road to reduce wait times and increase availability. But because of such low profits I cannot afford to even put one more driver on the road, the business simply cannot afford it. The only thing I can try and change are the fares, given the fact they've not been increased for so long I don't think that is a big ask."



Audience: Taxicab Passengers / Citizens At Large

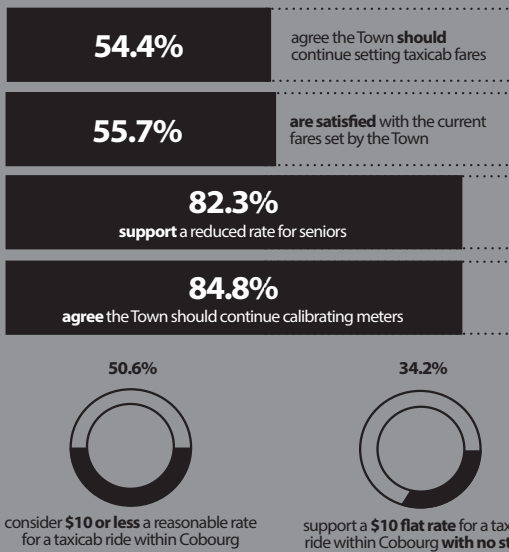
Themes included long wait times, expensive fares, vulnerable situations for women.

- "Wait times are absurd. Dispatch is difficult to deal with."
- "Takes forever to get a cab or they just don't show up. You call and they always say 40 minutes and sometimes over an hour actually."
- "Understaffed, not enough drivers or cabs, wait times are ridiculous and most often they just tell you they are too busy. It is hard to get a cab at 9am on a weekday morning."
- "Taxis need more competition or they'll never improve. Make Cobourg a ride share friendly town."
- "Too expensive. Old uncomfortable dirty taxis. Unreasonably long waits especially at VIA station. Sometimes taxis unavailable. Wish Cobourg had Uber. Wish could charge phone in car and give ratings or service. Wish had ability to pay with PayPal and cashless."
- "I work nights downtown Cobourg and sometimes I have to walk home. 30 minute walk because the wait times are over an hour. Being a female and walking home late at night is scary. I expect to have a safe ride home."
- "There are not enough cabs to service this area. Wait times can be hours! This leaves people in vulnerable situations."
- "On weekend evenings you're waiting at least an hour or more. In some situations that makes women very vulnerable in our community."

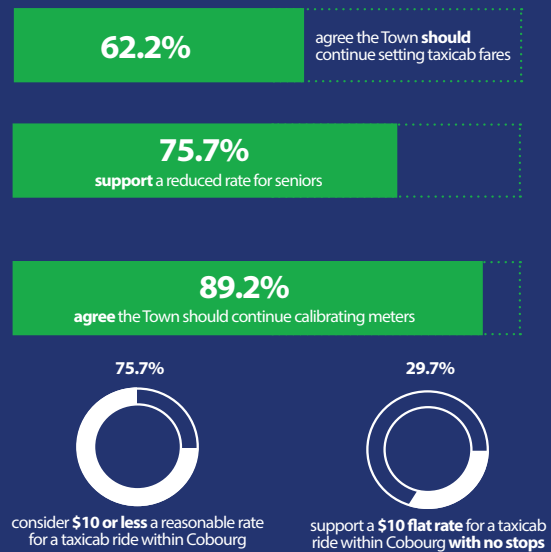


Category: Tariffs

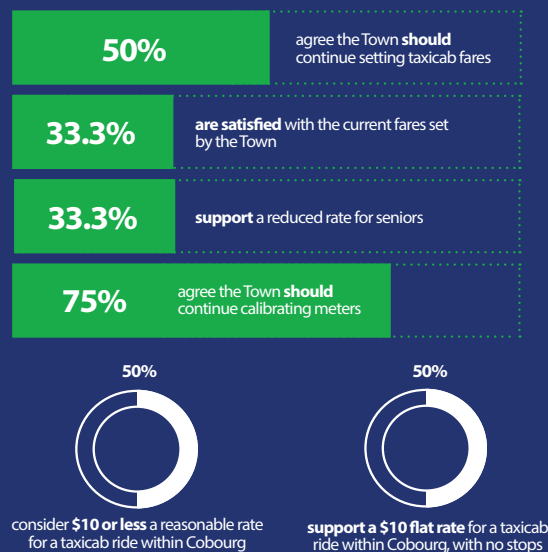
Taxicab Passenger Responses



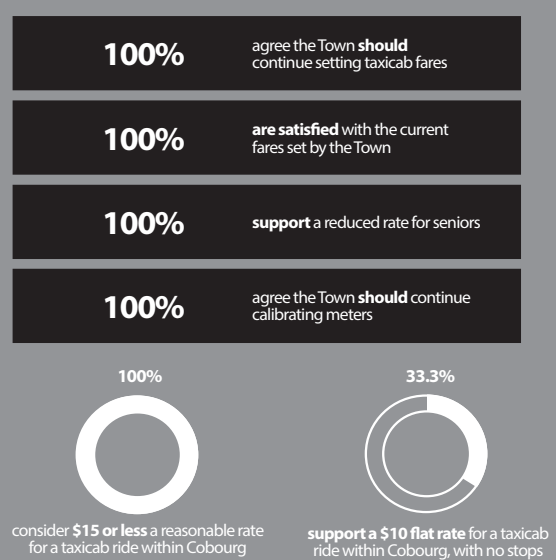
General Public Responses



Taxicab Owner Responses



Taxicab Driver Responses



What We Heard



Category: **Tariffs**



Audience: Taxicab Drivers

Themes included consistent rates for all taxicabs.

- "All cabs should have the same rates in Town."
- "I understand the owners cant by cut rate gas or mechanics but the population of the Town is aging and percentage of seniors is rising. Not sure. [In response to being asked if one supports a reduced fare for seniors.]



Audience: Taxicab Owners

Themes included the need to keep fares consistent, to remove flat rate fares and to increase the rates.

- "Takes the onus off the owners and drivers, will prevent anarchy and makes it all fair [When asked if the Town of Cobourg should continue to set taxicab fares.]
- "They have already paid their dues." [In response to being asked if one supports a reduced fare for seniors.]
- "Keep it fair and even." [When asked if the Town should continue to ensure meters are calculating set fares.]
- "The taxi owners should be the governing body to agree and set the fares but the Town needs to publish and update the current rate annually on the Town website and have decals posted on all taxis with the current rate and enforce it."
- "We are still operating on rates set in 2010. We as owners have been operating on a 2 rate system for far too long. We require one rate for everyone as there are no discounts for gas, repairs, vehicle replacement, wages and most of all, insurance which has gone up by 50-60% in the last 10 years."
- "Flat rate fares of any kind are not reasonable. These are questions that should not be even asked. Should I be asking the gas station to give me a flat fee to fill the gas tank?"
- "This should be continued to ensure uniformity of cost to the public. But this should be done with input from the industry providers and reviewed and updated on a regular basis."



Audience: Taxicab Passengers / Citizens At Large

Themes included limit to be revised with population, current limit is too low.

- "Provided the tariffs are reasonable, I'd pay a bit more if the service was dependable..."
- "Government should never be allowed to set the price for any service or product not directly provided by said government."
- "Free market. With sufficient competition and a cap on active taxis (say 35 hours per week) the market will sort itself out."
- "Let the capitalism model survive. The Town doesn't regulate how much Tim Horton's charges for coffee, does it?!"
- "Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc."
- "I believe the town could cap the fares and allow competing companies to offer lower rates to attract customers."



Category: Ridesharing

Taxicab Passenger Responses

72.2% have **used a ridesharing** service in another community

89.9% **support** implementing legislation to regulate ridesharing within Cobourg

46.8% have **no concerns** with ridesharing services operating in Cobourg

General Public Responses

75.7% have **used a ridesharing** service in another community

Taxicab Owner Responses

50% have **used a ridesharing** service in another community

0% **support** implementing legislation to regulate ridesharing within Cobourg

100% have concerns with **loss of revenue, safety on roads and no set fares** with ridesharing services operating in Cobourg

Taxicab Driver Responses

0% have **used a ridesharing** service in another community

66.6% **support** implementing legislation to regulate ridesharing within Cobourg

66.6% have concerns with **loss of revenue** with ridesharing services operating in Cobourg

What We Heard



Category: **Ridesharing**



Audience: Taxicab Drivers

Themes included concerns of no set fares and loss of revenue.

- No set fares [when asked about main concerns with ridesharing services operating in the Town of Cobourg]
- Loss of revenue [when asked about main concerns with ridesharing services operating in the Town of Cobourg]



Audience: Taxicab Owners

Themes included the poor experience using ridesharing services and concerns for safety.

- "We have a lot of older and vulnerable people who we need to look out for in our community and I feel using these services may put them at unnecessary risk."
- For those who are looking for cheap transportation and are internet savvy it might be fine for those few. [Some people] do not have credit cards (mandatory for Uber). Most of our seniors are baffled by the technology required."
- Driver didn't have any local knowledge and took me on the longest route, the car smelt of smoke and to top it off he made me feel very uncomfortable as a female passenger traveling on my own." [When asked to detail a ridesharing experience in another community]
- Uber picked us up as a (cash) flag call & got lost then tried to charge us extra at our destination." [When asked to detail a ridesharing experience in another community]



Audience: Taxicab Passengers / Citizens At Large

Themes included positive experiences with ridesharing services, convenient and safe.

- "I use Uber whenever on business out of town. The convenience and cost is far greater than any taxi company can provide."
- "Very positive. Much better than a cab. Faster and cheaper. And you always know how long you will be waiting."
- "Lived in Toronto until Oct '18. Used Uber 4/5 times per week. Reliable, cleaner than cabs. Pride of individual ownership of the vehicles. Badly needed here."
- "Clean vehicles, friendly drivers, and safer driving practices than I've ever experienced through a hired cab company. I know that the driver is vetted through multiple ratings and I know when to expect them. The driver knows we are safe for the same reason. They are available at all times, and can be booked in advance. The cost is laid out before you get in the vehicle, so the passenger is not responsible for unexpected delays etc. Finally, as a woman, you can choose your driver based on their profile, and find someone you feel comfortable being in a vehicle with (such as another woman driver, or someone you have driven with before)."
- "Great service quick and reasonable. All done through app on phone so you can track it all."
- "I feel the town would benefit from these services, however, I would like to see them being regulated to the same standards as the taxi services."
- "Using a service like Uber you can see where the driver is and how long him/her will be. It automatically charges your credit card for the ride when it is over and you can rate the driver."
- "Cobourg really needs to allow Uber and Lyft they are a godsend for people who cannot drive themselves. Not much wait time and you can see where your driver is and how far away from you. Cashless system easy with paypal or registered credit card. Rating system means high standards are kept. Very valuable. It would help keep impaired drivers off the road too."



Category: **Accessibility**

Taxicab Passenger Responses

73.4%

support the Town **providing subsidy** to taxicab owners for modification of their taxicab for **accessible transport**

62%

support the Town **providing subsidy** to taxicab owners for every fare for passengers with **accessibility issues**

General Public Responses

64.9%

support the Town **providing subsidy** to taxicab owners for modification of their taxicab for **accessible transport**

48.6%

support the Town **providing subsidy** to taxicab owners for every fare for passengers with **accessibility issues**

Taxicab Owner Responses

75%

support the Town **providing subsidy** to taxicab owners for modification of their taxicab for **accessible transport**

75%

support the Town **providing subsidy** to taxicab owners for every fare for passengers with **accessibility issues**

Taxicab Driver Responses

100%

support the Town **providing subsidy** to taxicab owners for modification of their taxicab for **accessible transport**

100%

support the Town **providing subsidy** to taxicab owners for every fare for passengers with **accessibility issues**

What We Heard



Category: **Accessibility**



Audience: Taxicab Drivers

Themes included driver training and increased cost of accessible transport.

- "Yes that's a great idea. As long as the individual driving the vehicle is fully trained on all aspects of safely transporting the customers." [When asked if they would support the Town providing subsidy for modification of their taxicab for accessible transport].
- Most customers with accessibility issues are on a fixed incomes and these types of calls take longer.



Audience: Taxicab Owners

Themes included suggesting a Town operated accessible transport, subsidies would help.

- "Cobourg should follow Port Hope's lead in that field. Buy an accessible vehicle and put a town (union employee) behind the wheel." [When asked if they would support the Town providing subsidy for modification of their taxicab for accessible transport].
- "We would be able to provide better service. The population is aging. Accessibility is essential for all." [When asked if they would support the Town providing subsidy for modification of their taxicab for accessible transport].
- "If you could make these options work, then great. However, I myself don't see how this could be a feasible business opportunity given the increased cost in vehicle and liability insurance, training of all staff and extra time taken to do each call. The subsidies would need to be huge."
- "...the town would probably be better to invest in their own vehicle and driver."
- "We tried that before and we all know how being cheap caused the town to no longer have accessible taxi's. Just listen to the taxi owners instead of looking to the general public to make business decisions as they have no concept of running a taxi company or what our operating costs are."



Audience: Taxicab Passengers / Citizens At Large

Themes included the need to accessible transportation.

- "The taxi company should pay for this." [When asked if they would support the Town providing subsidy for modification of their taxicab for accessible transport].
- "Why do tax payers always have to pay for something that a company will profit off of?"
- "As a parent of a child who requires such, I think it would be a valuable asset."
- "People with special needs deserve to have access to the same amenities as the rest of the residents."
- "I would prefer the Town of Cobourg put the funds into augmenting the Wheels service."
- "Accessibility is something all businesses should strive for, and subsidy from the town to help a company provide more accessible services would be beneficial to our community."

Appendices

A Taxicab Bylaw Forum Responses

1. Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

B Taxicab Bylaw Survey Responses

Passenger & General Public

C Taxicab Bylaw Survey Responses

Taxicab Owners

D Taxicab Bylaw Survey Responses

Taxicab Drivers

Taxicab Bylaw: Forum Responses

Appendix **A**

Do you have another idea for the taxicab bylaw and industry in Cobourg? What's your vision?

I've got a few concerns with this whole process. I don't feel completely informed in that I don't see any delegations on Engage Cobourg from the taxi industry, itself, - just Cobourg Town staff. I would like to better understand the taxi industry's issue by hearing their point of view. From some of the reading I have done previously, I remember thinking that the time frame to look into all of this is way too long. If small business owners in Cobourg have problems, it should be a priority to resolve them as soon as possible - and not put them through a lengthy bureaucratic waiting period. I believe that in some cases, government needs to learn to move at the speed of business .

Lydia , 14 Sept 2019, Agrees: 2 Disagrees: 0

Reply: Hello Lydia! Thanks very much for your response, I can assure you that the Legislative Services Department regularly interacts and receives comments and engages in discussions with the Owners on a Regular Basis., and will continue to engage with the Taxi Owners throughout this process. Council and Staff have received delegations from the Owners, and this will be incorporated in the review and presented to Council. The Town will also hold a Public Meeting when the Draft By-laws is presented to Council to receive additional comment and meet with owners. Thanks very much for your feedback!

Brent Larmer, Municipal Clerk/Manager, Legislative Services, 17 Sept 2019, Agrees: 0 Disagrees: 0

The Town has absolutely NO business in further regulating Uber and Lyft! Let the capitalistic model survive. As for the current taxi industry, get the unsafe cars off the road. And, test and retest the cab drivers. Some of the ones that drive overnight are downright sketchy looking and operate the vehicle as if they didn't care if they totalled the car and took me with it.

ParadoxInsanity , 18 Sept 2019, Agrees: 1 Disagrees: 0

Reply: Thank you Paradoxinsanity. We appreciate your participation in this process and your feedback. Your comments will be taken into consideration when preparing the Draft Bylaw.

Angela Stewart, Licensing Officer , 19 Sept 2019, 08:43 AM Agrees: 1 Disagrees: 0

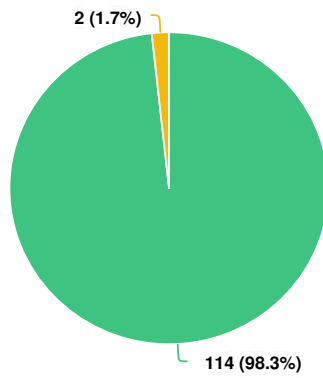
Over the last year A1 Taxi got from bad to worst driver started padding the bill instead of going straight from point A to point B drivers keep taking longer and longer saying oh I forgot and took wrong turn oh I made a mistake... Over the last two trips: 1. instead of max \$6.00 I got charged \$8. 2. instead of max \$6.00 I got charged \$10. for the what should be 1.1 km 4 min. please read the Google reviews for the A1 Taxi. bottom line I will not be using A1 Taxi anymore

batye , 19 Sept 2019, Agrees: 2 Disagrees: 0

Appendix **B**

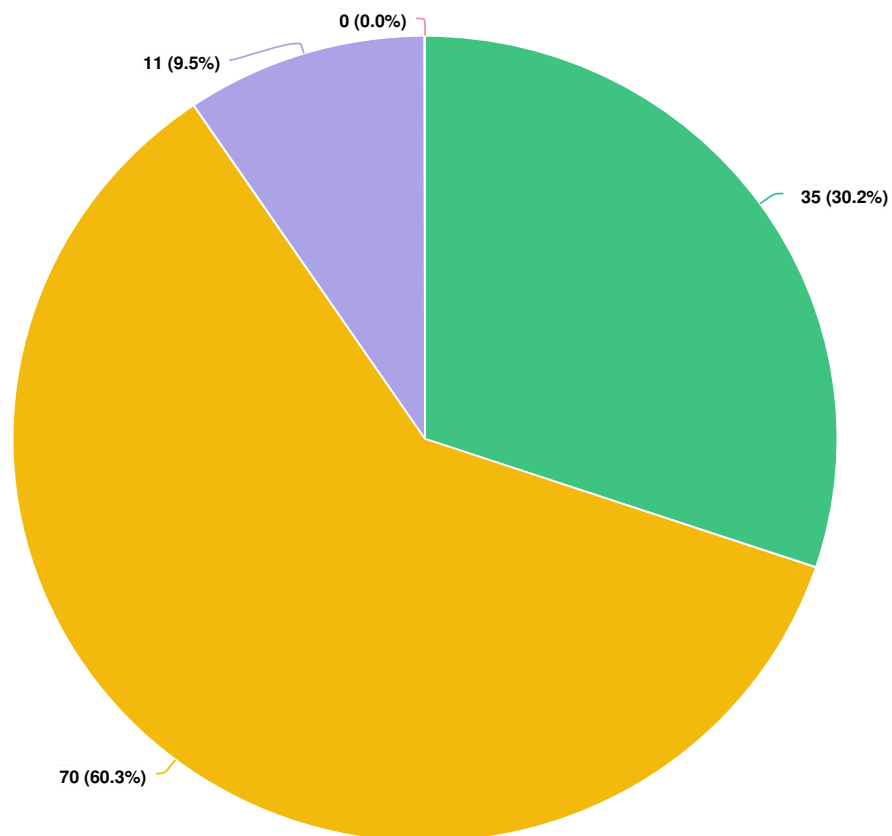
Taxicab Bylaw: ***Survey Responses*** *Passenger and General Public*

Q1 Are you a resident of the Town of Cobourg?

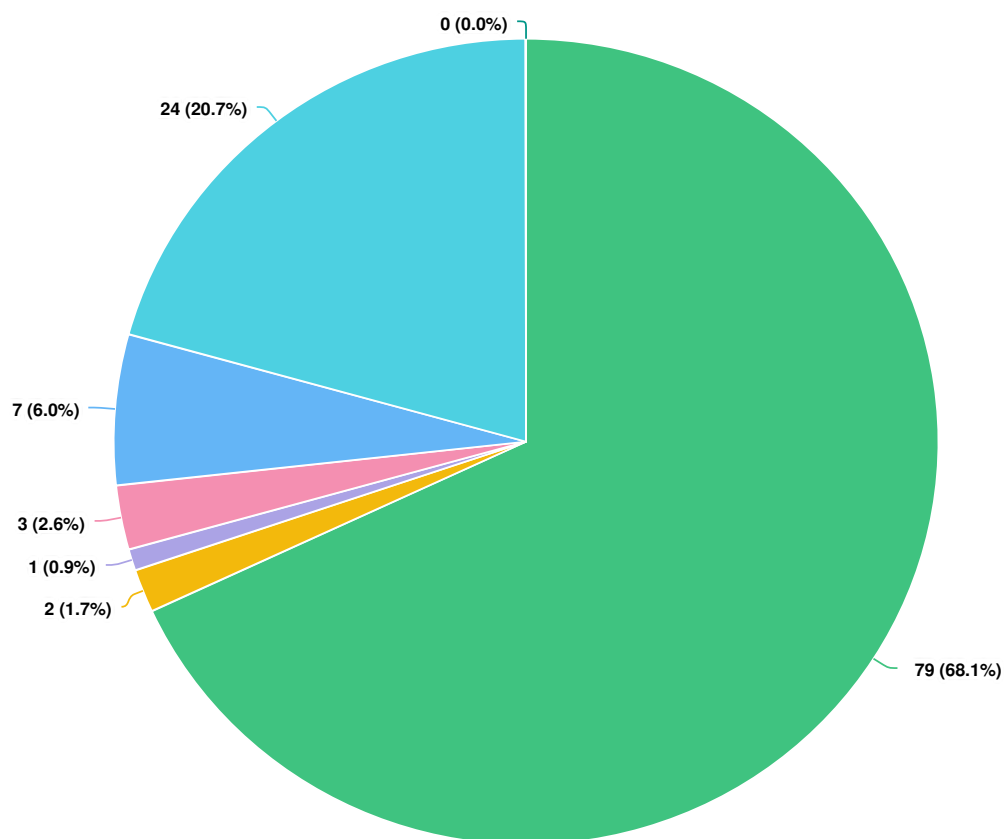


Question options

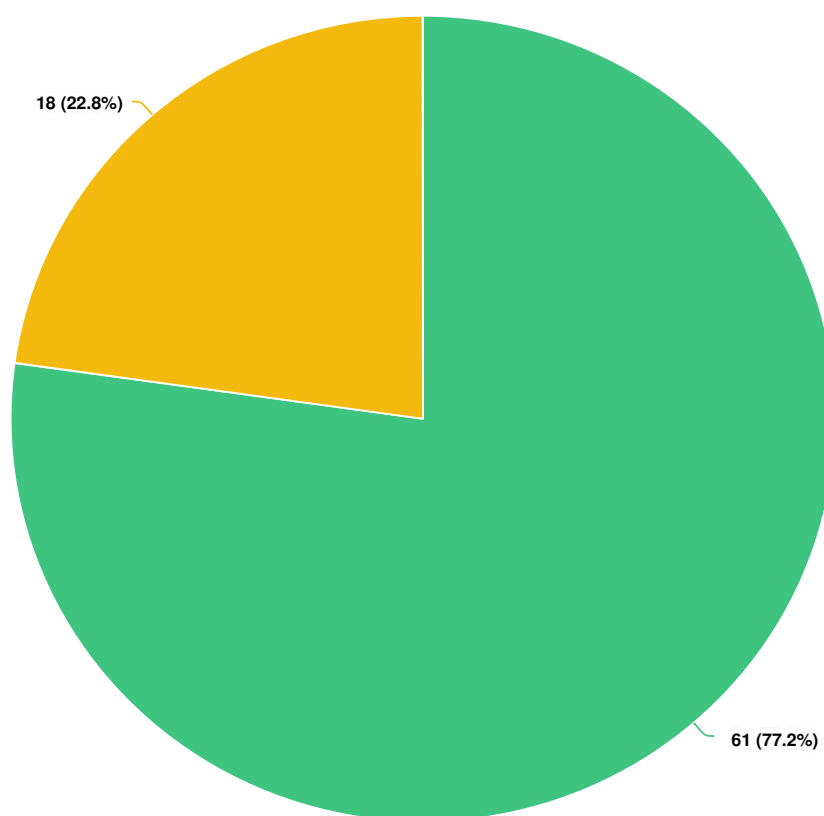
● Yes ● No

Q2 What is your age?**Question options**

19-35 years 36-65 years 66+ years 13-18 years

Q3 Which option best describes you?**Question options**

- I am a taxicab passenger
- I am a taxicab company owner
- I am a taxicab driver
- I am in need of accessible services
- Other
- I am a Cobourg resident, but I do not use taxi service
- I am a rideshare driver

Q4 Do you feel safe in Town of Cobourg licensed taxicabs?**Question options**

● Yes ● No

(79 responses, 38 skipped)

Q5 Please explain.

Andrea Barker Hamlin

9/16/2019 06:33 PM

Some of the drivers are really dirty and sketchy

Mike Warner

9/16/2019 07:20 PM

The vehicles are old and not very well maintained

Jeb

9/16/2019 08:35 PM

Unsafe vehicles, sketchy drivers

Ck

9/16/2019 11:24 PM

Some of the drivers at A1 Taxi have criminal records and do drugs, drive under the influence, etc

jumpstreet

9/17/2019 06:55 AM

they sound like there gonna break down

EMcIelwain

9/17/2019 10:23 AM

There have been times (more than once) where a driver was suspected of consuming or being under the influence of alcohol or drugs while on duty

Beach walker

9/17/2019 11:27 AM

Only used once. The van was filthy inside so I wondered if it had been mechanically maintained.

Maryann

9/17/2019 04:04 PM

A1 drives way to fast and I been almost in an accident more then once

KVL

9/17/2019 04:57 PM

Most vehicles are falling apart and they very few drivers working for all of northumberland county are always so busy and rushed they drive fast and unsafely.

Bailz010

9/17/2019 05:28 PM

They drive very erratic!

EastSideGuy

9/17/2019 08:39 PM

The cabs are filthy and always contaminated with cigarette smoke

TKB

9/17/2019 11:46 PM

Old uncomfortable dirty taxis. Worn out suspensions tires brakes. Do the seatbelts and airbags work? Dangerous driving. Are they drunk sometimes? Dangerous being stranded without a ride especially late nights or extreme weather especially in remote places.

Stacy

9/18/2019 06:41 AM

Terrible driving

ParadoxInsanity

9/18/2019 05:10 PM

The cars do NOT look safe and ALL the drivers come across as very sketchy. Very.

Eastender

9/19/2019 08:58 AM

Vehicles look, feel and sound unsafe. Vehicles are old, dirty, and rusty. Stale cigar and cigarette smoke pervades interior

Casey

9/20/2019 11:25 AM

I don't feel assured that they will show up when I am in need.

IANeri

Not reliable, vehicles do not appear mechanically sound.

10/09/2019 06:45 PM

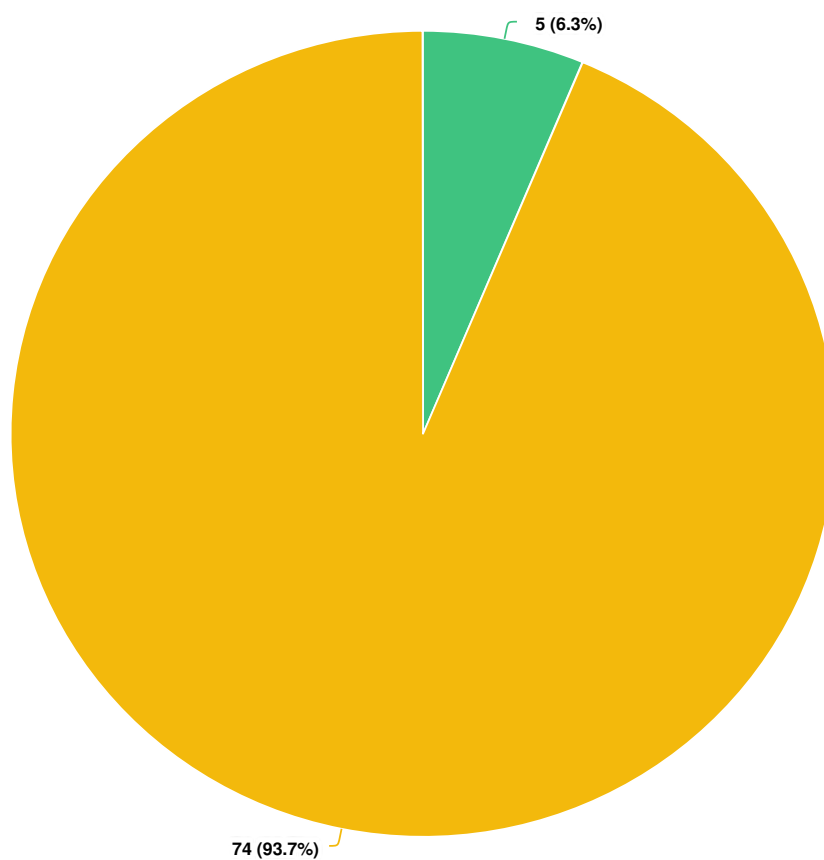
LAS

Cabs often old and they look potentially unsafe

10/10/2019 07:54 AM

Optional question (18 responses, 99 skipped)

Q6 Are you satisfied with the current level of services of the taxi industry in Cobourg?



Question options

Yes No

(79 responses, 38 skipped)

Q7 Please explain.

Andrea Barker Hamlin 9/16/2019 06:33 PM	It sometimes takes over an hour to get a taxi
CDG 9/16/2019 06:49 PM	Horrible service! Many times a driver does not show or is extremely late!
Juliej 9/16/2019 06:55 PM	It takes way too long to wait for a taxi
StanBGray 9/16/2019 07:05 PM	It takes sometimes over an hour to obtain a cab
Catherine 9/16/2019 07:06 PM	Can never get a cab when we call one. If we are downtown enjoying dinner and drinks we can never get a cab home. Always over a hour wait.
Mike Warner 9/16/2019 07:20 PM	Waiting period and prices are redicoulous
Niki G 9/16/2019 08:05 PM	It is difficult to get a taxi at certain times of the day. Long wait times.
Jeb 9/16/2019 08:35 PM	Excessive wait times
Alp 9/16/2019 08:38 PM	Not enough cabs to service the area. Wait times are to long. Rideshare services would be much more convenient.
LILDIZZYONE 9/16/2019 11:02 PM	The wait for a cab some nights is way too high for such a small town
Ck 9/16/2019 11:24 PM	The only "reliable" service in Cobourg is A1 Taxi and they're not reliable at all. They always take at least 30 mins no matter what day or time it is. The customer service is also horrible as the operator is very rude and threatening.
GrantDing 9/16/2019 11:33 PM	Last time I called a cab, I called two different companies, both told me the wait would be 45+ minutes. I would have called a third company, but they routinely lie about wait times.
SClark 9/16/2019 11:39 PM	There is a high demand for taxi cabs on peak nights in Northumberland but not enough drivers. If a service like Uber existed in our area I know I would make use of it.
Chantelle 9/17/2019 05:12 AM	There is one major cab company that services the entire area and while they are more professional they don't resolve any complaints or issues
jumpstreet 9/17/2019 06:55 AM	try and get a cab eary in the morning is almost impossible
AKD 9/17/2019 07:31 AM	It is difficult to commute b/w Cobourg and surrounding communities. As someone who has worked in the restaurant business I am concerned that people make poor decisions that are a public safety concern when they often

Jrb 9/17/2019 08:03 AM	have to wait over an hour for a taxi. Prices. Lies about wait times. Wait times. Availability.
SMarie 9/17/2019 08:08 AM	Frequent unavailability and long wait times
Awade 9/17/2019 08:53 AM	It is difficult to get taxis late at night. I do not live in walking distance of the town centre and this deters me from dining/going out for drinks in Cobourg as I worry abt getting home, have to stay over at friend's, etc. Even tho I'm in my own town
JKG 9/17/2019 09:26 AM	I find it greatly frustrating to be unable to get a ride without waiting 30 minutes to an hour. Also, the inability to book rides in advance during peak times is likewise frustrating.
Paul Fisher 9/17/2019 09:59 AM	The wait time is horrible they need to have more cabs on
EMcIelwain 9/17/2019 10:23 AM	There are far to few cabs in our area which leads to vulnerable citizens especially at night between 11pm-3am and especially on holiday weekends/during the summer when university students are home
Alison 9/17/2019 10:34 AM	Often have to wait almost an hour for a cab to arrive.
radamundo 9/17/2019 11:03 AM	The cabs in town are unreliable. Often difficult to get on the phone, or do not show up when called (this happens OFTEN)
Beach walker 9/17/2019 11:27 AM	Need more and need to be reliable
Michelle 9/17/2019 01:49 PM	Too long of wait times. Not enough cabs in town.
andrew.nairn 9/17/2019 02:34 PM	Wait times are absurd. Dispatch is difficult to deal sith.
Mike C 9/17/2019 02:48 PM	Too long of wait. Too hard to get late at night or early mornings. Don't usually like to go very far out of town etc etc
Bruce 9/17/2019 02:52 PM	Takes forever to get a cab or they just don't show up. You call and they always say 40 minutes and sometimes over an hour actually
B Brown 9/17/2019 03:38 PM	Wait too long at times, price to Port Hope is a bit excessive
Sommersmith 9/17/2019 03:43 PM	There is none.
Maryann 9/17/2019 04:04 PM	It could be so much better, if you want a taxi to the next town alot of the drivers get mad
KVL	Understaffed, not enough drivers or cabs, wait times are ridiculous and most

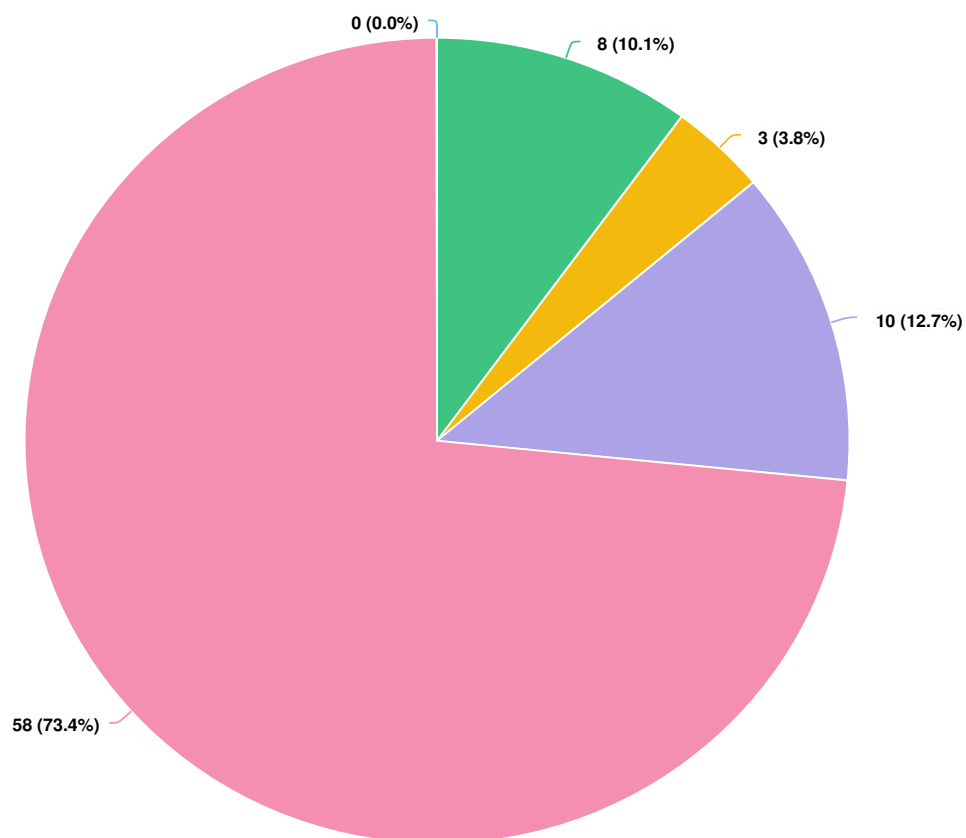
9/17/2019 04:57 PM	often they just tell you they are too busy. It is hard to get a cab at 9am on a weekday morning.
Barbara McCracken	haven't used it much
9/17/2019 06:59 PM	
GillBrody	Takes too long. Not enough drivers. Not tech current like uber
9/17/2019 08:26 PM	
EastSideGuy	Taxis need more competition or they'll never improve. Make Cobourg a ride share friendly town.
9/17/2019 08:39 PM	
Ariel	There simply isn't enough cabs to serve the community. I've waited over 4 hours for a cab multiple times. And well over an hour more times than I can count.
9/17/2019 11:19 PM	
TKB	Too expensive. Old uncomfortable dirty taxis. Unreasonably long waits especially at Via station. Sometimes taxis unavailable. Wish Cobourg had Uber. Wish could charge phone in car and give ratings or service. Wish had ability to pay with paypal and cashless
9/17/2019 11:46 PM	
Cpearson27	The current amount of time on average you have to wait for a cab as well as the price to get to home from many establishments in Cobourg is really expensive which encourages drinking and driving
9/18/2019 06:32 AM	
Stacy	Can never get a cab . Hour long waiting and more
9/18/2019 06:41 AM	
Survey	Waiting times are very, very long
9/18/2019 10:23 AM	
ParadoxInsanity	Not enough cabs, especially overnight and during peak times.
9/18/2019 05:10 PM	
Krd	I work nights downtown Cobourg and sometimes I have to walk home. 30 minute walk because the wait times are over an hour. Being a female and walking home late at night is scary. I expect to have a safe ride home
9/18/2019 11:35 PM	
Eastender	Little to no accessible taxis
9/19/2019 08:58 AM	
batye	over the last year A1 Taxi got from bad to worst driver started padding the bill instead of going straight from point A to point B drivers keep taking longer and longer saying oh I forgot and took wrong turn oh I made a mistake...
9/19/2019 01:00 PM	
Kelley	Waits are too long, service is too expensive between Cobourg and Port Hope
9/20/2019 07:00 AM	
Rhonda	Not enough options so the wait is too long.
9/20/2019 10:31 AM	
Casey	They are hard to get ahold of and it is uncertain if they will show up which is problematic, especially for females.
9/20/2019 11:25 AM	
JC	There are not enough cabs to service this area. Wait times can be hours! This leaves people in vulnerable situations.
9/20/2019 01:27 PM	

Nv123 9/20/2019 08:45 PM	Not reliable. Have waited an hour or more.
Sherry 9/21/2019 07:53 AM	Difficult to get a taxi at night
Ldafoe 9/21/2019 08:50 AM	Limited cabs, long wait times
ABC123 9/22/2019 10:11 AM	There are not enough cabs or options in the town. You wait a very long time for a cab or at times are told none are available. I no longer rely on taxis to get me anywhere.
OKrissa 9/22/2019 01:09 PM	Wait times are unacceptable.
Dora 9/23/2019 07:30 PM	There aren't enough cabs. Hour long waits are common. You have to book days ahead if you need a cab at a specific time.
Evan 9/23/2019 08:10 PM	Not enough cabs/ not convenient
James Swayne 9/24/2019 12:07 AM	Availability , call and long wait
Tim Austin 9/25/2019 09:20 PM	pre ordered 24 hrs in advance and did not show up phoned again and had to wait 30 minutes. Not enough on the road at night
Brendan 9/30/2019 07:53 PM	Insufficient taxis available, particularly at peak hours. An hour wait on a weekend or holiday is not unusual.
Suzanne T 10/01/2019 12:33 AM	On weekend evenings you're waiting at least an hour or more. In some situations that makes women very vulnerable in our community.
Mallory 10/01/2019 11:37 AM	Taxis are often very busy so they take a long time. And they are expensive.
MJ 10/02/2019 09:32 AM	not enough service
ScottK 10/03/2019 04:11 PM	very long wait times for taxis - IF available at all.
RobMacL 10/05/2019 04:11 PM	Seldom one available when I need one. Too often driver has smoked in the vehicle (not during ride)
Danny 10/07/2019 07:41 AM	Too long of a wait
Zak 10/07/2019 10:29 AM	I consistently have to wait for up to 1 hour for a cab. The dispatchers are condescending on the phone as if this should be expected as the norm.
Barbie R. 10/09/2019 04:22 PM	often have to wait for more than a half hour for a ride. Many times the wait time is an hour.

Kel 10/09/2019 04:39 PM	Length of time to get a cab in town is excessive ..
Burton Cheryl 10/09/2019 05:24 PM	Having to wait an hour is not acceptable. When you make a request a head of time for them to come at a certain time, for instance if you were taking the train, and they show up 1/2 hour late.
IANeri 10/09/2019 06:45 PM	Of the dozen times I have required a cab over the past 6 months, 8 of those times required over an hour wait, and twice the cab never showed up.
Reggieregina16 10/09/2019 07:14 PM	There isn't enough taxis to keep up with volume of customers. I have called for a taxi before and they have either not shown up at all, or have been extremely late
LAS 10/10/2019 07:54 AM	Some cab drivers are somewhat unkept .. matching their vehicles

Optional question (72 responses, 45 skipped)

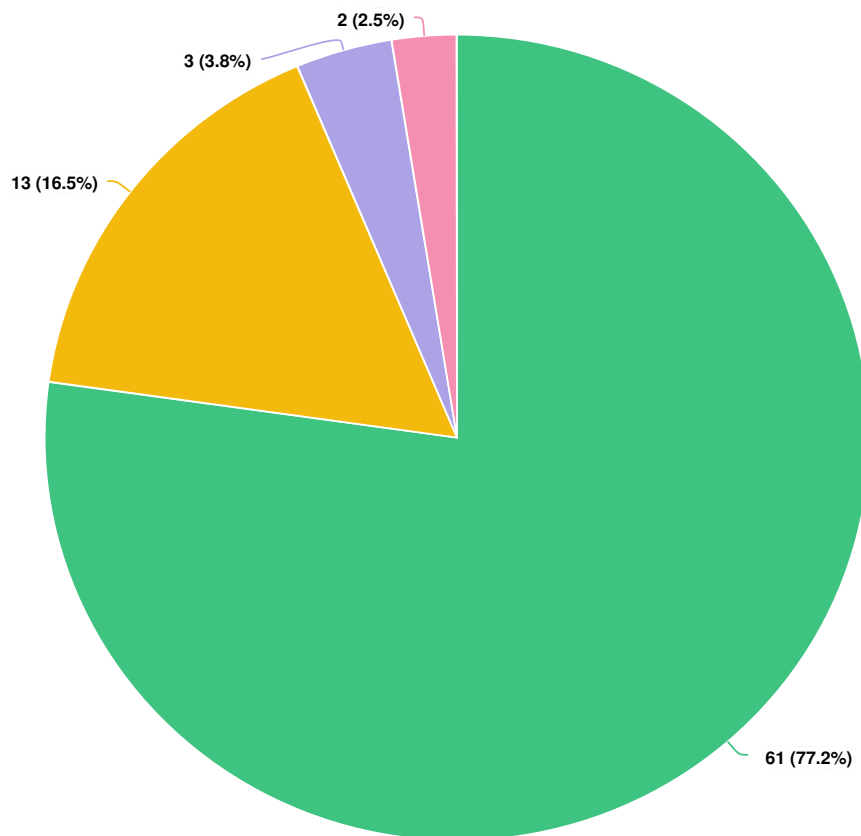
Q8 What is your primary purpose when using taxicab services in the Town of Cobourg?

**Question options**

Work Medical Shopping Socializing School

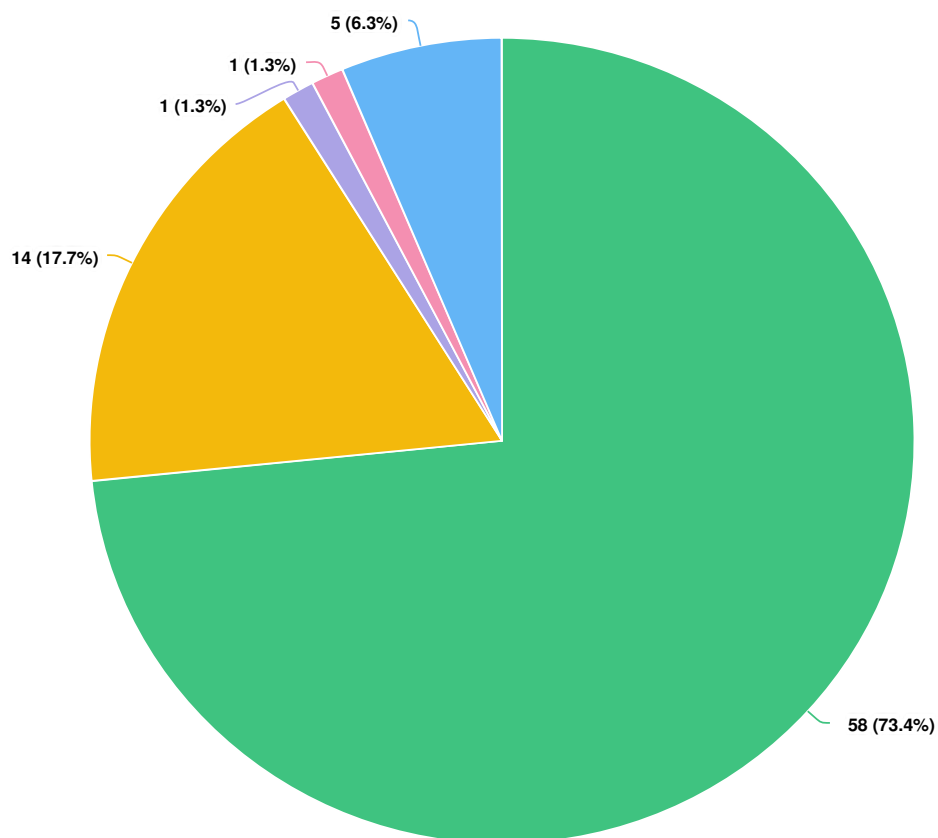
(79 responses, 38 skipped)

Q9 On average, how many times a month would you use taxicab services in the Town of Cobourg?

**Question options**

1-5 5-10 10-20 20+

(79 responses, 38 skipped)

Q10 What is the taxicab company you primarily use?**Question options**

● A1 Taxi ● Cobourg Cab ● First Choice ● Ganaraska Taxi ● Other

(79 responses, 38 skipped)

Q11 Please specify.

Niki G

9/16/2019 08:05 PM

Try multiple until one is available.

B Brown

9/17/2019 03:38 PM

I google and use first one that pops up... not sure if I always use the same one or not

Barbara McCracken

9/17/2019 06:59 PM

friend

EastSideGuy

9/17/2019 08:39 PM

I take whoever can respond

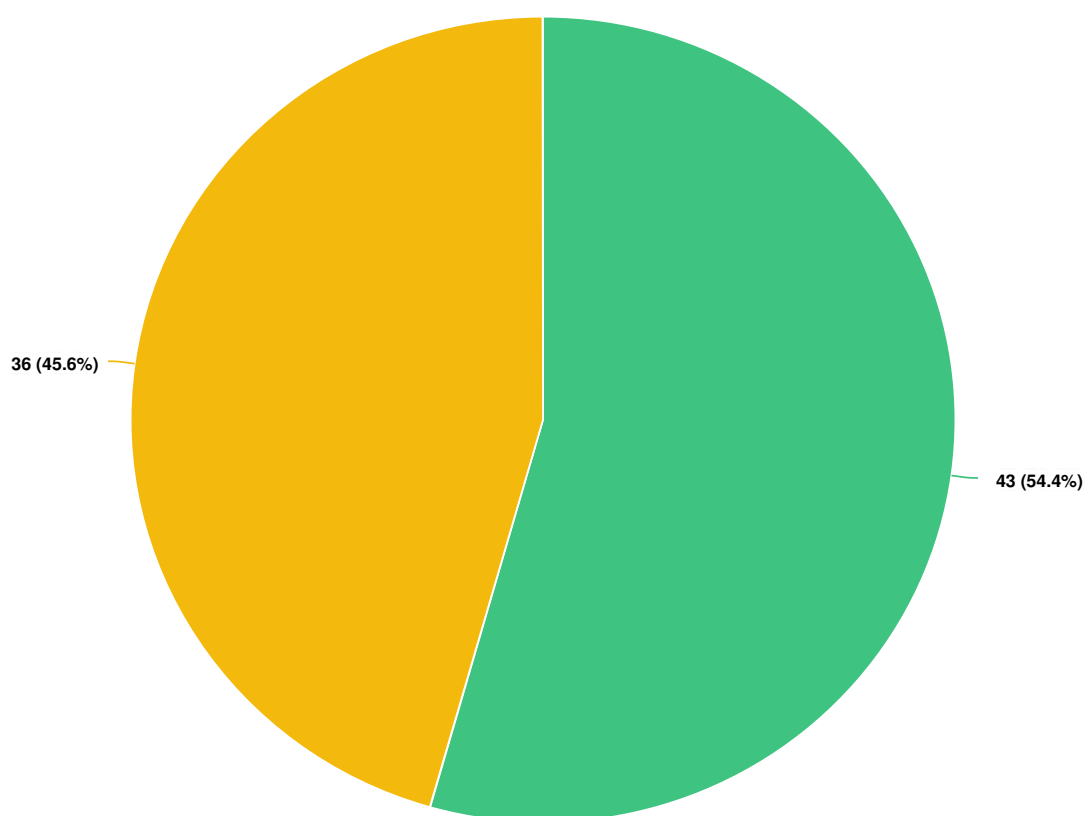
Eastender

9/19/2019 08:58 AM

Do not want to answer

(5 responses, 112 skipped)

Q12 Are you satisfied with the current exterior and interior appearance of the Town of Cobourg taxicabs?



Question options

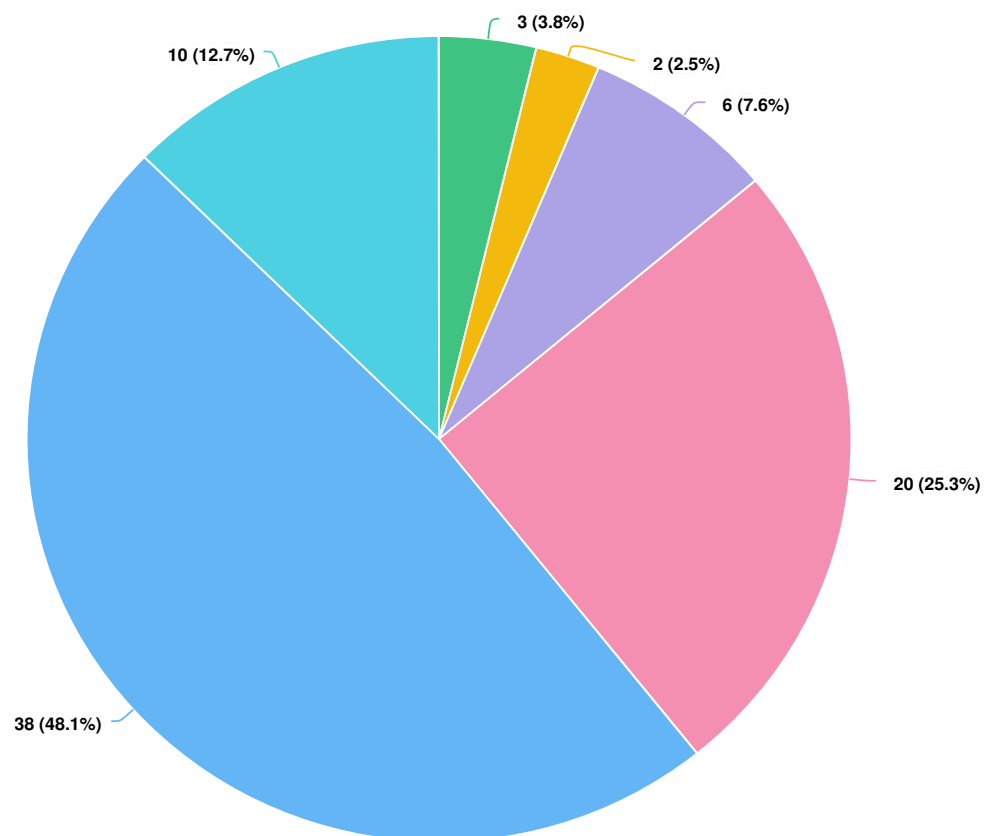
● Yes ● No

(79 responses, 38 skipped)

Q13	Please explain.
<p>Andrea Barker Hamlin 9/16/2019 06:33 PM</p>	<p>Some are old and dirty and smelly</p>
<p>CDG 9/16/2019 06:49 PM</p>	<p>Just dirty</p>
<p>Juliej 9/16/2019 06:55 PM</p>	<p>They are not in very good working order such as the belts, the doors and windows</p>
<p>StanBGray 9/16/2019 07:05 PM</p>	<p>There are old and dirty</p>
<p>Mike Warner 9/16/2019 07:20 PM</p>	<p>Old and ugly</p>
<p>Jeb 9/16/2019 08:35 PM</p>	<p>Appear unsafe, dirty, shaky</p>
<p>LILDIZZYONE 9/16/2019 11:02 PM</p>	<p>A1 taxi cabs are falling apart</p>
<p>Ck 9/16/2019 11:24 PM</p>	<p>Dirty vehicles, the drivers can be dirty and smelly, the vehicles smell like body odor and cigarettes. Sometimes you can tell when someone's dog has been in the car.</p>
<p>SClark 9/16/2019 11:39 PM</p>	<p>Some vehicles are getting old.</p>
<p>Chantelle 9/17/2019 05:12 AM</p>	<p>They can be pretty disgusting. From the cabs themselves to the taxi drivers. Personal hygiene has been an issue. Cabs smelling like cigarettes and beer.</p>
<p>jumpstreet 9/17/2019 06:55 AM</p>	<p>they never clean there cars</p>
<p>JKG 9/17/2019 09:26 AM</p>	<p>Most of the cabs that I have taken from A1 & first choice smell of smoke, and often the doors do not work properly.</p>
<p>Alison 9/17/2019 10:34 AM</p>	<p>They often feel sort of dirty, but not unsafe</p>
<p>Beach walker 9/17/2019 11:27 AM</p>	<p>Dirty</p>
<p>Michelle 9/17/2019 01:49 PM</p>	<p>Some cars are run down. Drivers smoke in their cars, makes me uncomfortable to have my children in them</p>
<p>B Brown 9/17/2019 03:38 PM</p>	<p>Not always, but seem to be not cared for</p>
<p>Sommersmith</p>	<p>Old</p>

9/17/2019 03:43 PM	
Maryann	Could be alot cleaner
9/17/2019 04:04 PM	
KVL	Cars are falling apart.
9/17/2019 04:57 PM	
EastSideGuy	Filthy, and most drivers smoke in the cab
9/17/2019 08:39 PM	
TKB	Old uncomfortable dirty taxis. Worn out suspensions tires brakes.Do the seatbelts and airbags work? What germs am I getting from unclean taxis.
9/17/2019 11:46 PM	
Cpearson27	They do not look very professional and the interior is not very pleasant
9/18/2019 06:32 AM	
ParadoxInsanity	Very dirty. "Check engine" light ALWAYS ON.
9/18/2019 05:10 PM	
Eastender	Self evident, many taxis are beaters
9/19/2019 08:58 AM	
Casey	They are all old on the outside and inside which adds to a feeling of a lack of safety
9/20/2019 11:25 AM	
James Swayne	Some look like they could brake down
9/24/2019 12:07 AM	
Brendan	Your bylaw speaks of regulating and inspecting license holders. You are not doing either for A1 taxi. Their cabs are filthy, they are not reliable and are known to simply not show up. Cobourg Cab is excellent but have few vehicles.
9/30/2019 07:53 PM	
Suzanne T	During New Year's Eve of 2018 we had a taxi cab that was hired by a local cab service and the vehicle that was driving us around was extremely not serviced enough. Didn't even feel comfortable that this person had the appropriate registrations etc
10/01/2019 12:33 AM	
Mallory	Could be improved
10/01/2019 11:37 AM	
Donna	Smells like cigarette smoke at times
10/03/2019 09:30 PM	
Danny	High mileage, smell stale, doors don't open or close properly(to old)
10/07/2019 07:41 AM	
IANeri	Very dilapidated looking
10/09/2019 06:45 PM	
LAS	See above
10/10/2019 07:54 AM	

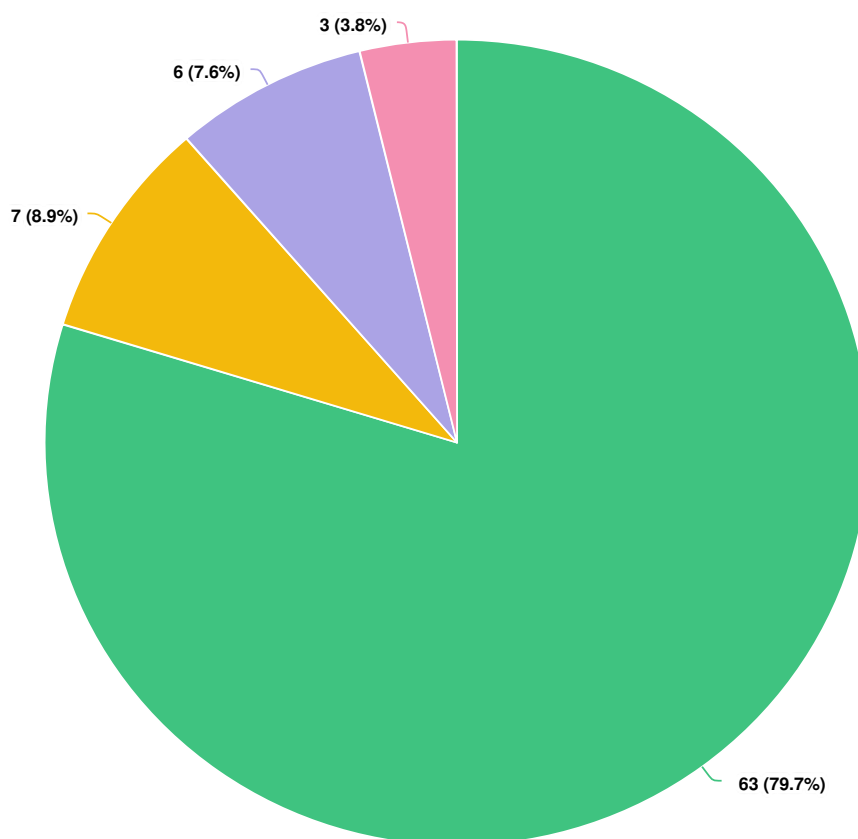
Q14 After calling to arrange a ride with a taxicab company, how long have you had to wait for a taxicab ride in the Town of Cobourg?



Question options

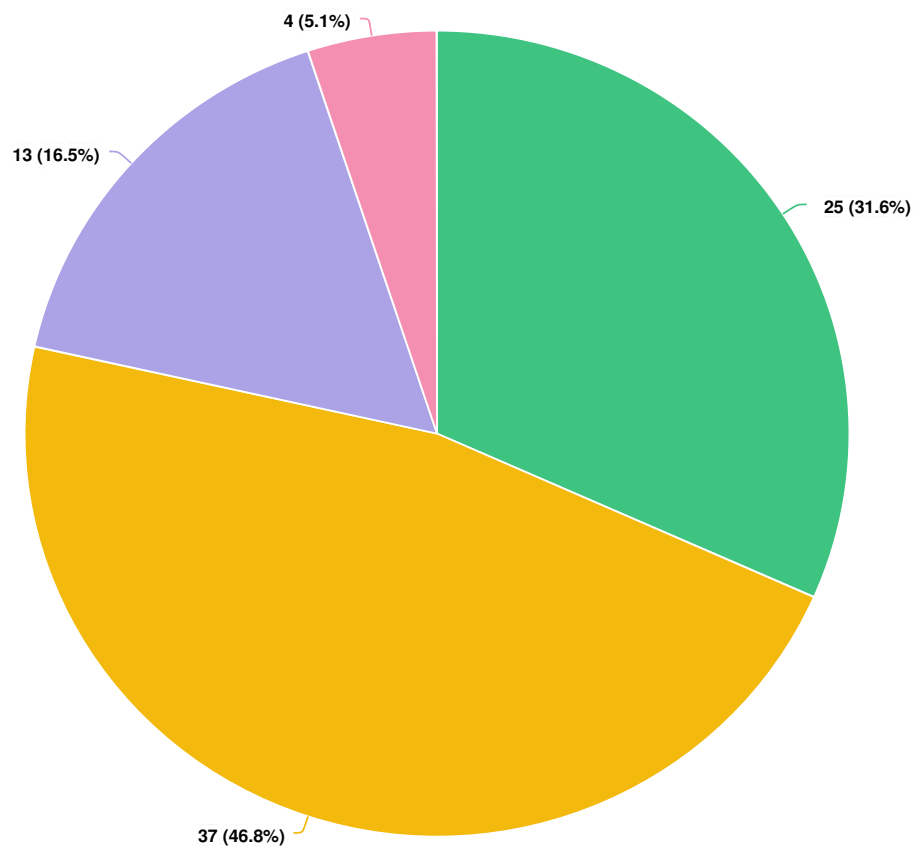
- 15 mins or less 20 mins or less 30 mins or less 1 hour or less More than 1 hour
Taxicab did not arrive

Q15 After calling to arrange a ride with a taxicab company, what response time would you expect for a prearranged ride?

**Question options**

● 15 mins or less ● 20 mins or less ● 30 mins or less ● 1 hour or less

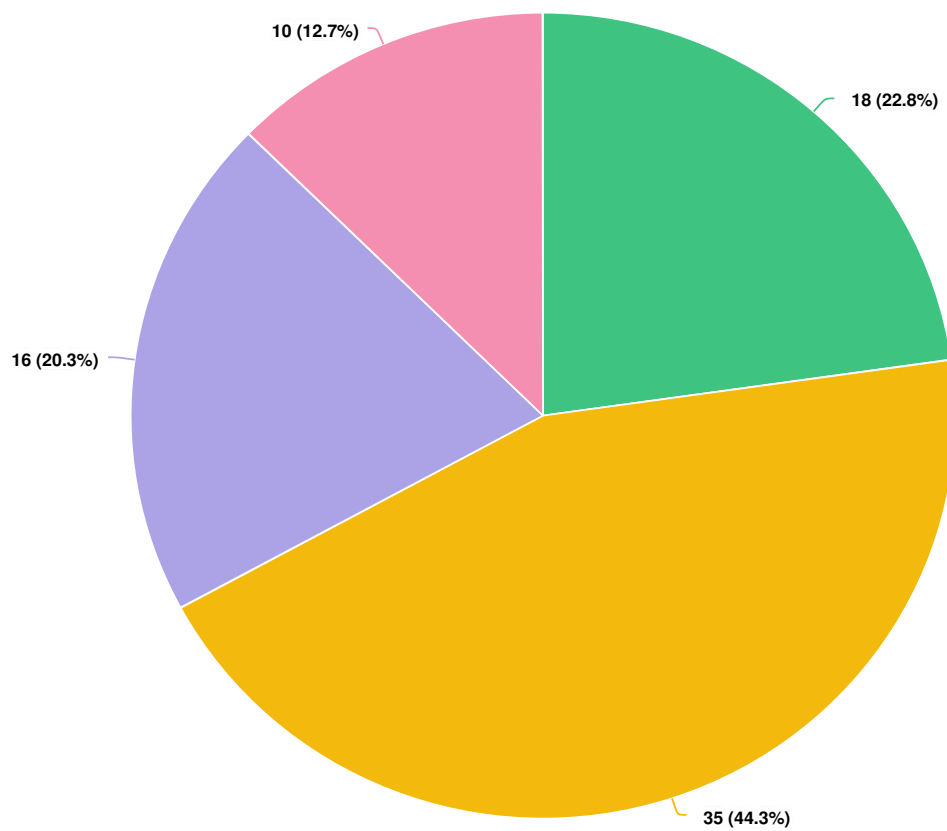
Q16 After calling to arrange a ride with a taxicab company, what response time would you expect for a non-prearranged (call in) ride?



Question options

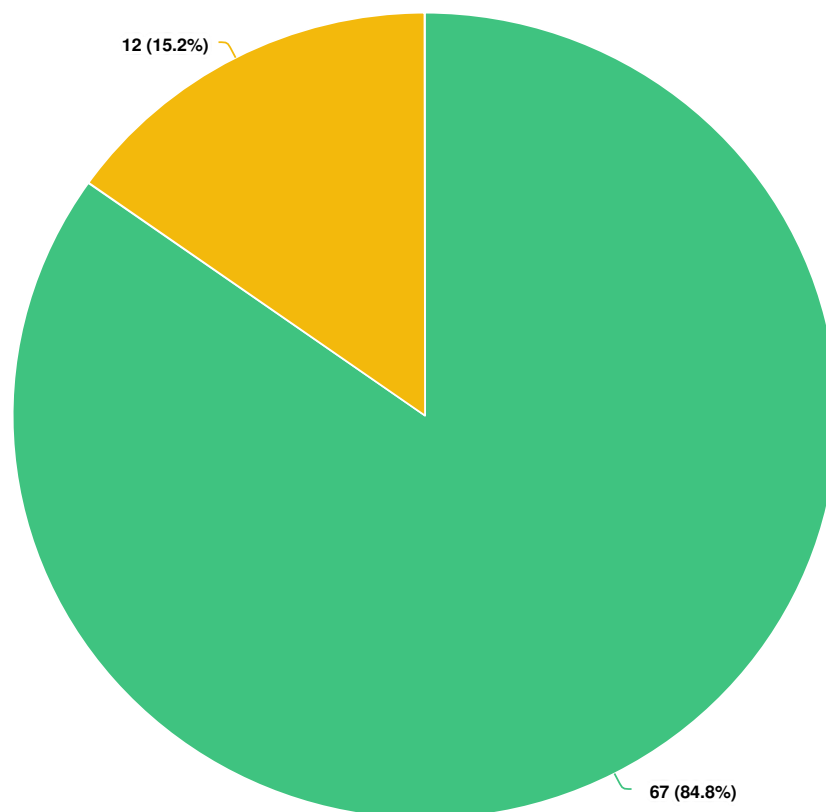
15 mins or less 20 mins or less 30 mins or less 1 hour or less

Q17 After calling to arrange a ride with a taxicab company, what response time would you expect for a non-prearranged (call in) ride after midnight?

**Question options**

15 mins or less 20 mins or less 30 mins or less 1 hour or less

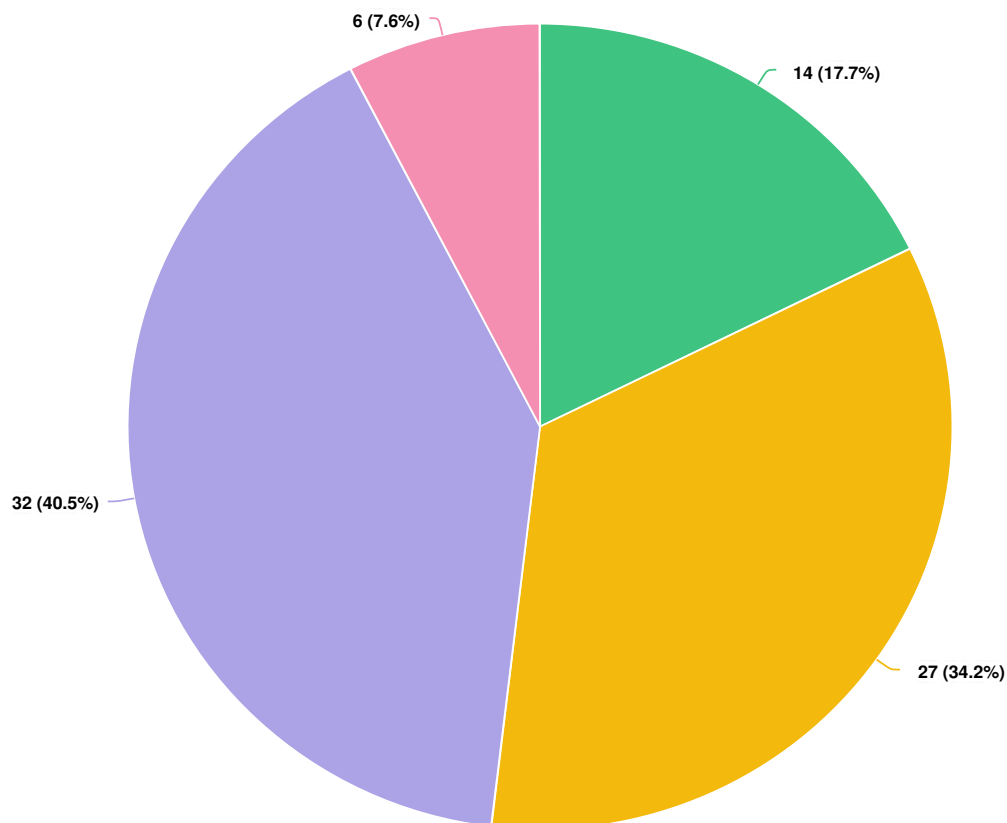
Q18 After calling to arrange a ride with a taxicab company, if the taxicab is not able to meet your response time, what are your expectations?



Question options

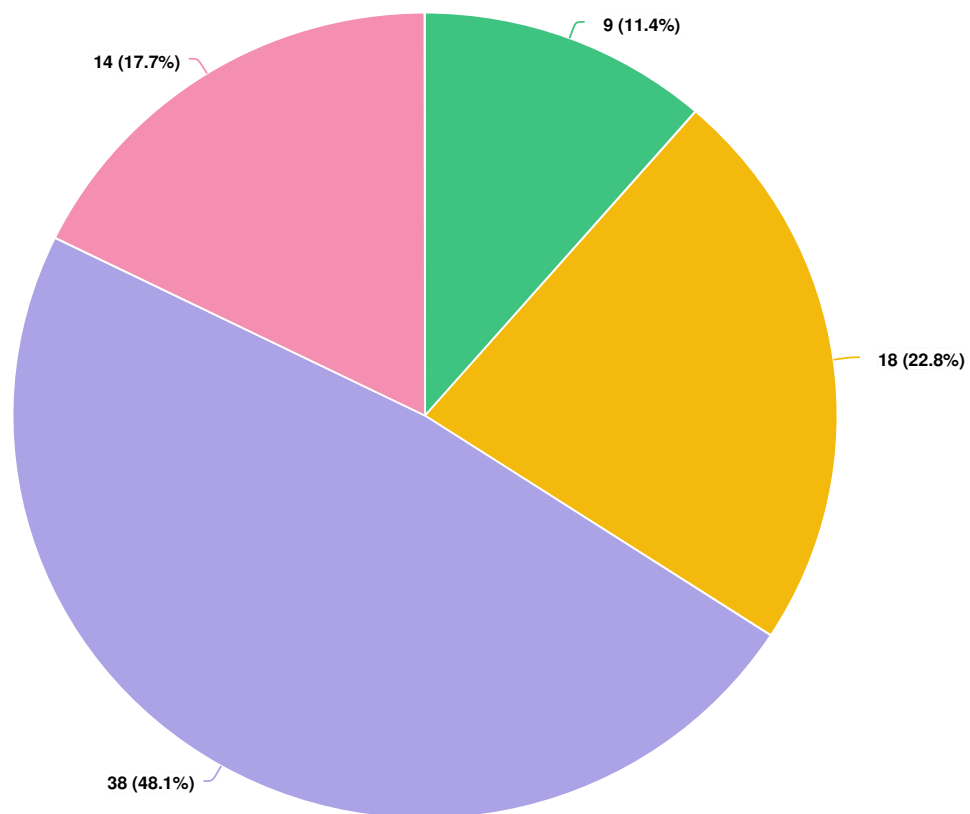
- ☒ The Taxicab company to call you with an explanation ☐ You call the Taxicab company for an explanation

Q19 After calling to arrange a ride with a taxicab company, how long would you wait for the taxi before calling the dispatcher to inquire about your ride?

**Question options**

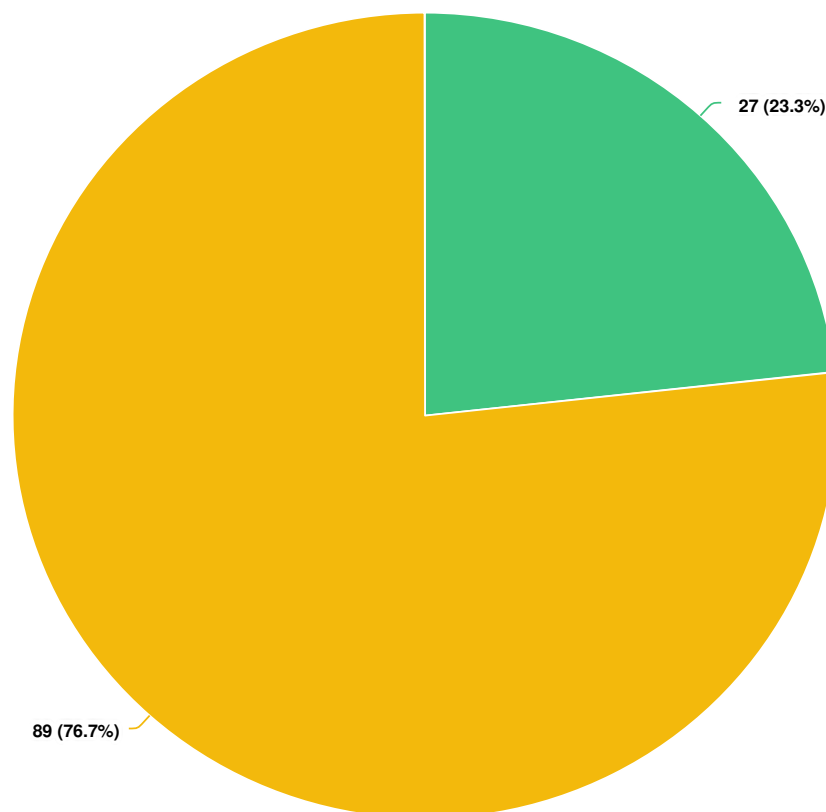
15 mins or less 20 mins or less 30 mins or less 1 hour or less

Q20 After calling to arrange a ride with a taxicab company, how long would you wait for the taxi before calling another taxi service for a ride?

**Question options**

15 mins or less 20 mins or less 30 mins or less 1 hour or less

Q21 Do you support a limit on how many taxicab owner licenses can be issued in the Town of Cobourg?



Question options

● Yes ● No

Q22 Please explain.**Markh**

9/16/2019 05:54 PM

We need more options

SW

9/16/2019 05:55 PM

Although I do not use cabs often, anytime I do it is an appalling wait time, there is clearly a need for more of something.

Lindy

9/16/2019 06:03 PM

No, so one or two companies can't hold a monopoly on them, and then eventually sell their licenses to others at a large profit. The town should be the ones profiting from the licenses.

Andrea Barker Hamlin

9/16/2019 06:33 PM

We desperately need more taxis in Cobourg

CDG

9/16/2019 06:49 PM

This creates a monopoly, the service and community suffers. Let healthy business competitiveness sort out who should be in business

MacCulloch

9/16/2019 07:00 PM

If there is no limit set, we may end up with out-of-towners who will set up a taxicab business. That might be very unfair to those owners/operators who have been here for many years.

StanBGray

9/16/2019 07:05 PM

It limits competition

Mike Warner

9/16/2019 07:20 PM

Limiting drivers and cars makes getting a cab nearly impossible some times

Niki G

9/16/2019 08:05 PM

We need more taxi drivers in our town. Especially during peak seasons.

Hutzco81

9/16/2019 08:21 PM

No need for a monopoly, issue as many as applications. Poor service and word of mouth will weed out the poor ones.

Jeb

9/16/2019 08:35 PM

Doesn't allow for competition

Alp

9/16/2019 08:38 PM

If there were more the area would be better served.

RChristie

9/16/2019 09:01 PM

More cabs and options are needed to support businesses with liquor licenses

Martin

9/16/2019 09:51 PM

The town continues to grow and expand. I feel that if there is a limit, it should be revised from time to time to accommodate the residents needs.

LILDIZZYONE

9/16/2019 11:02 PM

There aren't enough cabs at any given time in Cobourg

Ck

9/16/2019 11:24 PM

I don't believe there should be a limit at this point in time, seeing as the town is struggling with public transportation.

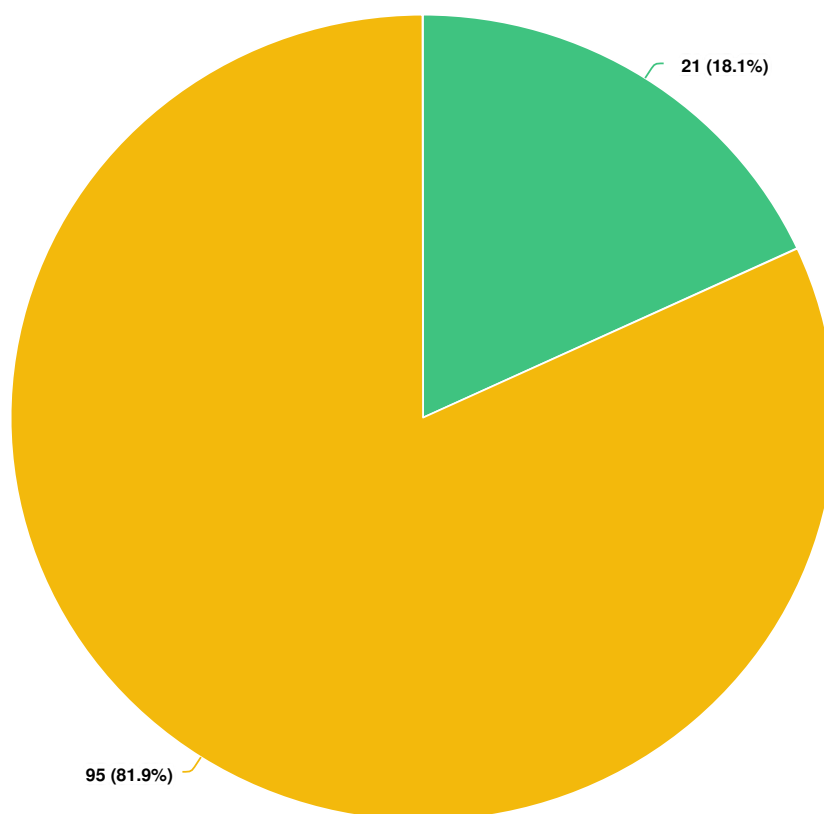
GrantDing 9/16/2019 11:33 PM	There are far, far too few cabs. If there started to be too many, some people would stop driving. It's self-regulating by nature.
SClark 9/16/2019 11:39 PM	I don't really have enough information on impacts of this.
First Choice Taxi 9/17/2019 12:34 AM	Without having a limit on licences will deteriorate the fitness of the vehicles and continue destroying the profitability of the entire industry in Cobourg
Chantelle 9/17/2019 05:12 AM	There aren't enough cabs. The one major company A-1 taxi is run by people that think they can do whatever they want and treat people however they want. I still have no explanation for why they will not pick me up.
AKD 9/17/2019 07:31 AM	It is unfair for a few companies to have a monopoly on a business that gives terrible service.
Carol Anne 9/17/2019 07:51 AM	Limits are not working. There are no accessible cabs.
SMarie 9/17/2019 08:08 AM	I have no idea the benefits of limiting the licenses.
Awade 9/17/2019 08:53 AM	The more taxis the better. Also the previous questions don't make sense. Pre-arranged taxi should come at exact time that was agreed upon. Not 15 mins or less late.
Lenbo 9/17/2019 09:06 AM	More taxis=less waiting
JKG 9/17/2019 09:26 AM	By providing a free market, with businesses and drivers who have to proceed through a registration and training process with the town of Cobourg, competition is likely to improve service for residents.
Paul Fisher 9/17/2019 09:59 AM	Need more cabs
EMcIelwain 9/17/2019 10:23 AM	But only if that number is significantly increased from its current amount. I think allowing a service like Uber or Lyft is a much more efficient and relevant option.
Alison 9/17/2019 10:34 AM	We need more taxis available in town.
radamundo 9/17/2019 11:03 AM	Businesses should have the opportunity to provide a service. Limiting licenses here does not make sense to me, since on weekends it can be impossible to get a cab. Why do we need to limit licenses if the current licensees can't keep up with demand?
Beach walker 9/17/2019 11:27 AM	There is a demand for more
stinson 9/17/2019 12:18 PM	I encourage access to services. I think rideshare programs should be considered.
OliviaH 9/17/2019 01:27 PM	Yes, you want all companies to be successful not have a bunch of struggling businesses, leads to abandoned buildings and false hope for the families of

andrew.nairn 9/17/2019 02:34 PM	the employees. Competition is always better for the end consumer
Mike C 9/17/2019 02:48 PM	We need Uber in this area desperately
Bruce 9/17/2019 02:52 PM	We need more. Takes to long to get a cab
B Brown 9/17/2019 03:38 PM	I think there needs to be a limit, but the current limit is too low. If the market demands more, there should be more made available. The bus system is lacking, so this is the only transportation for some.
Ray1759 9/17/2019 04:39 PM	More the merrier!
KVL 9/17/2019 04:57 PM	We don't need so many companies that the roads are riddled with cabs like big cities, but we certainly need far more than currently available.
Swj 9/17/2019 05:14 PM	Let the market determine
GillBrody 9/17/2019 08:26 PM	Allow as many to work as they want. More options for those who need cabs. Faster service
EastSideGuy 9/17/2019 08:39 PM	The industry will self-control its density
Stephen Della Casa 9/17/2019 10:23 PM	Wait times are too long.
Samliscio 9/17/2019 10:55 PM	The limit should be dictated by the market demand not public policy or legislation
Ariel 9/17/2019 11:19 PM	A1 currently holds a monopoly on the cab industry because of that stupid by law that limits the amount of cabs in town for some reason? That stupid by law IS the reason the cab industry is a joke in this town!
TKB 9/17/2019 11:46 PM	We need more taxis it is a public health and safety concern and a right and freedom and liberty of transportation. Especially considering disabled or seniors.
Cpearson27 9/18/2019 06:32 AM	There should be a set of rules and regulations for taxicabs to follow but no limit on licenses
Stacy 9/18/2019 06:41 AM	We need more cars on the road
MPT 9/18/2019 08:10 AM	I support a limit in order for the Town to feed supply and demand options without allowing an over abundance of vehicles.
Survey 9/18/2019 10:23 AM	Enough to serve the community, but not too many for cab cos. to make money

ParadoxInsanity 9/18/2019 05:10 PM	Let the capitalist business model survive. This would encourage safe, clean and timely service.
Eastender 9/19/2019 08:58 AM	Limits restrict choice and competitive prices
batye 9/19/2019 01:00 PM	We living in the free Country, people should be able to have more choices for taxi servies
Beth-Anne 9/20/2019 10:44 AM	The current limit system has too few cabs to meet town needs
Casey 9/20/2019 11:25 AM	As long as their credentials are vetted, the number shouldn't matter.
JC 9/20/2019 01:27 PM	I can't support this as getting a cab is very difficult in this area
Joshua 9/20/2019 06:11 PM	Too a certain degree. If only 2 licenses are too be issued in the town than more cars are needed in place of not allowing other business to develop, if they won't expand their fleet than a 3rd or 4th license should be issued.
Nv123 9/20/2019 08:45 PM	I see no valid reason for this. As long as they are meeting the standards.
Sherry 9/21/2019 07:53 AM	We need taxis in this town
Ldafoe 9/21/2019 08:50 AM	More are needed
ABC123 9/22/2019 10:11 AM	The town of Cobourg need to provide options for people to get rides hoke at the end of the night. Limiting that number is leading to more drinking and driving as other options are not there.
OKrissa 9/22/2019 01:09 PM	Not if it doesn't meet the needs of users. We need more cabs available
GG 9/22/2019 11:16 PM	There has to be control of how many taxis we have
Dora 9/23/2019 07:30 PM	The law of supply and demand will sort out how many can companies can operate successfully. There's no need for a legislated limit.
James Swayne 9/24/2019 12:07 AM	Too many makes for poor service
TROJAN HORSE 9/25/2019 10:00 AM	We certainly don't need an over whelming amount of cabs if there is no one to hire them.
Tim Austin 9/25/2019 09:20 PM	there are enough licenecs issued they just not used
Jennifer	Ride shares hold value in that they are an affordable and safe option for

9/30/2019 11:25 AM	residents to access downtown businesses and support our local economy. More options for residents and visitors alike to get around means more community interconnectedness. Can't simply be unlimited
Brendan 9/30/2019 07:53 PM	
Suzanne T 10/01/2019 12:33 AM	Taxi cabs are in essential service when this town does not provide bus service past 8 PM.
Mallory 10/01/2019 11:37 AM	The more cabs the better
ScottK 10/03/2019 04:11 PM	The demand is high and the level of service is way too low
RobMacL 10/05/2019 04:11 PM	As long as each license resulted in a vehicle on the road and a minimum number of taxis on the road per day, evening and late evening.
Danny 10/07/2019 07:41 AM	Yes, if they provide adequate level of service
MMcCabe 10/09/2019 08:48 AM	Simply to manage ease of use when needed and so competition remains healthy
Judy Smith 10/09/2019 02:21 PM	I think it inpinges on transit.
Barbie R. 10/09/2019 04:22 PM	I don't know a lot about the number of licenses issued but only know that more cabs are needed.
Kel 10/09/2019 04:39 PM	I support fairness..licenses should be forfeited if not being used by a particular company
Burton Cheryl 10/09/2019 05:24 PM	There has to a balance between drivers and need
IANeri 10/09/2019 06:45 PM	Free market economy rules. Monopolies benefit owners, not customers.
Reggieregina16 10/09/2019 07:14 PM	I believe if the town is not going to provide adequate services, services such as U we should be considered
JohnJ 10/09/2019 07:40 PM	Why should there be a limit? A free market will eventually determine how many cans the area needs.
CWill 10/09/2019 07:47 PM	Should be open to all.who want to provide the service

Q23 Do you support that, once that limit is reached, the Town of Cobourg only issue new taxicab owner licenses to existing taxicab companies operating in the Town of Cobourg?

**Question options**

● Yes ● No

Q24	Please explain.
<p>Markh</p> <p>9/16/2019 05:54 PM</p>	<p>We want free market</p>
<p>SW</p> <p>9/16/2019 05:55 PM</p>	<p>That defeats any opportunities of competition, and competition is always better for the consumer.</p>
<p>Lindy</p> <p>9/16/2019 06:03 PM</p>	<p>Don't want a monopoly, prefer the option to have potential better service with a different company. They need to stay competitive.</p>
<p>MacCulloch</p> <p>9/16/2019 07:00 PM</p>	<p>I do not know what the current limit is. But, because Cobourg is growing, and we have more seniors every year who have given up their vehicles, perhaps the limit could be set a few higher than it is at present.</p>
<p>StanBGray</p> <p>9/16/2019 07:05 PM</p>	<p>We need more competition</p>
<p>Mike Warner</p> <p>9/16/2019 07:20 PM</p>	<p>Should be opened up to ride share like uber</p>
<p>Niki G</p> <p>9/16/2019 08:05 PM</p>	<p>If there is a limit, it is acceptable to add to existing business.</p>
<p>Jeb</p> <p>9/16/2019 08:35 PM</p>	<p>If a company is not up to par, it should not receive additional licenses</p>
<p>Martin</p> <p>9/16/2019 09:51 PM</p>	<p>I feel this could lead to a monopoly. The more competition there is the better service and rates the residents of the town may get.</p>
<p>LILDIZZYONE</p> <p>9/16/2019 11:02 PM</p>	<p>It should be a fair and open market</p>
<p>Ck</p> <p>9/16/2019 11:24 PM</p>	<p>Most people are not happy or satisfied with the current Taxi companies. For instance, everytime I call Cobourg Cab I'm told it's going to be a 2 hour wait, and A1 lies and says 15 minutes when it's actually 40 minutes. Just unreliable companies.</p>
<p>GrantDing</p> <p>9/16/2019 11:33 PM</p>	<p>There shouldn't be a limit, and more competition will serve customers well.</p>
<p>First Choice Taxi</p> <p>9/17/2019 12:34 AM</p>	<p>Providing there is any interest from current owners considering the loss of revenue in the senior rates now in effect.</p>
<p>Chantelle</p> <p>9/17/2019 05:12 AM</p>	<p>I don't feel like there should be a limit. That only benefits cab companies and not their patrons if there are not enough taxis to provide the level of service we need what is the point?</p>
<p>AKD</p> <p>9/17/2019 07:31 AM</p>	<p>Again, it is unfair for customers that a few companies run taxi businesses that have so few cabs running at one time that it is impossible for them to provide fast and efficient service.</p>
<p>Carol Anne</p>	<p>None of the existing cabs have an accessibility option.</p>

9/17/2019 07:51 AM	
SMarie	Maybe we would receive better service if there was some competition
9/17/2019 08:08 AM	
JKG	I would prefer no limit on licenses. Saturate the market if it must happen for residents to receive better service.
9/17/2019 09:26 AM	
Paul Fisher	Need more cabs
9/17/2019 09:59 AM	
EMcIelwain	No business or small cluster of business should be afforded a monopoly on a service especially when that service is currently failing.
9/17/2019 10:23 AM	
Alison	If the existing companies aren't able to meet demand, I don't see a utility in limiting new licenses.
9/17/2019 10:34 AM	
radamundo	Cobourg should not limit licenses. People should be allowed to operate and let the consumer decide if they want to keep using their service or not. The exemplary services will stand out and the lacklustre ones will have to step up or phase out
9/17/2019 11:03 AM	
OliviaH	Limit number is set in place for a reason.
9/17/2019 01:27 PM	
Mike C	We need Uber in Cobourg and surrounding area
9/17/2019 02:48 PM	
Bruce	existing companies should be reviewed to see if they meet customer needs and expectations. The town should have a complaint department so if the public has issues with a driver or company they have somewhere to issue there complaint.
9/17/2019 02:52 PM	
B Brown	If a new company wants to open a business in this town, why should we prevent that.
9/17/2019 03:38 PM	
Ray1759	Why shut the door to those who may want to start a business in Cobourg?
9/17/2019 04:39 PM	
GillBrody	No. Let people work who want to work.
9/17/2019 08:26 PM	
EastSideGuy	Do not permit monopolies
9/17/2019 08:39 PM	
Stephen Della Casa	I do not support caps on taxi licensees
9/17/2019 10:23 PM	
Ariel	If a new can company wants to put cars on the road and help everyone in town why won't you let them?
9/17/2019 11:19 PM	
TKB	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
9/17/2019 11:46 PM	

Cpearson27 9/18/2019 06:32 AM	Taxicab companies already existing in the Town of Cobourg would already have a valid license.
Stacy 9/18/2019 06:41 AM	Obviously there isn't licenses being used. 1 car on at a time other than weekend
MPT 9/18/2019 08:10 AM	Options must be available. The options currently available are not putting the customers needs over thier own.
Survey 9/18/2019 10:23 AM	Same as above
ParadoxInsanity 9/18/2019 05:10 PM	Again, open the market and let capitalism dictate survival.
Eastender 9/19/2019 08:58 AM	Loaded question as it supposes there will be limits. Why ask question on limits if there will be a limit
batye 9/19/2019 01:00 PM	We living in the free Country, people should be able to have more choices for taxi servies
Casey 9/20/2019 11:25 AM	Same as above
Joshua 9/20/2019 06:11 PM	Only if the set limit provides adequate service in the town. If not adequate enough I believe licenses should be issued to new companies.
Nv123 9/20/2019 08:45 PM	No.
OKrissa 9/22/2019 01:09 PM	need more cabs
Dora 9/23/2019 07:30 PM	See above comment
James Swayne 9/24/2019 12:07 AM	If new company would like to setup in town they should have the opportunity
Tim Austin 9/25/2019 09:20 PM	uber
Jennifer 9/30/2019 11:25 AM	I currently do not use taxi cabs in cobourg because the availability is so limited and waits are long. If we had a rideshare option in cobourg we would be able to be a 1 car family - more affordable and better for the environment.
Brendan 9/30/2019 07:53 PM	Why not be open to new companies starting if they meet our standards
Suzanne T 10/01/2019 12:33 AM	If these cab companies take care of their vehicles and provide a courteous service then they won't have to worry about competition. Corporate residents are extremely loyal to their taxi service when they're getting good service
Mallory	A new company could probably do a better job.

10/01/2019 11:37 AM

ScottK

I don't think there should be a limit - we're under served

10/03/2019 04:11 PM

RobMacL

Licenses must be open to anyone who will actually put vehicles on the road.
Competition is good. Current situation is not.

10/05/2019 04:11 PM

Danny

Only if that level of service is maintained

10/07/2019 07:41 AM

MMcCabe

What if the town could adopt a process to review who obtains licenses - possibly every 4 years (1 terms). Then new companies could eligible.

10/09/2019 08:48 AM

Judy Smith

I don't see why it should be to only the same companies.

10/09/2019 02:21 PM

Barbie R.

I don't understand why the town limits cabs. If someone wants to get a license to drive a cab and it doesn't cost the taxpayer, why not give the licenses out?

10/09/2019 04:22 PM

Kel

I believe others should be able to attain licenses once limit reached

10/09/2019 04:39 PM

IANeri

Why throw good money after bad?

10/09/2019 06:45 PM

Reggieregina16

See previous explanation

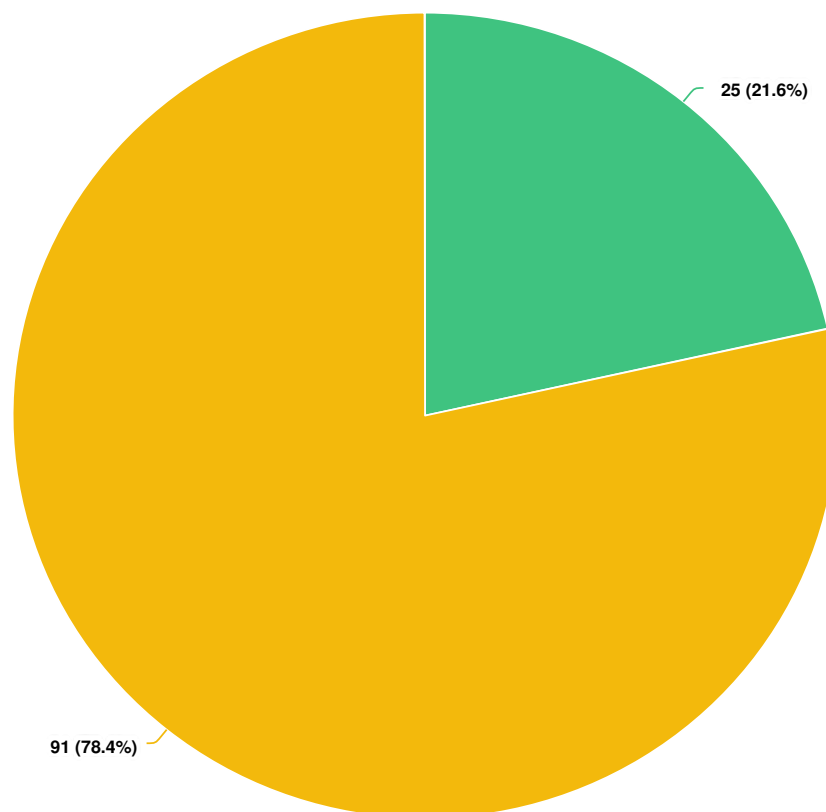
10/09/2019 07:14 PM

CWill

Should allow for open competition

10/09/2019 07:47 PM

Q25 Do you support a limit on how many taxicab companies can operate in the Town of Cobourg?



Question options

● Yes ● No

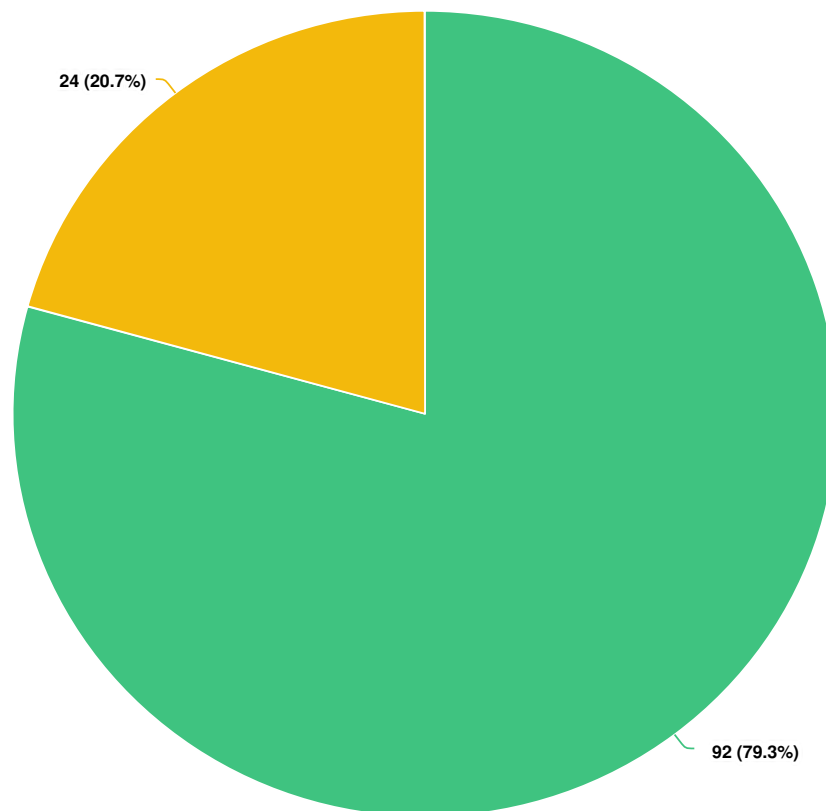
Q26	Please explain.
Markh 9/16/2019 05:54 PM	More options the better
SW 9/16/2019 05:55 PM	See above, competition is necessary.
MacCulloch 9/16/2019 07:00 PM	That would depend on how many there are now, and how many licenses each company is allowed at present.
StanBGray 9/16/2019 07:05 PM	Competition
Mike Warner 9/16/2019 07:20 PM	Monopoly of cabs has created insanely inflated prices
Niki G 9/16/2019 08:05 PM	It keeps the market competitive.
Jeb 9/16/2019 08:35 PM	Same as above
Martin 9/16/2019 09:51 PM	If there is a limit there is no competition. Without competition there is no innovation or drive to do better for the town's residents.
LILDIZZYONE 9/16/2019 11:02 PM	Competition is a good thing
Ck 9/16/2019 11:24 PM	I do not believe there should be a limit as of right now.
GrantDing 9/16/2019 11:33 PM	Why should this be limited?
Chantelle 9/17/2019 05:12 AM	It needs to be open for competition. Taxi companies here in general are disorganized and unreliable. Even with A-1 taxi I have been blamed for not being at the meeting point because the cab driver didn't want to get in trouble with his boss
Carol Anne 9/17/2019 07:51 AM	As above
SMarie 9/17/2019 08:08 AM	See above
JKG 9/17/2019 09:26 AM	I support a free market to encourage better service
Paul Fisher 9/17/2019 09:59 AM	Need more cabs

Alison 9/17/2019 10:34 AM	My problem with existing service is that there doesn't seem to be enough taxis, so a limit makes no sense to me.
radamundo 9/17/2019 11:03 AM	Taxicab service in the town of Cobourg is an issue. Do not limit licenses. Let businesses obtain licenses so the clients can decide whether their services are satisfactory or not.
OliviaH 9/17/2019 01:27 PM	Same as above answer.
andrew.nairn 9/17/2019 02:34 PM	See above
Bruce 9/17/2019 02:52 PM	We need more.
B Brown 9/17/2019 03:38 PM	Again, if a company wants to open a business in this town, why should we prevent that.
Megs 9/17/2019 03:55 PM	We need Uber! The wait time is way to long especially with this town being a retirement town
Ray1759 9/17/2019 04:39 PM	More the merrier!
GillBrody 9/17/2019 08:26 PM	Allow people to work. Allow customers to have choice and faster access
Stephen Della Casa 9/17/2019 10:23 PM	Let the market decide the appropriate number of taxi operators in this market
Ariel 9/17/2019 11:19 PM	If a business wants to open and pay taxes in our town please let them. More drivers help the hospitality industry which in turn leads to more jobs in several industries and drives our economy. Stop this silly ban on new businesses please!!
TKB 9/17/2019 11:46 PM	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
Cpearson27 9/18/2019 06:32 AM	The more taxicab and ride share companies the quicker the response time and cheaper the price.
Rhonda McIntyre 9/18/2019 06:48 AM	The market will drive the limit
MPT 9/18/2019 08:10 AM	We need limits in order to properly regulate.
Survey 9/18/2019 10:23 AM	Same as above
ParadoxInsanity 9/18/2019 05:10 PM	Let capitalism dictate.

batye 9/19/2019 01:00 PM	We living in the free Country, people should be able to have more choices for taxi servies
Casey 9/20/2019 11:25 AM	It might get confusing for residents if there are too many companies.
Joshua 9/20/2019 06:11 PM	We don't need 5+ companies.. 3-4 companies with 4-5 vehicles each would suffice.
Nv123 9/20/2019 08:45 PM	We need better service.
OKrissa 9/22/2019 01:09 PM	Keep it local
GG 9/22/2019 11:16 PM	We are a small town and we don't need to be overrun by too many taxi companies'
Dora 9/23/2019 07:30 PM	See above comment
TROJAN HORSE 9/25/2019 10:00 AM	How many do we need if they are available during peak usage times then one or two companies are enough.
Tim Austin 9/25/2019 09:20 PM	uber would work well
Jennifer 9/30/2019 11:25 AM	I don't see the purpose of limiting a free market, companies will only come here if there is money to be made.
Suzanne T 10/01/2019 12:33 AM	Not sure what benefit I see to provide a cap on services.
Mallory 10/01/2019 11:37 AM	Current companies aren't doing a great job. Bring in new companies
RobMacL 10/05/2019 04:11 PM	Competition
Danny 10/07/2019 07:41 AM	Only if adequate service is provided
MMcCabe 10/09/2019 08:48 AM	so competition remains healthy
Judy Smith 10/09/2019 02:21 PM	No need to
Barbie R. 10/09/2019 04:22 PM	debhill87@gmail.com
Kel 10/09/2019 04:39 PM	Wait times shouldn't exceed 30 minutes...(expectations around holiday time should be taken into consideration0 so if more companies are needed than

IANeri 10/09/2019 06:45 PM	so be it.. Competition makes for better service.
JohnJ 10/09/2019 07:40 PM	No. I do not see a huge influx of people deciding to start up a cab business.
CWill 10/09/2019 07:47 PM	I think you should be open to all as they are becoming extinct due to services like uber and lyft

Q27 School Runs that originate in the Town of Cobourg.



Question options

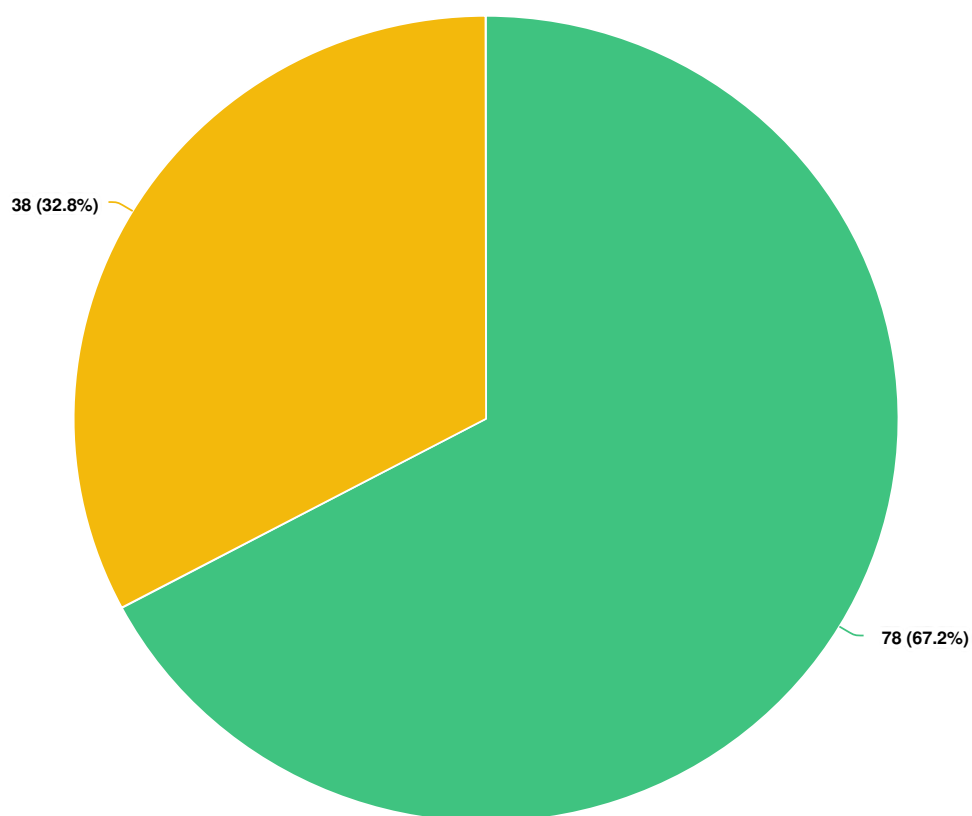
● Yes ● No

Q28	Please explain.
Angela Stewart, Licensing Officer 9/13/2019 09:43 AM	Student Safety
Lindy 9/16/2019 06:03 PM	Yes to ensure the safety of our children.
MacCulloch 9/16/2019 07:00 PM	I realize that there are taxis which do "school runs". they should be regulated.
StanBGray 9/16/2019 07:05 PM	Competition
Niki G 9/16/2019 08:05 PM	Safety is a priority.
Jeb 9/16/2019 08:35 PM	School board regulates vehicles and drivers that operate for the school boards. Nothing to do with town of Cobourg.
Martin 9/16/2019 09:51 PM	It would make me feel safer knowing kid's drivers are regulated.
First Choice Taxi 9/17/2019 12:34 AM	These are contracts that the town has no business interfering in. The towns ONLY mandate is to oversee the For Hire On Demand Taxi Service WITHIN the town of Cobourg
Chantelle 9/17/2019 05:12 AM	I don't think it should be up to the town of Cobourg to determine this
JKG 9/17/2019 09:26 AM	Keep children safe!
Paul Fisher 9/17/2019 09:59 AM	Drivers need clean police checks
EMcIelwain 9/17/2019 10:23 AM	Yes-- as this is the most vulnerable sector
Alison 9/17/2019 10:34 AM	I don't really know what this is, but if it's formal student transportation by non-parents/guardians/caregivers, then it should be regulated.
OliviaH 9/17/2019 01:27 PM	I feel this is a good option for older kids who can take care of themselves and/or younger siblings before / after school for a short period of time, as opposed to the parent(s) and guardian(s) having to spend a fortune in day care for 1-2 hrs a day.
B Brown 9/17/2019 03:38 PM	School boards department, not town
Maryann	But they should also do normal runs at the same time

9/17/2019 04:04 PM	
Ray1759	School runs involve children and therefore requires more regulation!
9/17/2019 04:39 PM	
Stephen Della Casa	For vehicle safety and driver responsibility
9/17/2019 10:23 PM	
Ariel	I don't like how some of the few cabs we have are used as a private driving service for schools. Cabs add supposed to be available to everyone. That is literally what they are for.
9/17/2019 11:19 PM	
TKB	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
9/17/2019 11:46 PM	
MPT	If the town was more involved they would understand the demands of the people better.
9/18/2019 08:10 AM	
Survey	Safety of children
9/18/2019 10:23 AM	
ParadoxInsanity	Children's safety is a priority!!
9/18/2019 05:10 PM	
Eastender	Not only only regulating and licencing, but fees, appearance of drivers, safety checks on vehicles, hot line to report smelly drivers, unsafe vehicles
9/19/2019 08:58 AM	
Casey	To ensure the safety of our children
9/20/2019 11:25 AM	
Joshua	Anything involving schools, children or adults should be regulated for safety concerns
9/20/2019 06:11 PM	
OKrissa	School Runs?? That should be the school board
9/22/2019 01:09 PM	
Dora	This ensures integrity on the part of the companies & the drivers.
9/23/2019 07:30 PM	
TROJAN HORSE	Only if the driver goes through a strictest of vulnerability and police checks
9/25/2019 10:00 AM	
Jennifer	I don't understand the question. School buses are already regulated; if a group of parents collaborate to carpool I don't see why that needs to be regulated.
9/30/2019 11:25 AM	
RobMacL	If it involves kids - safety first, last and always.
10/05/2019 04:11 PM	
Danny	To insure safety
10/07/2019 07:41 AM	
Judy Smith	Children are precious cargo so the drivers need to be well trained.
10/09/2019 02:21 PM	

IANeri 10/09/2019 06:45 PM	Isn't this covered by the county or province already?
JohnJ 10/09/2019 07:40 PM	Are there not regulations already in place? If not, then something should be established.
CWill 10/09/2019 07:47 PM	Because it is dealing with vulnerable sectors such as children

Q29 Airport Shuttles that originate in the Town of Cobourg.



Question options

● Yes ● No

Q30 Please explain.

Angela Stewart, Licensing
Officer

9/13/2019 09:43 AM

Set rates

MacCulloch

9/16/2019 07:00 PM

Not everyone who uses an airport shuttle lives in Cobourg. Therefore I don't see the reason to regulate them. However, that being said, Cobourg already has taxis which are regulated, and they do airport runs.

StanBGray

9/16/2019 07:05 PM

Competition

Jeb

9/16/2019 08:35 PM

Airport shuttles are for hire. Different then taxi

Martin

9/16/2019 09:51 PM

When I'm in a vehicle, I prefer to know that my life is in the hands of someone who has gone through some evaluation/regulation in order to obtain the job..

GrantDing

9/16/2019 11:33 PM

Why? You could always call ones that originate outside.

First Choice Taxi

9/17/2019 12:34 AM

As Above. The towns ONLY mandate is to oversee the For Hire On Demand Taxi Service WITHIN the town of Cobourg

Gill

9/17/2019 02:41 AM

Much needed!

Chantelle

9/17/2019 05:12 AM

I don't think it should be up to the town of Cobourg to determine and regulate this

JKG

9/17/2019 09:26 AM

Keep businesses legitimate. I feel better knowing a company has gone through a vetting process with the Town of Cobourg.

Paul Fisher

9/17/2019 09:59 AM

NA

EMcIelwain

9/17/2019 10:23 AM

As a consumer, I'm looking for a competitive rate and a driver who can commit to being on time. A competitive, private market will lead better customer service

Alison

9/17/2019 10:34 AM

Same regulations as taxis should apply.

OliviaH

9/17/2019 01:27 PM

I would want to know things are regulated at any time if i am getting in a stranger's car, so yes especially when going that distance. I think any one who is operating under a taxi company (within limit #) should be able to drive wherever passenger needs.

B Brown

9/17/2019 03:38 PM

They should play by same rules as regular taxis

Stephen Della Casa 9/17/2019 10:23 PM	No need
Ariel 9/17/2019 11:19 PM	Again, we have so few cabs we need them here in Northumberland. If there wasn't a restricted amount of cars, then of course it would be up to business owner on how they used their cars
TKB 9/17/2019 11:46 PM	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
MPT 9/18/2019 08:10 AM	More information for the town to make better protocols.
ParadoxInsanity 9/18/2019 05:10 PM	Ditto. Safety etc...
Casey 9/20/2019 11:25 AM	To increase safety
Joshua 9/20/2019 06:11 PM	I think the company owners can regulate that on their own.
OKrissa 9/22/2019 01:09 PM	long drive, safe vehicles needed
Dora 9/23/2019 07:30 PM	See previous comment
TROJAN HORSE 9/25/2019 10:00 AM	Cars must be kept clean to high standards and not belong to FIRST CHOICE OR ITS SUBSIDIARY.
Jennifer 9/30/2019 11:25 AM	I don't see why Cobourg would have any need to regulate this. How would it benefit the residents?
Suzanne T 10/01/2019 12:33 AM	As a business owner I've had difficulties securing taxis to and from the airport For my employees
RobMacL 10/05/2019 04:11 PM	401 is a death trap - only quality vehicles and drivers.
Danny 10/07/2019 07:41 AM	Safety and cost
MMcCabe 10/09/2019 08:48 AM	Although this service may originate locally it is actually about connecting people to a service outside our community. Restricting could make it difficult for those in our community access the airport without a vehicle.
Judy Smith 10/09/2019 02:21 PM	Same reason as above. One driver I heard from a relative of his had narcolepsy!!!
Kel 10/09/2019 04:39 PM	Insurance companies/owners should be responsible for the quality of vehicles/drivers
IANeri	What will regulation and licencing provide? Other than a source of revenue

10/09/2019 06:45 PM

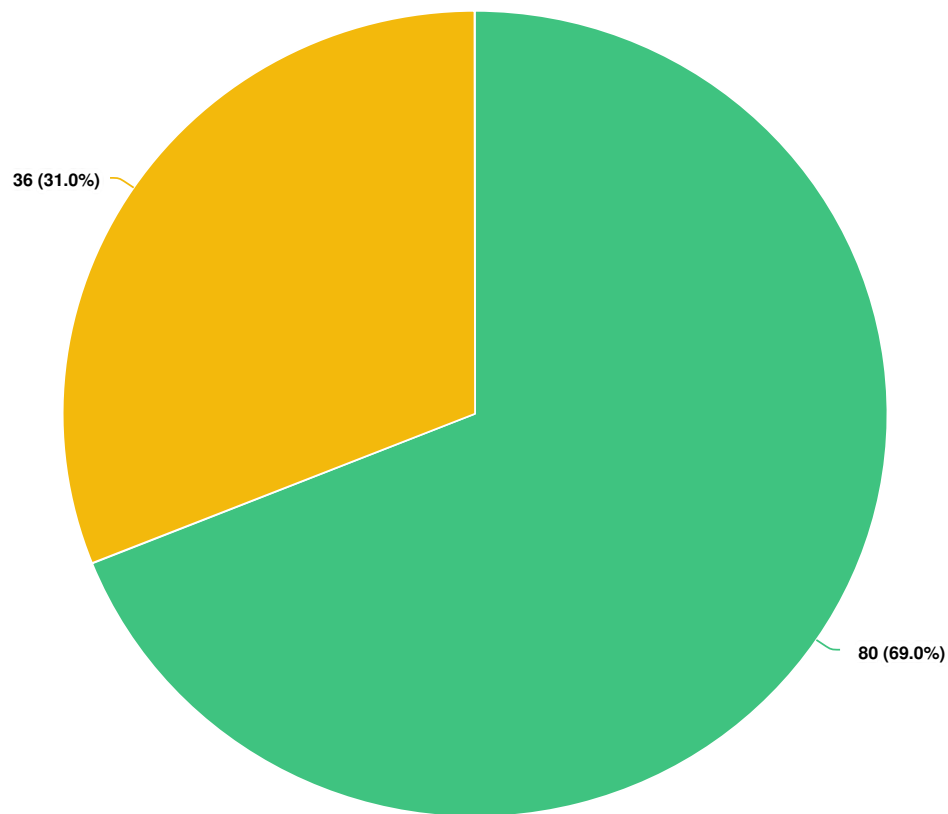
for the town? I don't see the sense in this

CWill

10/09/2019 07:47 PM

Without such they are not allowed in the yyz, Billy bishop shuttle drip off spaces

Q31 Limousine Services that originate in the Town of Cobourg.



Question options

● Yes ● No

Q32	Please explain.
Angela Stewart, Licensing Officer 9/13/2019 09:43 AM	Set rates
MacCulloch 9/16/2019 07:00 PM	Those who drive limousines already should have a business license. Again not everyone uses a limo resides in Cobourg. For example, when the teens have their proms, many would be from out of town, and would arrange to have their local limo pick them up.
StanBGray 9/16/2019 07:05 PM	Looking for better service
Jeb 9/16/2019 08:35 PM	Limousines are a for hire. Different then taxi
Martin 9/16/2019 09:51 PM	Same answer as airport shuttle question.
LILDIZZYONE 9/16/2019 11:02 PM	Competition is a good thing
GrantDing 9/16/2019 11:33 PM	Why???
First Choice Taxi 9/17/2019 12:34 AM	As Above. The towns ONLY mandate is to oversee the For Hire On Demand Taxi Service WITHIN the town of Cobourg
JKG 9/17/2019 09:26 AM	Keep businesses legitimate. I feel better knowing a company has gone through a vetting process with the Town of Cobourg.
Paul Fisher 9/17/2019 09:59 AM	NA
OliviaH 9/17/2019 01:27 PM	A cool & fun way to travel to events such as weddings, parties, holiday functions, or to get to the airport.
B Brown 9/17/2019 03:38 PM	They should play by same rules as regular taxis
Ariel 9/17/2019 11:19 PM	Why would I cars amount limousines
TKB 9/17/2019 11:46 PM	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
ParadoxInsanity 9/18/2019 05:10 PM	This is getting very tedious. I've already made my point multiple times.
Casey	To increase safety

9/20/2019 11:25 AM

Joshua

Private industry seperate from taxi users.

9/20/2019 06:11 PM

Dora

See previous comment

9/23/2019 07:30 PM

TROJAN HORSE

Car needs to be cleaned and tidy and police check mandatory

9/25/2019 10:00 AM

Danny

Safety, and cost

10/07/2019 07:41 AM

MMcCabe

so competition remains healthy.

10/09/2019 08:48 AM

Judy Smith

Same reason as above.

10/09/2019 02:21 PM

Kel

Insurance companies/owners should be responsible for the quality of vehicles/drivers

10/09/2019 04:39 PM

IANeri

Again, don't understand what the benefits would be ...

10/09/2019 06:45 PM

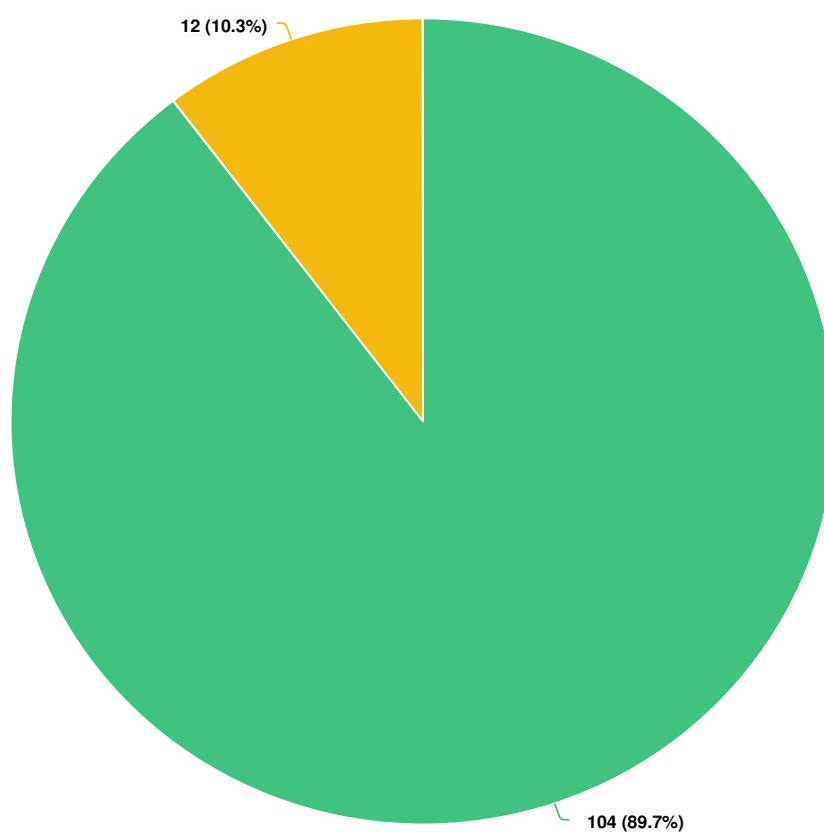
CWill

Same and need insurance ect

10/09/2019 07:47 PM

Optional question (25 responses, 92 skipped)

Q33 Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

**Question options**

● Yes ● No

Q34 Please explain.

MacCulloch

9/16/2019 07:00 PM

Some taxis seem to be in need of a tuneup and/or work done on the body.
To keep Cobourg residents safe and anxiety-free, taxis should be safety-checked annually.

StanBGray

9/16/2019 07:05 PM

Safety

Niki G

9/16/2019 08:05 PM

Some taxicabs I have been in obviously need repairs. All taxis need to be safe.

Jeb

9/16/2019 08:35 PM

At whose expense?

Martin

9/16/2019 09:51 PM

vehicle safety should be paramount.

GrantDing

9/16/2019 11:33 PM

This is a reasonable measure.

First Choice Taxi

9/17/2019 12:34 AM

Annual Safety Check as they are done now works just fine.

Chantelle

9/17/2019 05:12 AM

Honestly I feel like it would just be another barrier for people who are already struggling and another reason to raise fares

JKG

9/17/2019 09:26 AM

I would feel good knowing that services provided are safe, and meet criteria for all service providers in the area.

Paul Fisher

9/17/2019 09:59 AM

Cars need to be safe

radamundo

9/17/2019 11:03 AM

This seems redundant. All commercial vehicles are required to do annual safety inspections as per the MTO.

OliviaH

9/17/2019 01:27 PM

I want to know the car I am getting in is safe. I have taken taxicabs here before when I was younger and had no other means of transportation and at times felt very unsafe. I have seen what appeared to be unsafe cabs driving around me in town recently.

B Brown

9/17/2019 03:38 PM

I hope this is already being done...

Maryann

9/17/2019 04:04 PM

Yes please this is a great thing

Bailz010

9/17/2019 05:28 PM

How there isn't already, is beyond me!

EastSideGuy

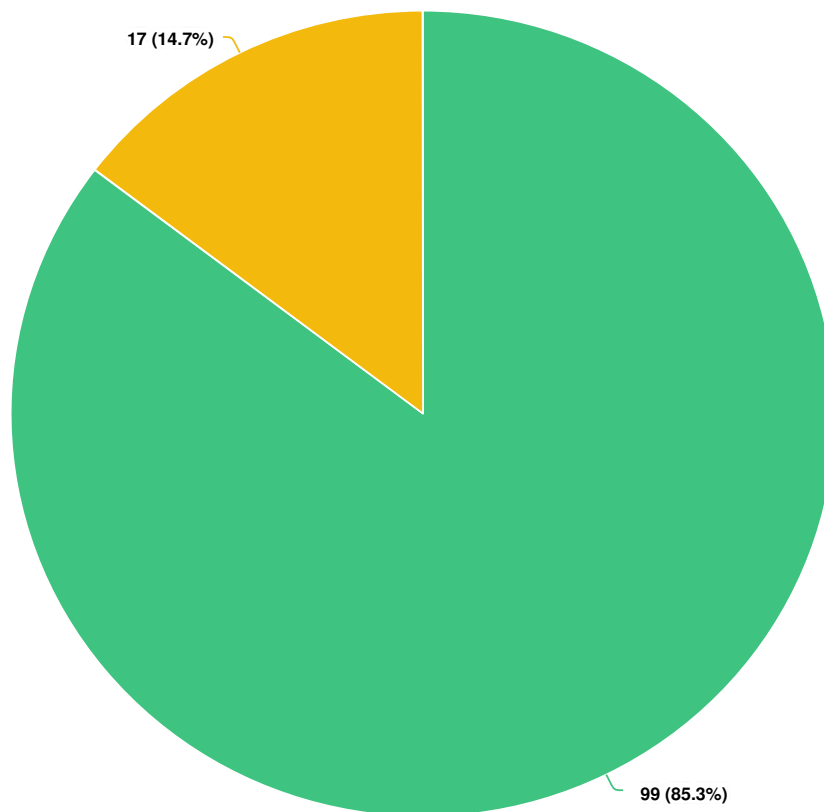
9/17/2019 08:39 PM

Most cabs are in poor Cindy and likely not road worthy

Stephen Della Casa 9/17/2019 10:23 PM	Let the Federal Govt, MTO, policing and vehicle manufacturers deal with vehicle safety.
Ariel 9/17/2019 11:19 PM	Safety first!
TKB 9/17/2019 11:46 PM	Many of the taxis in Cobourg seem unsafe. Other cities seem to handle this well. Especially Uber which requires newer vehicles and allows riders to give ratings of each trip. I dont think each city requires its own authorized mechanics.
MPT 9/18/2019 08:10 AM	The safety should come from a town approved mechanic so that the citizens kniw their public transportation is safe.
Survey 9/18/2019 10:23 AM	Must be safe
ParadoxInsanity 9/18/2019 05:10 PM	This should already be happening!!!
Eastender 9/19/2019 08:58 AM	Actually, semi-annual.
Beth-Anne 9/20/2019 10:44 AM	I think that the idea of a safety certificate is a good one, but it should not be mandated that it is done by a Town of Cobourg authorized mechanic.
Casey 9/20/2019 11:25 AM	Absolutely. To increase safety
Joshua 9/20/2019 06:11 PM	That's a no brainer.. if the town issues licenses than they should also be making sure the operators are keeping shit safe.
Dora 9/23/2019 07:30 PM	Safety reasons
TROJAN HORSE 9/25/2019 10:00 AM	To make sure that there safe to be in.
Tim Austin 9/25/2019 09:20 PM	Safety cert annually and safety inspected every 90 days
Jennifer 9/30/2019 11:25 AM	If the vehicle is safe to be on the road according to vehicle licensing and registration, it's safe to be on the road. Period. Doing this could be limiting smaller businesses from affording their running costs.
Suzanne T 10/01/2019 12:33 AM	I agree there should be annual inspections just like the MOL puts out on CVOR vehicles and licensing.
RobMacL 10/05/2019 04:11 PM	Have the operator maintain records and have someone from the town inspect them on a regular basis.
Danny 10/07/2019 07:41 AM	Definitely, serviced vehicles are safer

Judy Smith 10/09/2019 02:21 PM	It only make sense that the car also be safe.
Kel 10/09/2019 04:39 PM	Should be a free certification as part of their license as to avoid price increase to patrons
IANeri 10/09/2019 06:45 PM	Self explanatory
CWill 10/09/2019 07:47 PM	Safety should be first

Q35 Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?



Question options

● Yes ● No

Q36 Please explain.

MacCulloch

9/16/2019 07:00 PM

Excellent idea. Taxis are "public transporters". So why not?

Martin

9/16/2019 09:51 PM

Every industry requires their staff to stay up to date with safety standards, taxi services should be the same.

GrantDing

9/16/2019 11:33 PM

This is a reasonable limitation.

First Choice Taxi

9/17/2019 12:34 AM

No need for both. Police & MTO have the ability to stop any vehicle anytime and conduct an on the spot visual inspection. If any major defects are found they can place the vehicle out of service until such repairs are completed

Chantelle

9/17/2019 05:12 AM

I think that's a great idea

JKG

9/17/2019 09:26 AM

Again, safety is so important.

Paul Fisher

9/17/2019 09:59 AM

NA

Alison

9/17/2019 10:34 AM

I don't know what safety lane is, but this sounds like a police check, which seems reasonable.

radamundo

9/17/2019 11:03 AM

This is redundant bureaucracy. Their CVOR is renewed annually and insurance would state if there was any concerns. The town of cobourg could ask for a CVOR abstract yearly as well as WSIB clearance.

OliviaH

9/17/2019 01:27 PM

Safety is a priority. If I am paying you for the service of getting me to / from place to place I expect the care to be put in to ensure my safety. Rules & regulations ensure this happens as opposed to trusting driver's moral compass.

B Brown

9/17/2019 03:38 PM

again... why isn't this being done

Ariel

9/17/2019 11:19 PM

Safety first!

TKB

9/17/2019 11:46 PM

I dont think it needs to be Cobourg Police. What is an MTO safety lane? Uber requires police checks which can be done by any police service.

Survey

9/18/2019 10:23 AM

Not clear about the meaning. Checking for drunk drivers? Of course that would be good.

ParadoxInsanity

9/18/2019 05:10 PM

Same as above. It is shocking that this isn't already in place.

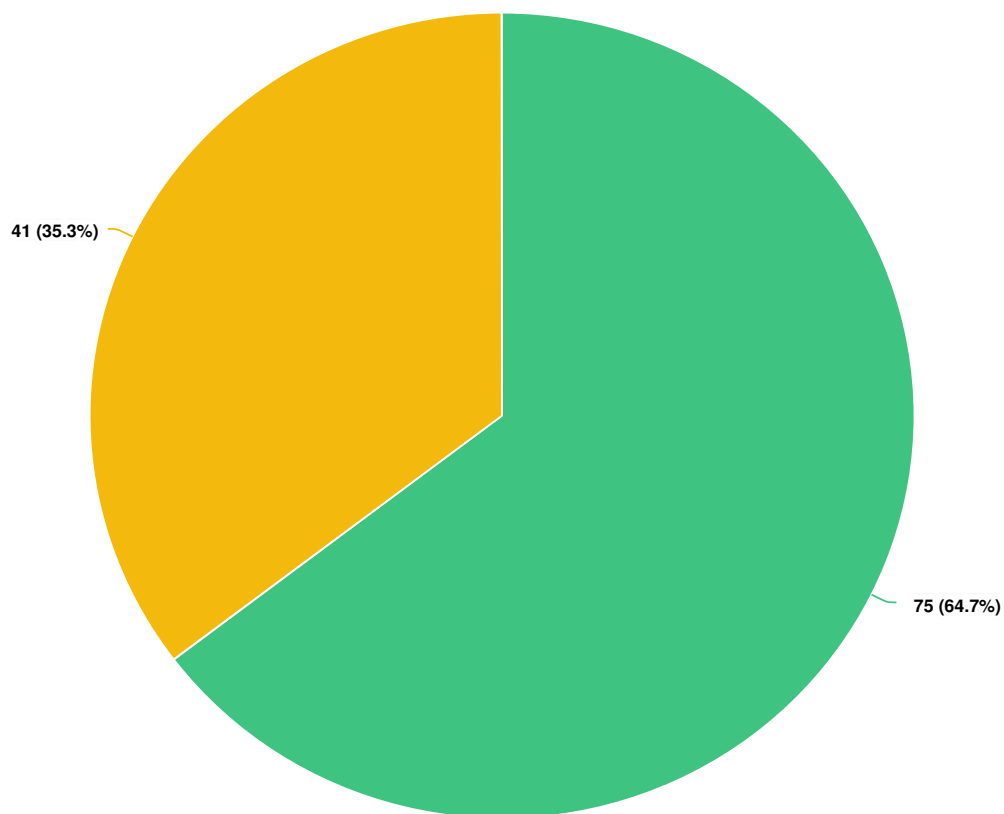
Beth-Anne

9/20/2019 10:44 AM

This speaks to safety of the passengers

Casey 9/20/2019 11:25 AM	To increase safety
Joshua 9/20/2019 06:11 PM	Again no brainer. There are too many crazy people these days and I want to know the person transporting me is not a violent offender.
Nv123 9/20/2019 08:45 PM	I don't know what that is.
Dora 9/23/2019 07:30 PM	Safety reasons
Jennifer 9/30/2019 11:25 AM	If the operator has been licensed to drive, they are safe to be on the road. If they are not safe to be on the road it affects everyone, not just possible passengers. If this were implemented I would want the same law to apply to ALL drivers on the road.
Suzanne T 10/01/2019 12:33 AM	I strongly disagree with this. I think annual inspections of vehicles would be more cost-effective for the town
RobMacL 10/05/2019 04:11 PM	Too much bureaucracy.
Danny 10/07/2019 07:41 AM	Definitely, extra level of maintenance.
Judy Smith 10/09/2019 02:21 PM	Same reason as above
Kel 10/09/2019 04:39 PM	not sure what this is
IANeri 10/09/2019 06:45 PM	Once licenced and registered, the only time a safety lane is needed would be after an accident or moving violation.
CWill 10/09/2019 07:47 PM	If you waived fees of police checks

Q37 Would you support a regulation from the Town of Cobourg to enforce (limit) the age of taxicab vehicle operating in the Town of Cobourg?



Question options

● Yes ● No

Q38 Please explain.**Markh**

9/16/2019 05:54 PM

As long as the car is safe and comfortable

Lindy

9/16/2019 06:03 PM

Yes, but within a reasonable age of vehicle. I wouldn't expect taxi operators to have to purchase a new vehicle every 2 or 3 years.

MacCulloch

9/16/2019 07:00 PM

If a vehicle is kept in good condition, it might last longer than we expect. So why penalize the company?

Niki G

9/16/2019 08:05 PM

As long as the vehicle is passing its safeties then it is fine to be on the road.

Martin

9/16/2019 09:51 PM

(Maybe)... as long as the car safety standards are up to date I wouldn't mind the age of the vehicle. However, I would say yes if the town's purpose is to have more fuel efficient vehicles on the road to try to combat climate change.

LILDIZZYONE

9/16/2019 11:02 PM

As long as the person has a full G license I don't think an age limit is necessary

GrantDing

9/16/2019 11:33 PM

If it passes a safety inspection I don't see why age would matter.

First Choice Taxi

9/17/2019 12:34 AM

The fitness of the vehicle is paramount. The age of the vehicle should NOT matter. The insurance on vehicles that are financed or are less than 5 years old would be the FINAL NAIL IN THE COFFIN for the Taxi industry in Cobourg.

Chantelle

9/17/2019 05:12 AM

That would be great.

JKG

9/17/2019 09:26 AM

Providing that a vehicle could pass safety checks and other guidelines pertinent to safety, I believe the age of a vehicle has little bearing on its ability to provide reliable, safe service.

Paul Fisher

9/17/2019 09:59 AM

NA

Alison

9/17/2019 10:34 AM

Not as long as it's in good working order.

radamundo

9/17/2019 11:03 AM

If this question is about the age of the vehicle - yes. I would support a regulation stating taxicabs could only be X amount years old.

OliviaH

9/17/2019 01:27 PM

I feel if they are fit & able drivers and have a full G class license (above the age of 18) then there should be no issues. Met very nice older cab drivers here in town & other towns/ cities.

Bruce

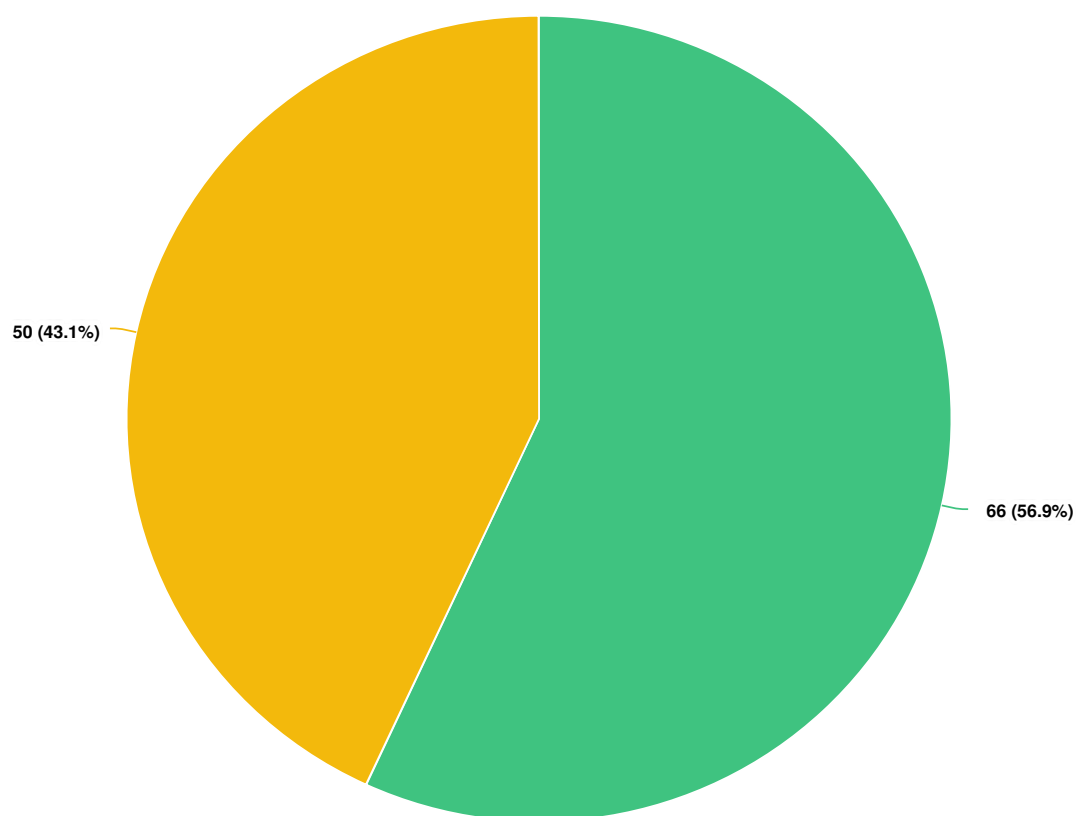
9/17/2019 02:52 PM

As long as it's clean and meets safety standards

B Brown 9/17/2019 03:38 PM	As long as it is clean, safe, and runs well, who cares how old. In the age of climate issues, this makes no sense.
EastSideGuy 9/17/2019 08:39 PM	Vehicle age does not correlate with safety
Ariel 9/17/2019 11:19 PM	As long as the car is in good condition I don't care the model year
TKB 9/17/2019 11:46 PM	With exceptions for restored antique vehicles it would be awesome to be able to hire a vintage classic limo ride but this would need obvious regulating. Uber does require newer vehicles as they generally wear out over time.
Survey 9/18/2019 10:23 AM	Must have all new safety features.
ParadoxInsanity 9/18/2019 05:10 PM	Remove unsafe old cars off the road!!
Eastender 9/19/2019 08:58 AM	Absolutely!
Beth-Anne 9/20/2019 10:44 AM	too much control. If the vehicle is deemed safe by a licensed mechanic, this should suffice
Casey 9/20/2019 11:25 AM	To increase safety
Joshua 9/20/2019 06:11 PM	I don't want to be getting into no 15 yr old rust bucket of death.. new or slightly used is fine. But I want to know I'm in a secure and safe vehicle especially at the rates we are paying.
Nv123 9/20/2019 08:45 PM	If the vehicle has been deemed in good working order, then it should be up to the company to determine this.
ABC123 9/22/2019 10:11 AM	That's ageism. I would support regular driving tests (yearly) for all cab drivers
Dora 9/23/2019 07:30 PM	No need if annual safety certificate is required
Tim Austin 9/25/2019 09:20 PM	At least Milage limit
Jennifer 9/30/2019 11:25 AM	If they are licensed to drive, they are supposed to be safe for all people on the road and pedestrians. If they have a limited license, then I would expect any driver on the road to abide by those limitations, regardless of providing a taxi service.
Suzanne T 10/01/2019 12:33 AM	Yes, from the perspective of safety and environmental reasons.
RobMacL 10/05/2019 04:11 PM	It is a matter of miles and maintenance not age.

Danny 10/07/2019 07:41 AM	Older high mile vehicles are not safe
MMcCabe 10/09/2019 08:48 AM	Aligns to the town's plans on being green! I would like to see a discount or incentive for green taxicabs too!
Judy Smith 10/09/2019 02:21 PM	Vehicle should not be old or decrepit
Kel 10/09/2019 04:39 PM	safety
Burton Cheryl 10/09/2019 05:24 PM	If a vehicle is maintained it will not matter what age it is.
IANeri 10/09/2019 06:45 PM	Competition makes for better service to the customer.
CWill 10/09/2019 07:47 PM	As long as they passed safety

Q39 The Town of Cobourg currently sets taxicab fares. Should we continue this practice?



Question options

● Yes ● No

Q40 Please explain.

Angela Stewart, Licensing Officer

9/13/2019 09:33 AM

Passenger should know fare estimate before engaging in services

Markh

9/16/2019 05:54 PM

Only if you keep one cab company. If there are more than one, let them compete for the lowest price

MacCulloch

9/16/2019 07:00 PM

In order to be fair to everyone, I like the idea of the Town setting the fares.

StanBGray

9/16/2019 07:05 PM

The market should set the rates

Mike Warner

9/16/2019 07:20 PM

So the exaggerated prices are because of the elected officials.. thanks

Niki G

9/16/2019 08:05 PM

Not sure if this has always been the case, but in the last several years the prices have increased quite a bit.

Jeb

9/16/2019 08:35 PM

Allow for competition within companies

Alp

9/16/2019 08:38 PM

Open up the market. Make the rides more affordable. It used to be a good price from port hope to Cobourg. Now it's over the top expensive.

Martin

9/16/2019 09:51 PM

It would stop companies from trying to charge whatever they feel like.

Ck

9/16/2019 11:24 PM

I believe each individual company should choose their rates and the town take a percentage.

GrantDing

9/16/2019 11:33 PM

Let them compete. Prices are far too high.

First Choice Taxi

9/17/2019 12:34 AM

The Taxi Owners should be the governing body to agree and set the fares but the town needs to publish & update the current rate annually on the town website and have decals posted on all taxis with the current rate & enforce it. I feel like it should be a flat rate or some other alternative to avoid cab drivers taking the long way to make more money. I have had several cab drivers "get lost" and still charged me the full fare

Chantelle

9/17/2019 05:12 AM

Fares need to be kept regulated to ensure that customers are fairly charged, and that companies are not undercutting each other.

JKG

9/17/2019 09:26 AM

Paul Fisher

9/17/2019 09:59 AM

Otherwise the owners would charge what they want to charge, a senior near me told my that Van Air/ First Choice charged her a \$30 walker fee because it was an inconvenience for him to get out of the car to put her walker away Private companies should be setting their own competitive rates.

EMcIelwain

9/17/2019 10:23 AM

radamundo 9/17/2019 11:03 AM	Let the market decide this.
OliviaH 9/17/2019 01:27 PM	I think this makes things fair for each company. Although, I do support surcharges at busy times. Uber does that in big cities and people pay for it, why not maximize profits. Within reason of course.
andrew.nairn 9/17/2019 02:34 PM	I believe the town could cap the fares and allow competing companies to offer lower rates to attract customers
B Brown 9/17/2019 03:38 PM	Yes, but only the point of a cap, and not inflating the prices during emergencies
EastSideGuy 9/17/2019 08:39 PM	Allow more cabs and fares will set themselves
Stephen Della Casa 9/17/2019 10:23 PM	Let the operators charge what they want
Ariel 9/17/2019 11:19 PM	Fares should be fair
TKB 9/17/2019 11:46 PM	Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc
Rhonda McIntyre 9/18/2019 06:48 AM	This should be market driven
MPT 9/18/2019 08:10 AM	Keep prices fare forvall owners and clients
Survey 9/18/2019 10:23 AM	Some cabs want to charge more for amount seniors are now paying. NOT OK
ParadoxInsanity 9/18/2019 05:10 PM	Let the capitalism model survive. The Town doesn't regulate how much Tim Horton's charges for coffee, does it?!
Beth-Anne 9/20/2019 10:44 AM	Create an open market with enough competition and set fare should not be necessary
Casey 9/20/2019 11:25 AM	To ensure that prices are fair
Joshua 9/20/2019 06:11 PM	I believe the rates should be set by the town to be kept fair. I think enabling companies that freedom would lead to excessive high rates.
Nv123 9/20/2019 08:45 PM	A business should set their own rates. Are they funded by the town of Cobourg?
OKrissa 9/22/2019 01:09 PM	Sure, if you keep it fair
GG	As long as the fare is kept within reason

9/22/2019 11:16 PM

James Swayne

To keep it constant

9/24/2019 12:07 AM

TROJAN HORSE

Otherwise they will hold the riders for what ever they want.

9/25/2019 10:00 AM

Jennifer

I don't see the purpose or benefit.

9/30/2019 11:25 AM

Brendan

Let the market dictate. Competitive forces will dictate reality. A cartel is illegal.
Be prepared to enforce if this happens

9/30/2019 07:53 PM

Mallory

If you can make them cheaper

10/01/2019 11:37 AM

ScottK

let the market (passengers) decide which company has competitive prices

10/03/2019 04:11 PM

RobMacL

Free market. With sufficient competition and a cap on active taxis (say 35 hours per week) the market will sort itself out.

10/05/2019 04:11 PM

Danny

To prevent price gouging

10/07/2019 07:41 AM

MMcCabe

But we could make it an incentive to have these practices

10/09/2019 08:48 AM

Judy Smith

I think they should set their own. It's a private business.

10/09/2019 02:21 PM

Kel

reasonably prices

10/09/2019 04:39 PM

IANeri

Provided the tariffs are reasonable, I'd pay a bit more if the service was dependable...

10/09/2019 06:45 PM

JohnJ

Government should never be allowed to set the price for any service or product not directly provided by said government.

10/09/2019 07:40 PM

CWill

Should be stable and consistent if licenced

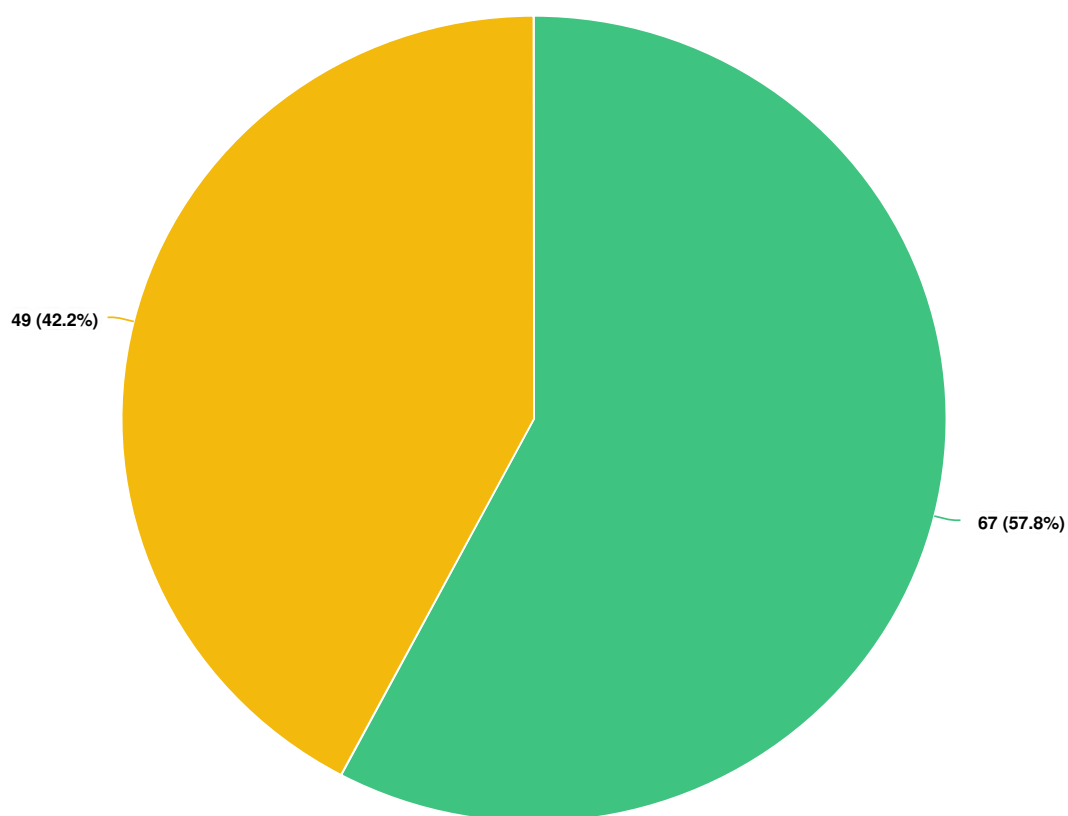
10/09/2019 07:47 PM

Robert

It should be 4.00 bucks not 4.75

10/10/2019 02:03 PM

Q41 Are you satisfied with the current taxicab fares set by the Town of Cobourg?



Question options

● Yes ● No

Q42 Please explain.

Juliej 9/16/2019 06:55 PM	I find it rather expensive to ride to and from short distances
MacCulloch 9/16/2019 07:00 PM	I seldom use a taxi, but the fares seem to be reasonable. Although they may need to be raised because all costs - gas, insurance, upkeep, etc. - keep rising.
StanBGray 9/16/2019 07:05 PM	I would pay more if I could get quick service
Mike Warner 9/16/2019 07:20 PM	Again over priced
Alp 9/16/2019 08:38 PM	To expensive
Ck 9/16/2019 11:24 PM	Too expensive since the meters were added
GrantDing 9/16/2019 11:33 PM	I've taken cabs in dozens of towns and cities across the country, and Cobourg's are BY FAR the highest.
First Choice Taxi 9/17/2019 12:34 AM	We as owners have been operating on a 2 rate system for far too long. We require one rate for everyone as there are NO DISCOUNTS for GAS, REPAIRS, VEHICLE REPLACEMENT WAGES, and MOST of all, INSURANCE which has gone up by 50 to 60 % in last 10 years
AKD 9/17/2019 07:31 AM	They are very expensive.
JKG 9/17/2019 09:26 AM	They seem reasonable. As someone who takes a minimum of four round trips per week within Cobourg/Port Hope/Hamilton Township, the fare prices are still lower than the costs associated with owning a vehicle.
Paul Fisher 9/17/2019 09:59 AM	They might need to fo up alittle in price but not by much low income and seniors use cabs to get around
radamundo 9/17/2019 11:03 AM	I think certain fares should be allowed to be flat-rate (such as an out of town trip) and the base fare seems high.
OliviaH 9/17/2019 01:27 PM	Whenever I have taken a cab it has seemed fairly reasonable. Flat rates for out of town at least used to be a thing & I agree with that. It makes me more likely to take a cab.
SC 9/17/2019 02:04 PM	Too expensive
andrew.nairn 9/17/2019 02:34 PM	Fares seem quite expensive compared to other towns/cities
Bruce	Could be a little lower. \$4.00 start is a little high

9/17/2019 02:52 PM	
B Brown	Think its too high, especially between Cobourg and Port Hope
9/17/2019 03:38 PM	
Maryann	It cost me 25 to go to port hope and am a low income
9/17/2019 04:04 PM	
EastSideGuy	Too high
9/17/2019 08:39 PM	
Stephen Della Casa	Not aware of the fares
9/17/2019 10:23 PM	
Ariel	Seems reasonable. Wouldn't mind it being less
9/17/2019 11:19 PM	
TKB	Too expensive
9/17/2019 11:46 PM	
ParadoxInsanity	Sure. I guess.
9/18/2019 05:10 PM	
Casey	I have not had an issue
9/20/2019 11:25 AM	
Joshua	I think they are a little on the high side. But still cheaper than other cities.
9/20/2019 06:11 PM	
ABC123	It would be helpful to set fares for outside the town of Cobourg as well
9/22/2019 10:11 AM	
GG	I'm not familiar with the cost as I've never used a taxi in Cobourg
9/22/2019 11:16 PM	
Dora	Owners say that they are inadequate to operate a business.
9/23/2019 07:30 PM	
Evan	Cannot recall
9/23/2019 08:10 PM	
Jennifer	They are high. I can't get across town (takes less than 5 minutes) for anything I would be willing to spend. The town is too small for a high base fare.
9/30/2019 11:25 AM	
Mallory	Expensive
10/01/2019 11:37 AM	
Danny	They appear reasonable.
10/07/2019 07:41 AM	
Judy Smith	I don't take cabs much.
10/09/2019 02:21 PM	

Kel seems reasonable

10/09/2019 04:39 PM

IANeri Too expensive for the less than ideal service provided.

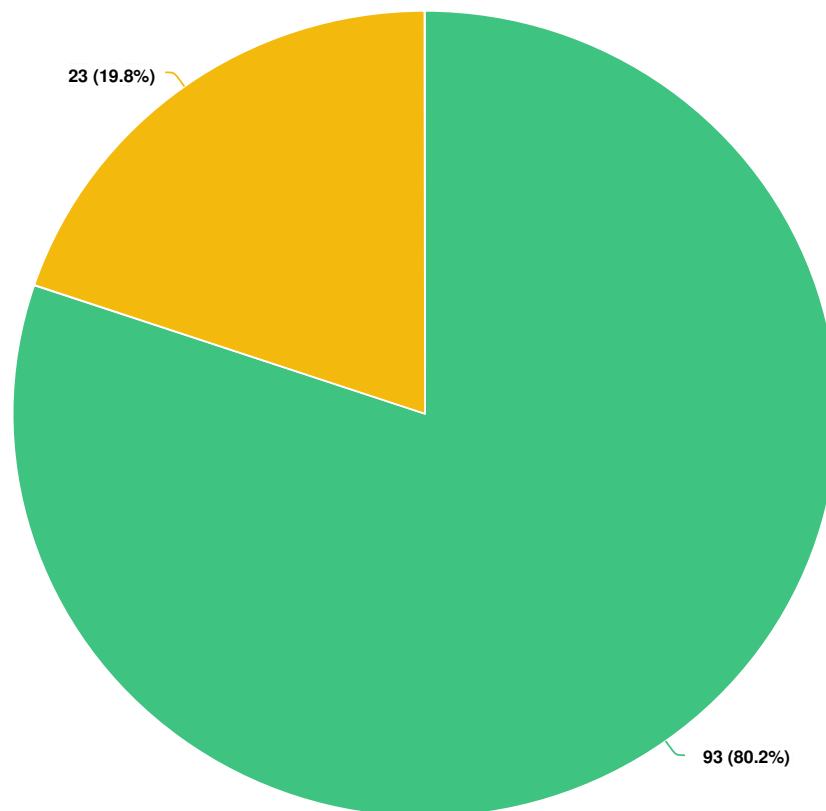
10/09/2019 06:45 PM

CWill I dont use them

10/09/2019 07:47 PM

Optional question (36 responses, 81 skipped)

Q43 Do you support a reduced taxicab fare for seniors?



Question options

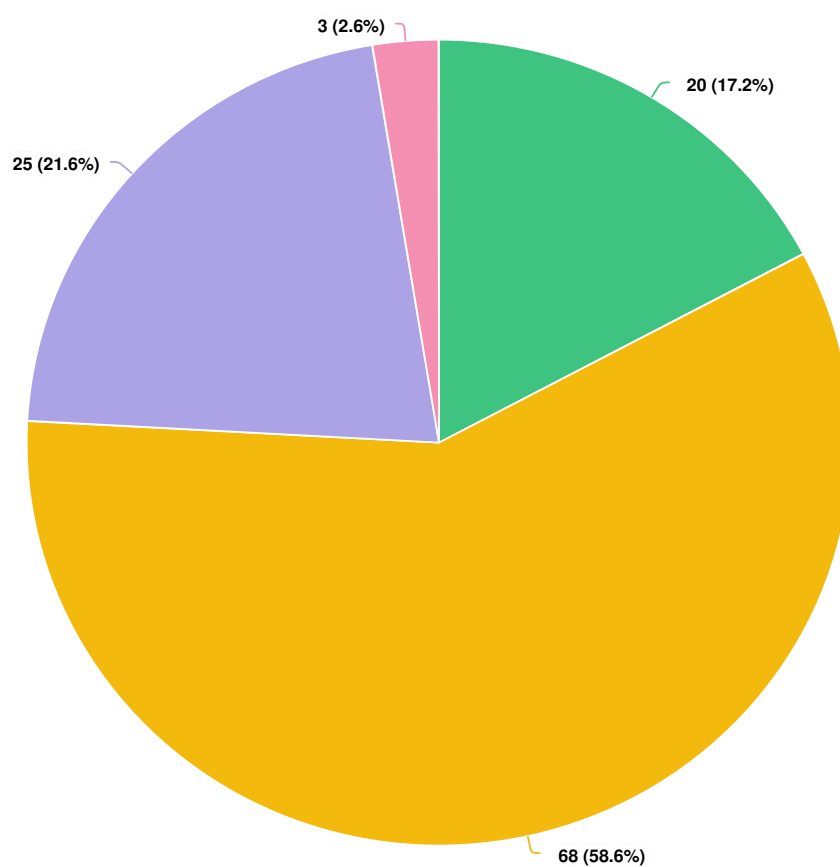
● Yes ● No

Q44	Please explain.
Angela Stewart, Licensing Officer 9/13/2019 09:33 AM	Discount for students too
Markh 9/16/2019 05:54 PM	They can't drive and are on a fixed income
Juliej 9/16/2019 06:55 PM	How about reduced rates for low income people
MacCulloch 9/16/2019 07:00 PM	As a senior myself, I don't always see the need to have special rates. If a taxi is too expensive, most seniors can access the town transit.
StanBGray 9/16/2019 07:05 PM	Public transport is available
Martin 9/16/2019 09:51 PM	Many seniors struggle with day to day expenses.
GrantDing 9/16/2019 11:33 PM	Many of Cobourg's seniors are better off then many of the people my age, 25-35.
First Choice Taxi 9/17/2019 12:34 AM	AS ANSWERED IN PREVIOUS QUESTION
Chantelle 9/17/2019 05:12 AM	I think more affordable taxi rides in general are the way to go.
Carol Anne 9/17/2019 07:51 AM	And people with disabilities
JKG 9/17/2019 09:26 AM	All users should have the same rate schedule. Once we get into reducing rates for seniors, then we must examine reduced rates for low-income adults, children (school runs), and a multitude of other discounts. Would I receive a volume discount in my case?
Paul Fisher 9/17/2019 09:59 AM	They are on a fixed income
EMcIelwain 9/17/2019 10:23 AM	The Senior population is likely the biggest consumer group for taxis in Cobourg. How can we expect better service if we're discounting their largest opportunity for revenue? As with big cities, rates should be calculated inconsiderate of age/gender/race
radamundo 9/17/2019 11:03 AM	This could encourage seniors to be more active in their community and help them remain autonomous.
OliviaH 9/17/2019 01:27 PM	You don't want driver's to discriminate against elderly people as they know that they won't be making as much money. It might not be the best service/ride for those customers. There is no discount for students who have same

Ray1759 9/17/2019 04:39 PM	financial situation as elderly Seniors have paid enough throughout their lives. They need a break!
GillBrody 9/17/2019 08:26 PM	Absolutely yes. They will use services more as they NEED if rates were more reasonable
Ariel 9/17/2019 11:19 PM	Maybe a reduced fare for millenials? Most Seniors I know are rich af
TKB 9/17/2019 11:46 PM	Seniors and disabled and hospital and pregnant etc could use discounts
Survey 9/18/2019 10:23 AM	Most seniors using cabs are only living on OAS,
ParadoxInsanity 9/18/2019 05:10 PM	ABSOLUTELY NOT!! THEY ALREADY HAVE PLENTY OF BREAKS. FULL FARE FOR SENIORS!
Eastender 9/19/2019 08:58 AM	And for those with accessibility needs and those who are poor
Casey 9/20/2019 11:25 AM	Yes to support those on a fixed income
Joshua 9/20/2019 06:11 PM	Our seniors are already left with nothing.. they've worked hard their entire lives, pay out the ass for medical shit and get gouged at the meters.. our seniors very much deserve a break.
Nv123 9/20/2019 08:45 PM	If the business chooses to do this.
ABC123 9/22/2019 10:11 AM	Seniors have may need cabs more often as they may not have there license
GG 9/22/2019 11:16 PM	Some seniors are on a fixed pension so any help would be appreciated
TROJAN HORSE 9/25/2019 10:00 AM	Seniors are privileged and should be treated with kindness
Jennifer 9/30/2019 11:25 AM	If anyone's income states that they cannot afford transportation, there are already tax benefits in place as well as handi transit options. The need for affordable transportation for all residents can be met with a free market and car shares.
Brendan 9/30/2019 07:53 PM	A reasonable discount. If too deep, the companies won't want senior business and the situation will have got worse.
RobMacL 10/05/2019 04:11 PM	With a doctors script, town can subsidies needy seniors. Most seniors in Cobourg are not needy.
Danny 10/07/2019 07:41 AM	Seniors nowadays, need all the help they can get.

MMcCabe 10/09/2019 08:48 AM	But we could make it an incentive to have these practices
Judy Smith 10/09/2019 02:21 PM	I don't support thew town setting the price for a private business unless it is a monopoly.
Kel 10/09/2019 04:39 PM	they deserve a break and less may drive
IANeri 10/09/2019 06:45 PM	I support reduced prices for anyone on a fixed low income.....
CWill 10/09/2019 07:47 PM	Great idea , should mirror bus rate

Q45 What do you consider a reasonable fare for a taxicab ride with the Town of Cobourg boundaries?



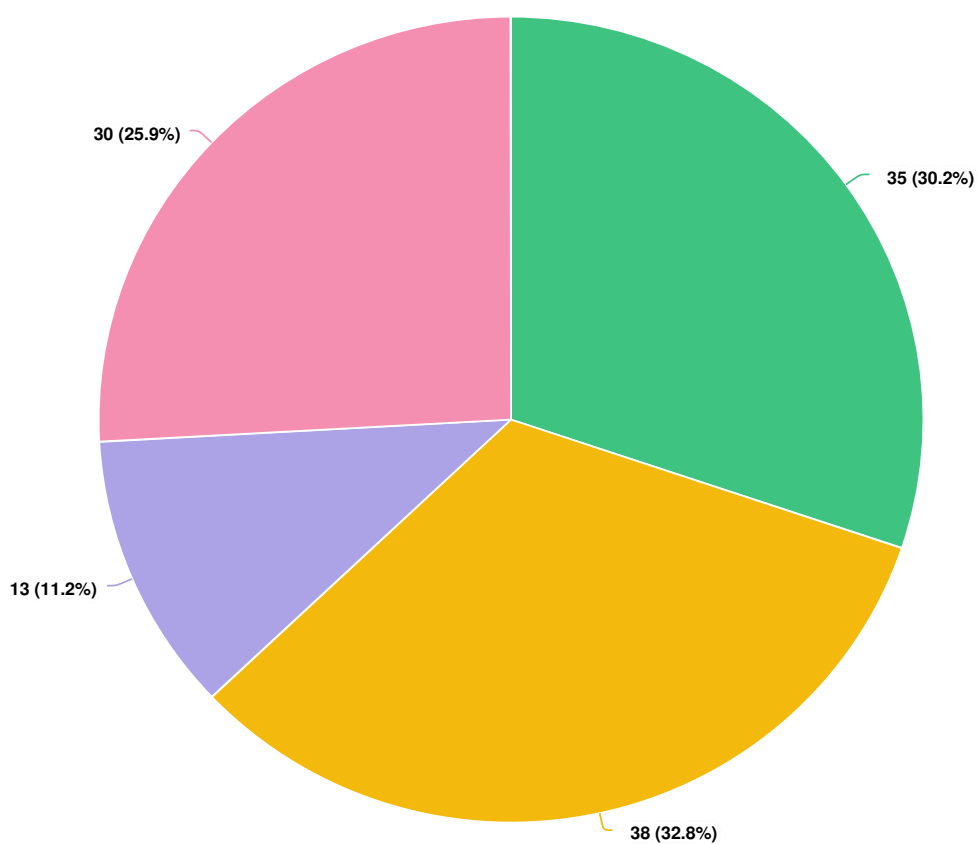
Question options

● \$7 or less ● \$10 or less ● \$15 or less ● More than \$15

Q46	Please explain.
<p>Martin</p> <p>9/16/2019 09:51 PM</p>	<p>The town's road are easy to navigate and you can get from one side of town to another in no time.</p>
<p>GrantDing</p> <p>9/16/2019 11:33 PM</p>	<p>Cobourg is not very large geography. That being said, let the companies set the fares.</p>
<p>First Choice Taxi</p> <p>9/17/2019 12:34 AM</p>	<p>None Of These Options Apply. WE WILL NOT CONSIDER ANY KIND OF FLAT RATE SYSTEM. THIS IS LIKE ASKING THE GAS STATION TO GIVE US A TANK OF GAS FOR \$15.00 FLAT RATE. Everything in business has to have a formula to ensure profitability., Survival In Business</p>
<p>Chantelle</p> <p>9/17/2019 05:12 AM</p>	<p>Cobourg isn't very big. If you want people to shop downtown you need to make it more accessible. If someone has to deal with our less-than-stellar cab companies and busses they're just going to go to Walmart the shop</p> <p>Many larger cities are less expensive for longer routes.</p>
<p>AKD</p> <p>9/17/2019 07:31 AM</p>	
<p>JKG</p> <p>9/17/2019 09:26 AM</p>	<p>This fare seems in line with what is currently charged, and a reasonable rate for sustainable business for the business owners, and users.</p>
<p>Paul Fisher</p> <p>9/17/2019 09:59 AM</p>	<p>NA</p>
<p>EMcIelwain</p> <p>9/17/2019 10:23 AM</p>	<p>But I do not think there should be a set fare for all in-town trips.</p>
<p>radamundo</p> <p>9/17/2019 11:03 AM</p>	<p>This sounds reasonable to go anywhere within the town boundaries.</p>
<p>OliviaH</p> <p>9/17/2019 01:27 PM</p>	<p>cobourg is a small town. You waste next to no gas driving from one end to the other. \$10 seems reasonable.</p>
<p>Barbara McCracken</p> <p>9/17/2019 06:59 PM</p>	<p>for Seniors</p>
<p>Stephen Della Casa</p> <p>9/17/2019 10:23 PM</p>	<p>Whatever the operators need to stay in business is fine</p>
<p>Ariel</p> <p>9/17/2019 11:19 PM</p>	<p>Depends how far you go I guess? I'm mostly concerned about how long it takes to get the cab. No one I know is upset about the fares. It's the absurdly long wait times.</p>
<p>TKB</p> <p>9/17/2019 11:46 PM</p>	<p>Cobourg is not a very big town. Competition would ultimately improve service. Otherwise monopoly results in corrupt unfair discrimination extortion etc</p>
<p>Cpearson27</p> <p>9/18/2019 06:32 AM</p>	<p>From a licensed bar or social establishment to a residence within 5km from the place of business should be \$10 or less but rides farther out should be a little more</p>
<p>MPT</p>	<p>The town is growing and the cost for businesses is growing. We must allow</p>

9/18/2019 08:10 AM	the company a profit
ParadoxInsanity 9/18/2019 05:10 PM	n/a
Joshua 9/20/2019 06:11 PM	Depending... If furthest point to furthest point 15\$ & under is justified.
ABC123 9/22/2019 10:11 AM	15 is it the whole distance a-crossed Cobourg
Brendan 9/30/2019 07:53 PM	I don't know. It's not my area of expertise. Answer is because I had to choose one answer.
RobMacL 10/05/2019 04:11 PM	Taxis have to make money
Danny 10/07/2019 07:41 AM	Think it's reasonable
MMcCabe 10/09/2019 08:48 AM	Cost is difficult, because there are so many factors - this question is not fair if a person doesn't want to see prices regulated
Judy Smith 10/09/2019 02:21 PM	It's a small town.
Kel 10/09/2019 04:39 PM	i think its about 12 now..

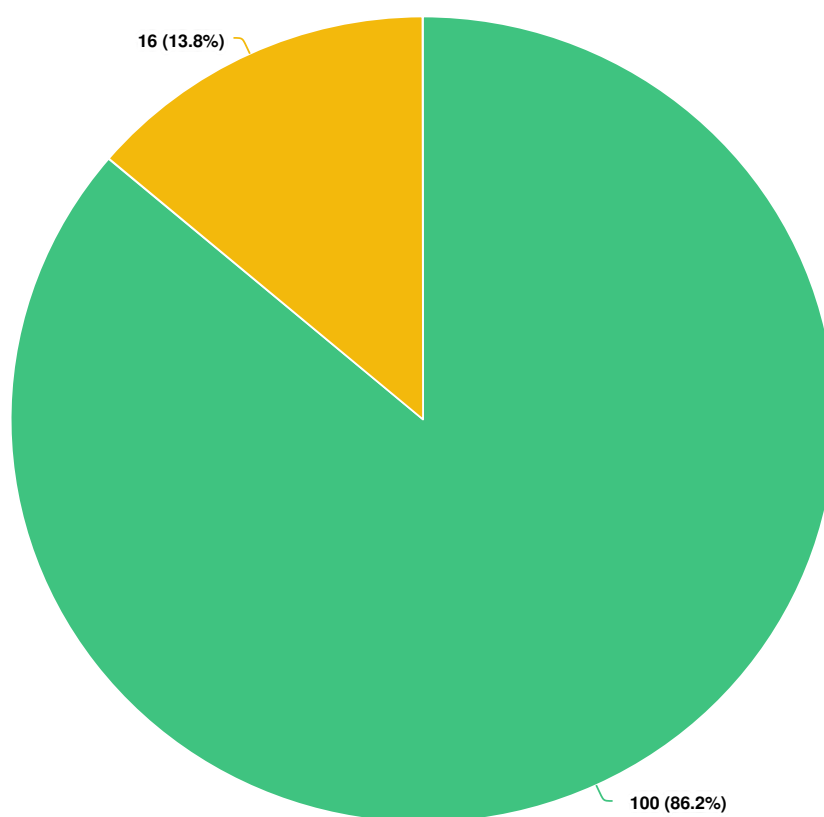
Q47 Do you support a \$10 flat rate fare for a taxicab ride within the Town of Cobourg boundaries?



Question options

● No ● Yes, with no stops. ● Yes, with one stop. ● Yes, with a nominal charge for every stop.

Q48 Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?



Question options

● Yes ● No

Q49 Please explain.

MacCulloch

9/16/2019 07:00 PM

If it has been done recently, it's worth continuing the practice.

Niki G

9/16/2019 08:05 PM

If you choose to keep using meters then they need to be calibrated. However I think you should go back to the 'zones'; flat rates.

Jeb

9/16/2019 08:35 PM

Dependent on flat rate option

Alp

9/16/2019 08:38 PM

Flat rates

Martin

9/16/2019 09:51 PM

Government oversight over the industry is a good practice.

Ck

9/16/2019 11:24 PM

The meters have made the fares more expensive for passengers and our quality of service very low, if I get better service then I don't mind paying more. Also, the vehicles are old, dirty, smelly, etc so the ride should definitely be cheaper.

GrantDing

9/16/2019 11:33 PM

Again, you shouldn't set fares.

First Choice Taxi

9/17/2019 12:34 AM

As Per Previous Question. WE WILL NOT CONSIDER ANY KIND OF FLAT RATE SYSTEM. THIS IS LIKE ASKING THE GAS STATION TO GIVE US A TANK OF GAS FOR \$15.00 FLAT RATE.

Chantelle

9/17/2019 05:12 AM

I feel like metres are the old way of doing things. The problem with the cab companies is that they haven't made any advances in technology for a very long time. I think the most important thing that needs to be maintained is a debit system

JKG

9/17/2019 09:26 AM

Standardization ensures that all businesses are following the same practices and not undercutting each other, or over charging customers.

Paul Fisher

9/17/2019 09:59 AM

NA

radamundo

9/17/2019 11:03 AM

If not the town, then a regulating office/company of some sort should be doing this.

OliviaH

9/17/2019 01:27 PM

Yes. I did not know this was done & appreciate knowing that I can NOT be ripped off, even if the person tried to. This should continue to be done as well as be advertised it is being done so people are more likely to take cabs as they trust the fare.

Bruce

9/17/2019 02:52 PM

At taxi company expense

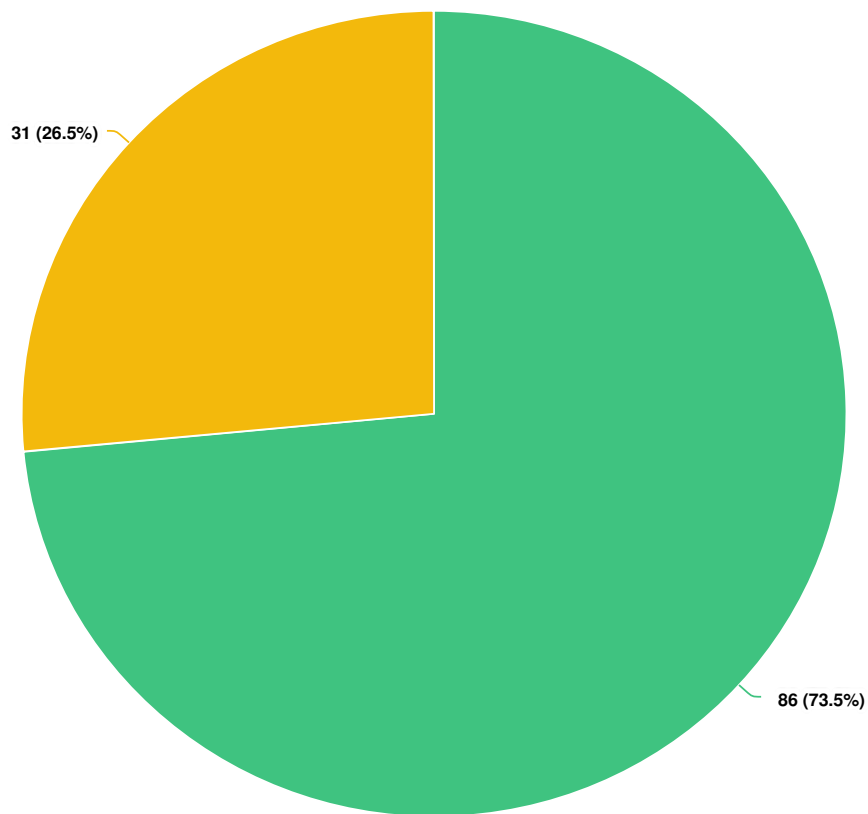
B Brown

9/17/2019 03:38 PM

someone has to, so if not the town, then a reliable third party

Ariel 9/17/2019 11:19 PM	Just get more cabs! I don't care how much the fare are!!
TKB 9/17/2019 11:46 PM	Its good to govern meters to ensure fair pricing especially for people without cellphones or paypal and credit cards. BUT Cobourg should allow for services like Uber and Lyft which calculate rates based on distance time and stops and allow cleaning charge
Survey 9/18/2019 10:23 AM	Don't want some companies to cheat.
ParadoxInsanity 9/18/2019 05:10 PM	Well, if you regulate the fares, you have to regulate the meters.
Nv123 9/20/2019 08:45 PM	Yes of course. With taxis that operate with a meter. Businesses should have the option to set fees without a meter, if clearly stated before the ride starts.
Jennifer 9/30/2019 11:25 AM	Metered cabs are merely one part of the possible business for taxi service here. As a private business, I don't support my tax dollars ensuring fair operation of it - that is up to the consumer. If that business has unfair metering, simply don't use it.
RobMacL 10/05/2019 04:11 PM	As long as the fare is agreed upon by the majority of the operators.
Danny 10/07/2019 07:41 AM	Definitely, insure accuracy
MMcCabe 10/09/2019 08:48 AM	unfortunately yes, unless there is a company that does this to certify metres
Judy Smith 10/09/2019 02:21 PM	Make sure the equipment is in proper working order.

Q50 Have you ever utilized a ridesharing service in another community?



Question options

● Yes ● No

Q51 Please detail your experience.

Markh 9/16/2019 05:54 PM	Every time I go somewhere that has an Uber I use it. It is so easy to book and you can see how far away they are.
SW 9/16/2019 05:55 PM	Much better than any can experience. Drivers have always been polite, cars generally no older than a couple of years old and very clean. The mobile phone application allows you to see exactly where the car currently is when en-route (via GPS) so you know your exact wait.
Andrea Barker Hamlin 9/16/2019 06:33 PM	Great experience. On time. Clean friendly driver. Rey nice car
CDG 9/16/2019 06:49 PM	Uber, fantastic service! Ottawa, Toronto.
StanBGray 9/16/2019 07:05 PM	I use Uber all over North America
Catherine 9/16/2019 07:06 PM	We use Uber all the time in the city of Toronto and USA.
Mike Warner 9/16/2019 07:20 PM	Much faster pick up time, newer vehicle as well as being cheaper. Plus plus plus
Niki G 9/16/2019 08:05 PM	It has been fantastic. You know exactly when your driver will arrive (in which car, including license plate number). You can follow them, real-time, on a map. And the rules and regulations are very strict.
Hutzco81 9/16/2019 08:21 PM	Took an Uber from newtonville back home to Cobourg because the cab companies were way over priced and once said I had to pre-book 24hr in advance
Christine 9/16/2019 08:37 PM	Great service and reasonable fare. Very easy to use
Alp 9/16/2019 08:38 PM	Uber. I have used it often and do not hesitate to use it.
RChristie 9/16/2019 09:01 PM	Driver arrived promptly, was a positive experience
Martin 9/16/2019 09:51 PM	I have used Uber in Toronto, Burlington, and Hamilton in multiple occasions. The rides were always good, and the prices were always excellent.
LILDIZZYONE 9/16/2019 11:02 PM	Uber in Toronto. It was a little scary at first but was quite enjoyable and the arrival time was quick.
Ck 9/16/2019 11:24 PM	I have used Uber while in Toronto, Ottawa and Montreal and I have always had fantastic service. The fares are reasonable and affordable, the vehicles are clean and comfortable, and the drivers are friendly. If there was a ridesharing program in the Town of Cobourg, that would be my number one

<p>GrantDing 9/16/2019 11:33 PM</p>	<p>source of transportation other than walking.</p> <p>Wait times are almost always under 5 minutes (this is in every city I've used them, Ottawa, Toronto, Mexico City, Miami, and more). I lived in Ottawa when Uber arrived. At the time my average wait time was 20-30 mins and a usual fare was \$20-30. As such, I used cabs about once a week at most. With Uber, my average wait time was about 3 minutes, and my average fare was about \$8. I then began using them probably 5-10 times a week - it was just so convenient. Always felt safe. Always had a record of my trips. Lost items in cabs were easy to locate. Zero regrets.</p>
<p>SClark 9/16/2019 11:39 PM</p>	<p>I have used Uber and Lyft in many other cities. I love the ease of paying with my visa digitally, I like that others can see my location while I'm in the ride. I appreciate the share economy model of this practise.</p>
<p>First Choice Taxi 9/17/2019 12:34 AM</p>	<p>Uber driver got lost and tried to severely over charge.</p>
<p>Gill 9/17/2019 02:41 AM</p>	<p>Fast, reliable, cost less than a cab, has great apps to order the rides!</p>
<p>Chantelle 9/17/2019 05:12 AM</p>	<p>It was incredible. The service was fast. The customer service was amazing and it only cost us \$6.66 for two people to get a ride in a brand new vehicle that was about the distance from the West end to the East end of Cobourg. I use rideshare services anytime I'm not in Cobourg and it's unfortunate that Cobourg hasn't adapted. I often joke with my friends from the city that we live like 8 to 20 years behind everybody else. They live in the future and I live in the past. Automation is the way to go. It's gives an exceptional level of professionalism and customer service and what I need more from any service is to respect my time and dignity. Not only am I already not excited to take a cab I feel shame because of how I'm treated. Where I'm from there were cabs for professionals and cabs for the average Joe. I took the cab for professionals because they were more respectful of my time and they were uniforms, the caps were always clean and odorless they would call me before they arrived so I would be there to meet them instead of making me wait for an undetermined amount of time like I don't have anything better to do. Uber has completely done away with all of that. I don't have to wait I don't have to expect a phone call I know exactly when my ride is going to be there I know what it's going to cost I can pay with my credit card instead of carrying a bunch of cash in a sketchy car with some smelly low life cab driver. I don't mean to insult all cab drivers but the cab drivers here are strange, some of them are incredibly unhygienic and their body odour is overwhelming, some of them are racist and homophobic, Some lie and manipulate to avoid any repercussions for the things they've done. they would rather blame the client than get in trouble with their boss. I've been expected to pay a cancellation fee for a cab that I stood out in a snowstorm waiting for that did not arrive. I'm sure the rest of the community can go on. I could go on about the cab companies here and it's unfortunate until I got my own vehicle I was making arrangements to move because the transit and taxi cab system is so backwards and unreliable. Uber and it's rating systems make it very easy to avoid anybody who is problematic. If somebody wants to lie and manipulate</p>

AKD 9/17/2019 07:31 AM	<p>their way out of taking responsibility for something they've done you have the option to never use them again and if it becomes a consistent thing then that person won't be making money and the community won't be subjected to that behaviour. Uber keeps people accountable for their actions. Drivers give a better level of service and riders are also on their best behaviour. It's cheaper for clients and the drivers make more money.</p>
Carol Anne 9/17/2019 07:51 AM	<p>Amazing! Service is affordable, fast, and reliable. It was great to not have to deal with sales transactions in the cab at the final destination, as it is all done through the ride share app. Fares are generated before you select your driver so you know exactly how much you are paying before hand. Wonderful to have a map displaying the taxi on its route to the customer. (No dispatched saying it will be 10 minutes only to arrive 40 minutes later)</p> <p>UberWav accessible cabs...fantastic and uses PayPal so no money is exchanged which is safer for all</p>
Jrb 9/17/2019 08:03 AM	<p>Uber. They've invented a better mousetrap. Let's go with it.</p>
SMarie 9/17/2019 08:08 AM	<p>I have had noting but positive experiences. A ride has always been available with minimal waiting.</p>
Awade 9/17/2019 08:53 AM	<p>I lived in Toronto for 5 years and often used uber to get where I was going whether to the airport, or for dinner, etc. It was very efficient - they arrived quickly, payment was already taken care of, if I needed to submit the receipt to work, I had a formal receipt to use. I can't say enough positive things about ride share apps.</p>
Lenbo 9/17/2019 09:06 AM	<p>Fast, efficient, reasonably priced</p>
JKG 9/17/2019 09:26 AM	<p>I've used Uber a number of times and had a great experience. As the market is competitive, and based on a review system, drivers have been professional, courteous, and provide great service. Also, vehicles are clean, and there are often amenities provided (bottled water, maps of town/city, etc). Not only does Uber provide a more cost effective experience, it's almost always cleaner, faster, friendlier and more punctual. With the only caveat being that it relies on its customers having access to wifi or cellular data, Uber is a user-friendly app designed to make the rider experience easy. Nay sayers will claim that getting into a cab with strangers is unsafe, but thanks to Uber's driver (and rider) rating systems, users are allowed to read reviews of every driver they select, and have the opportunity to decline a ride if they'd prefer to wait for a different driver. GPS has solved the age-old "where are you, I'm out front and don't see you so I guess I'll just drive away" conundrum.</p>
Alison 9/17/2019 10:34 AM	<p>It is way more convenient, clean, reliable and a better experience than taxi cabs.</p>
radamundo 9/17/2019 11:03 AM	<p>It is convenient, easy to use and I have always had a positive experience. I especially like how everything is handled through a phone app so I do not need to worry about dealing with cash or cards with the driver (and taxis in</p>

Beach walker 9/17/2019 11:27 AM	cobourg do not always take cards! We have run into this more than once and it is inconvenient) I use Uber and Lyft in many towns. Never had a bad experience
stinson 9/17/2019 12:18 PM	I absolutely support rideshare programs. They offer increased access to transportation services and provide residents with a much better, accessible, user friendly experience. They are easy to use, encourage going out and spending money within the community and they help residents live a more enjoyable life.
OliviaH 9/17/2019 01:27 PM	I use it when I go to Toronto any time other than middle of the summer as I take the GO train and I hate walking in bad weather. I went to school in Ottawa, uber was everywhere & seemed to be more reliable than the taxicabs there as far as fair pricing. I liked knowing what I was being charged (roughly) at the start of my journey.
Michelle 9/17/2019 01:49 PM	I come from Ottawa and used Uber. I always preferred to use the app because at the time it was cheaper, you knew the details of who was driving and when they're coming. Also I found most drivers friendlier
SC 9/17/2019 02:04 PM	Yes, uber
andrew.nairn 9/17/2019 02:34 PM	Far superior to taxi cab companies in almost every way. App for tracking your taxi, cheaper rates, direct CC charge, etc.
melg33ca 9/17/2019 02:37 PM	It was great, very convenient.
Mike C 9/17/2019 02:48 PM	Uber and it is a fantastic service and employs many
Sommersmith 9/17/2019 03:43 PM	Uber
Mike 9/17/2019 03:43 PM	Uber and Lyft- Cobourg needs to step up. Tourists expect it, and citizens want it. So do local restaurants and bars.
Megs 9/17/2019 03:55 PM	Oshawa, Bowmanville, Vancouver
Swj 9/17/2019 05:14 PM	Uber
Barbara McCracken 9/17/2019 06:59 PM	in Toronto. always
GillBrody 9/17/2019 08:26 PM	By far the best means for travel. Good for those who want to work, good for those who need service. Win win. Fast. Safe.
EastSideGuy 9/17/2019 08:39 PM	Uber and Lyft are excellent. Better vehicles, cleaner. Better drivers. You know exactly where the ride is and when it will arrive. Price is pre-negotiated

Stefennie 9/17/2019 09:07 PM	Used Uber in Toronto and it was fantastic. Driver was pleasant, significantly cheaper than a cab and felt safer too.
Stephen Della Casa 9/17/2019 10:23 PM	Uber great service. Will use again.
Samliscio 9/17/2019 10:55 PM	Uber in Toronto, Ottawa, London Uber in the USA and UK
Ariel 9/17/2019 11:19 PM	It's so much better!!! Anyone can get around so much easier. It helps bars and restaurants by getting patrons home safely. You can see where your driver is and theres more accountability because you know the car, the driver, there's a record of your ride. Everything about it is so much better than taking a cab.
TKB 9/17/2019 11:46 PM	Cobourg really needs to allow Uber and Lyft they are a godsend for people who cannot drive themselves. Not much wait time and you can see where your driver is and how far away from you. Can charge phones in uber. Cashless system easy with paypal or registered credit card so people dont get stranded. Rating system means high standards are kept. Very valuable. It would help keep impaired drivers off the road too.
Cpearson27 9/18/2019 06:32 AM	Using a service like Uber you can see where the driver is and how long him/her will be. It automatically charges your credit card for the ride when it is over and you can rate the driver. Any time I have used the service it's cheap and a very pleasant experience.
Stacy 9/18/2019 06:41 AM	Fast service
Rhonda McIntyre 9/18/2019 06:48 AM	Fast efficient shared ride
MPT 9/18/2019 08:10 AM	Uber
COBOURGER 9/18/2019 02:07 PM	Uber. Fast and reasonable.
ParadoxInsanity 9/18/2019 05:10 PM	Uber. Loved it. No problems at all!!
Eastender 9/19/2019 08:58 AM	Nice new cars, almost instant pickup, knowledgeable drives who are clean, neat and well groomed.
batye 9/19/2019 01:00 PM	Uber, Lyft, private Limo
Allison 9/19/2019 09:25 PM	Fast, clean, efficient
Kelley 9/20/2019 07:00 AM	Great service quick and reasonable, can go from one end of toronto to the other for the same cost as cobourg to port hope by taxi. All done through app on phone so you can track it all

Rhonda 9/20/2019 10:31 AM	I used uber in Nashville and it was phenomenal - the ride was always there within minutes of calling and the rates were extremely reasonable.
Beth-Anne 9/20/2019 10:44 AM	It was efficient and enjoyable
Casey 9/20/2019 11:25 AM	I have used Uber in various communities internationally
JC 9/20/2019 01:27 PM	Use Uber in Toronto, Ottawa and Kingston. Very satisfied with service. Less than 5 minute wait time generally. Always able to get a ride
Joshua 9/20/2019 06:11 PM	Uber. London and Windsor.. amazing, quick, easy, simple, friendly
Nv123 9/20/2019 08:45 PM	Excellent. Driver was close by and ready.
Sherry 9/21/2019 07:53 AM	In other countries
ABC123 9/22/2019 10:11 AM	Uber is so convenient and makes it an easy choice to take it over having some be the DD or drinking and driving
Evan 9/23/2019 08:10 PM	I have used Uber MANY times while visiting other cities and always prefer this method over taxicabs
Tim Austin 9/25/2019 09:20 PM	uber in Toronto
Jennifer 9/30/2019 11:25 AM	Clean vehicles, friendly drivers, and safer driving practices than I've ever experienced through a hired cab company. I know that the driver is vetted through multiple ratings and I know when to expect them. The driver knows we are safe for the same reason. They are available at all times, and can be booked in advance. The cost is laid out before you get in the vehicle, so the passenger is not responsible for unexpected delays etc. Finally, as a woman, you can choose your driver based on their profile, and find someone you feel comfortable being in a vehicle with (such as another woman driver, or someone you have driven with before).
Brendan 9/30/2019 07:53 PM	Lived in Toronto until Oct '18. Used Uber 4/5 times per week. Reliable, cleaner than cabs. Pride of individual ownership of the vehicles. Badly needed here. Will smarten the taxi companies up to compete.
Suzanne T 10/01/2019 12:33 AM	Uber and Private Citizens
Mallory 10/01/2019 11:37 AM	Very positive. Much better than a cab. Faster and cheaper. And you always know how long you will be waiting
MJ 10/02/2019 09:32 AM	Uber
ScottK	Used Uber

10/03/2019 04:11 PM

RobMacL

10/05/2019 04:11 PM

Zak

10/07/2019 10:29 AM

MMcCabe

10/09/2019 08:48 AM

Judy Smith

10/09/2019 02:21 PM

Barbie R.

10/09/2019 04:22 PM

Burton Cheryl

10/09/2019 05:24 PM

IANeri

10/09/2019 06:45 PM

Reggieregina16

10/09/2019 07:14 PM

Ken

10/09/2019 07:42 PM

CWill

10/09/2019 07:47 PM

Many US cities. Each one was excellent. Knew the name of my driver and their vehicle and could see where they were on the Uber App. I could add tip and all charges went directly to my credit card. Highly recommend it.

I use Uber whenever on business out of town. The convenience and cost is far greater than any taxi company can provide.

UBER

Uber in Toronto and in Ottawa.

I used uber when in Toronto. I prefer cabs, feel safer in them.

We use it all the time when in Toronto or on holidays in order that we may enjoy a drink in the evening and not drive.

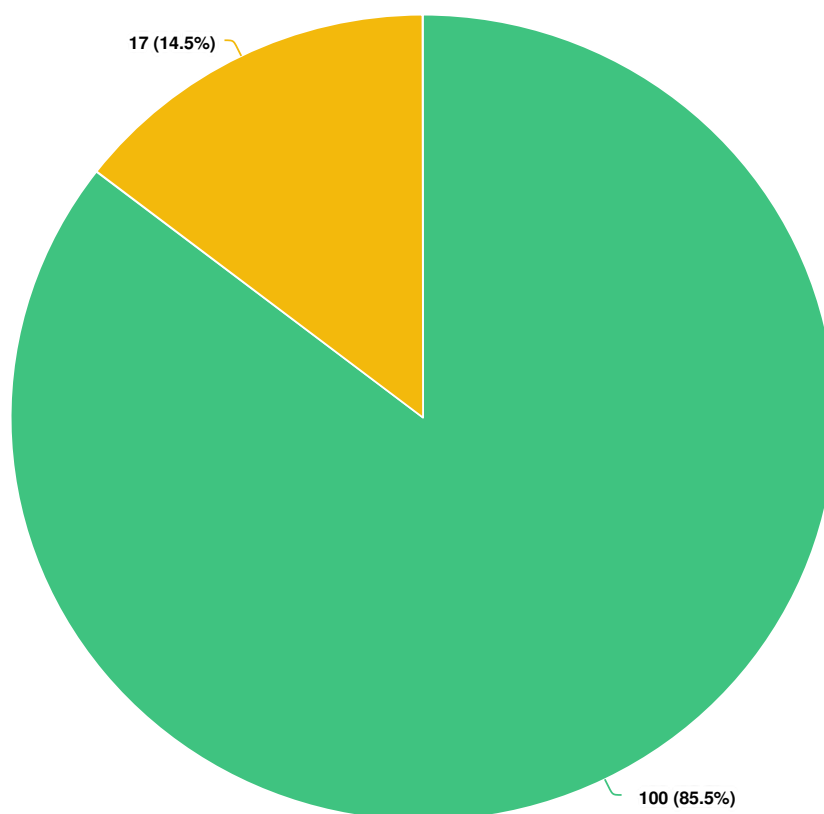
I've used Uber in Calgary and Washington. Dependable, safe, effective.

I have used Uber in Whitby and it was a great experience

Uber next question .. I have no concerns

Uber it was awesome . It's the way of the future look at the town of innisfil

Q52 Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as UBER or LYFT) within the Town of Cobourg?



Question options

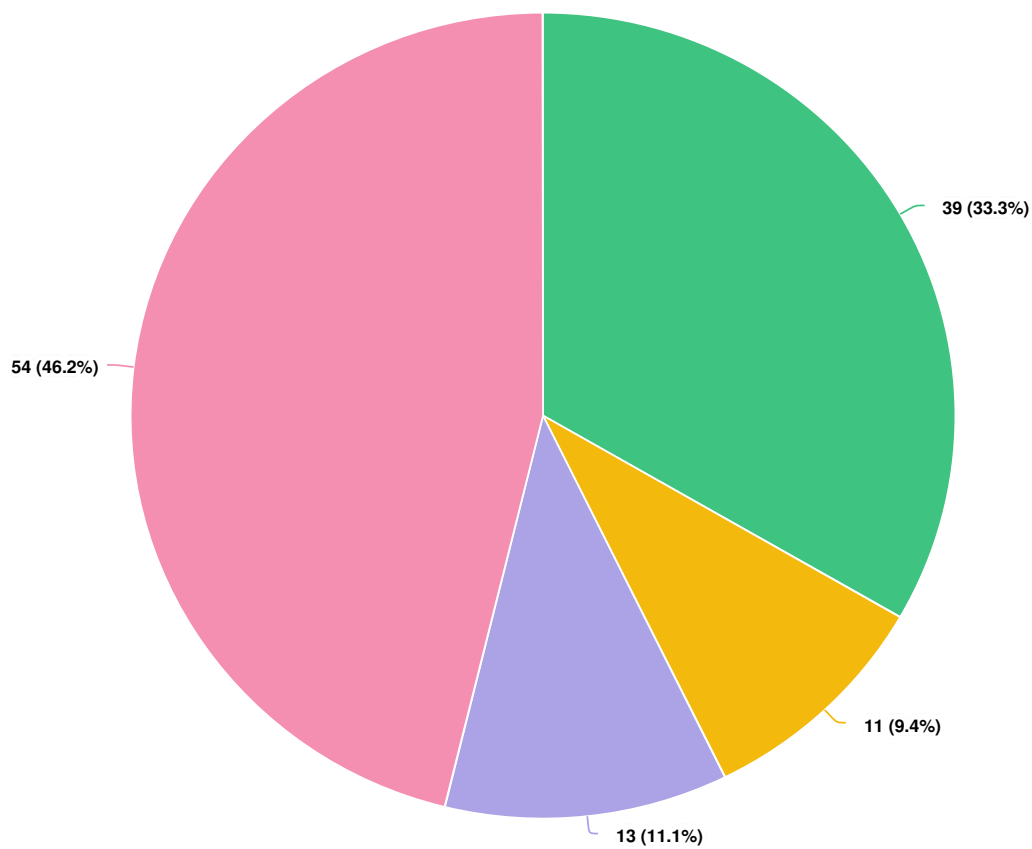
● Yes ● No

Q53	Please explain.
<p>Markh</p> <p>9/16/2019 05:54 PM</p>	<p>Please bring Uber to Cobourg. If this is what it takes. Do it!</p>
<p>SW</p> <p>9/16/2019 05:55 PM</p>	<p>It is direly needed in this town. Ridesharing can coexist with taxi companies and both can be successful</p>
<p>Lindy</p> <p>9/16/2019 06:03 PM</p>	<p>Not in its current state, unless the town can regulate them same way taxis are... way too many issues with sexual assaults taking place in Uber and lyft.</p>
<p>MacCulloch</p> <p>9/16/2019 07:00 PM</p>	<p>Definitely, legislation should be required. Too often, we hear of other cities' residents experiencing problems. "Nip it in the bud" and legislate the service.</p>
<p>StanBGray</p> <p>9/16/2019 07:05 PM</p>	<p>It's better service</p>
<p>Martin</p> <p>9/16/2019 09:51 PM</p>	<p>I feel the town would benefit from these services, however, I would like to see them being regulated to the same standards as the taxi services.</p>
<p>Ck</p> <p>9/16/2019 11:24 PM</p>	<p>We need a ridesharing program in Cobourg! Please give us one!</p>
<p>GrantDing</p> <p>9/16/2019 11:33 PM</p>	<p>No regulation needed, but if you do, use a very soft touch!</p>
<p>SClark</p> <p>9/16/2019 11:39 PM</p>	<p>I think this would be a great source of employment for people in Cobourg.</p>
<p>First Choice Taxi</p> <p>9/17/2019 12:34 AM</p>	<p>For those who are just looking for CHEAP transportation and are internet savvy it might be fine for those few. Most Welfare & ODSP recipients do NOT have credit cards (Mandatory for UBER). Most of our Seniors would be BAFFLED by the technology required.</p>
<p>Gill</p> <p>9/17/2019 02:41 AM</p>	<p>Much needed!</p>
<p>Chantelle</p> <p>9/17/2019 05:12 AM</p>	<p>I think the whole point of uber is to get rid of people putting regulations on things that they have no business putting regulations on. The regulations on cabs is what gave these backwoods people the Monopoly on thanks have a business here</p>
<p>Carol Anne</p> <p>9/17/2019 07:51 AM</p>	<p>As long as there is an accessible option</p>
<p>Awade</p> <p>9/17/2019 08:53 AM</p>	<p>I think this would be a great solution to the shortage of taxis at peak periods</p>
<p>JKG</p> <p>9/17/2019 09:26 AM</p>	<p>Providing that ride providers are required to follow some of the same vetting process as taxi drivers, I think this is a great idea.</p>
<p>Paul Fisher</p>	<p>NA</p>

9/17/2019 09:59 AM	
EMcIelwain	Please.
9/17/2019 10:23 AM	
radamundo	If this is what we need to do to get Uber or Lyft here, then figure out your regulations.
9/17/2019 11:03 AM	
stinson	I 100% encourage our community to get a rideshare program. In such a rural community we need easy access to transportation for those who cannot drive or for night when you want to go out and socialize with a few drinks. It encourages safety and access.
9/17/2019 12:18 PM	
OliviaH	I find whenever I need a cab they are always busy, more individual drivers during busy times would be helpful. I am willing to pay surcharges to get picked up faster. Convince of having an app means you can book a car anytime & anywhere easily.
9/17/2019 01:27 PM	
SC	Great idea
9/17/2019 02:04 PM	
Mike C	Let them operate freely
9/17/2019 02:48 PM	
Bruce	We need more options
9/17/2019 02:52 PM	
B Brown	Its the way the future is going, and keeping them out will just make it be used "underground"
9/17/2019 03:38 PM	
Sommersmith	Yes it's awesome and will make more jobs for people. I was at my in-laws in Toronto and my uber driver lived on the other side of the city and he just takes uber's fairs on his way home. Uber is amazing
9/17/2019 03:43 PM	
Mike	It's 2019- restrict operators to residents of cobourg only
9/17/2019 03:43 PM	
Ray1759	Again more the merrier and it also provides options to the citizens of Cobourg.
9/17/2019 04:39 PM	
Bailz010	We are to small of a town to have them, we have buses and taxis.
9/17/2019 05:28 PM	
GillBrody	Yes. Bring uber here ASAP
9/17/2019 08:26 PM	
Stephen Della Casa	No regulation needed
9/17/2019 10:23 PM	
Ariel	Pretty much said it all on my last answer. Cobourg really needs to move into the 21 century and get this
9/17/2019 11:19 PM	
TKB	Good alternatives to get home from bars. Uber Lyft really not very expensive. Very competitive rates. Godsend for people who cannot drive themselves. Not much wait time and you can see where your driver is and how far away
9/17/2019 11:46 PM	

ParadoxInsanity 9/18/2019 05:10 PM	from you. Can charge phones. I support Uber and Lyft but NOT the regulation of it. Open the market.
Eastender 9/19/2019 08:58 AM	Because regulations means studies and studies mean costly consultants, ad infinitum
Casey 9/20/2019 11:25 AM	To ensure safety
Joshua 9/20/2019 06:11 PM	A fair number.. we don't need everyone in town as an Uber.
Nv123 9/20/2019 08:45 PM	They should be permitted to operate.
Jennifer 9/30/2019 11:25 AM	Why regulate it? I support allowing it, but no need to regulate any more than other communities have.
RobMacL 10/05/2019 04:11 PM	See above
Danny 10/07/2019 07:41 AM	Only if the taxicab services don't improve
MMcCabe 10/09/2019 08:48 AM	Younger generations want services of this nature, embrace change.
Judy Smith 10/09/2019 02:21 PM	If it happens here it should be regulated but I would prefer on demand micro transit instead.
Burton Cheryl 10/09/2019 05:24 PM	Do not feel it is needed at the moment and you will not be able to regulate it.
IANeri 10/09/2019 06:45 PM	More options equals better service to customers.
CWill 10/09/2019 07:47 PM	Let it be competition.

Q54 What are your main concerns with ridesharing services operating in the Town of Cobourg?



Question options

● Safety ● No Set Fares ● No Legislation ● Other

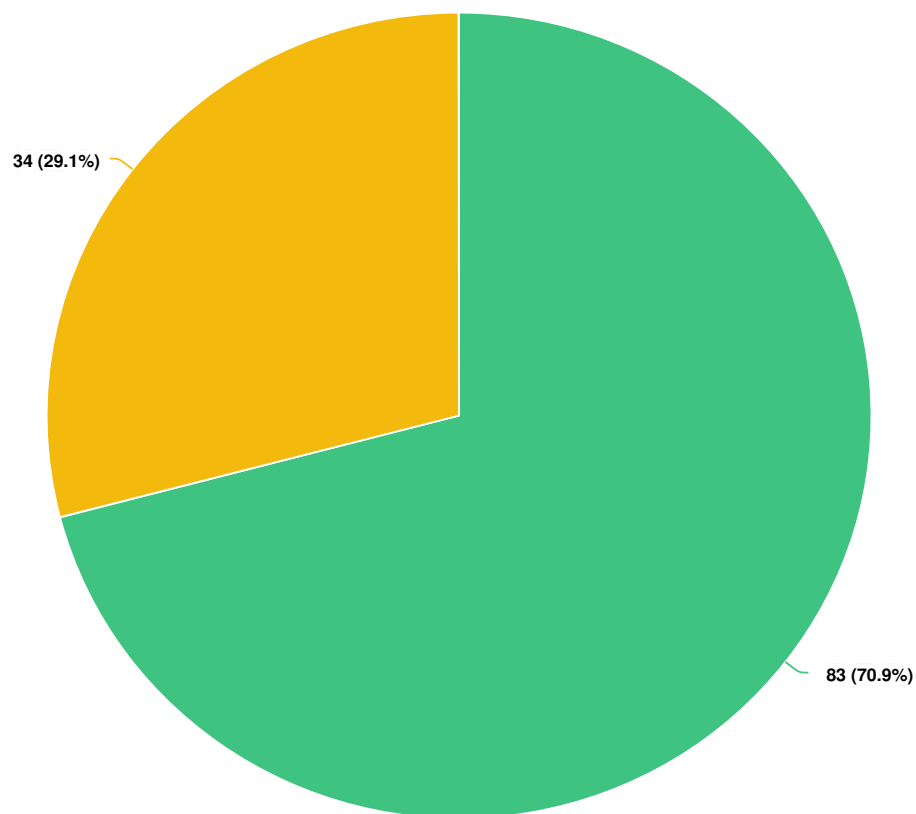
Q55	Please explain.
Markh 9/16/2019 05:54 PM	Nothing concerns me about Uber
SW 9/16/2019 05:55 PM	None, I have no concerns
CDG 9/16/2019 06:49 PM	No concerns at all
StanBGray 9/16/2019 07:05 PM	Nothing
Niki G 9/16/2019 08:05 PM	No concerns.
Jeb 9/16/2019 08:35 PM	All of the above
Ck 9/16/2019 11:24 PM	No concerns
GrantDing 9/16/2019 11:33 PM	None.
First Choice Taxi 9/17/2019 12:34 AM	ALL OF THE ABOVE
Chantelle 9/17/2019 05:12 AM	I don't really have any concerns. I feel like buber is safer than the backwoods cab company we have now. They just hire anyone anyway and they don't resolve any complaints
AKD 9/17/2019 07:31 AM	I have no concerns at all.
Carol Anne 9/17/2019 07:51 AM	No concerns
Jrb 9/17/2019 08:03 AM	I'm concerned with how much praise council will get for allowing uber or lyft. Go for it!
Awade 9/17/2019 08:53 AM	I don't have concerns. You agree to the fare before you accept the ride so it is transparent and it is most likely going to be the same fare for similar journeys unless there is some event in town which is causing a real shortage of drivers (waterfront)
EMcIelwain 9/17/2019 10:23 AM	No concerns.
Alison 9/17/2019 10:34 AM	I have no concern.

radamundo 9/17/2019 11:03 AM	I do not have concerns with ridesharing in Cobourg. I would fully support this service.
Beach walker 9/17/2019 11:27 AM	No concerns
stinson 9/17/2019 12:18 PM	None
OliviaH 9/17/2019 01:27 PM	I have no concerns.
andrew.nairn 9/17/2019 02:34 PM	No real concerns
melg33ca 9/17/2019 02:37 PM	No main concerns.
Mike C 9/17/2019 02:48 PM	There is none to my knowledge
Bruce 9/17/2019 02:52 PM	None really. Best thing is you already know what your paying since you pay beforehand through the app. No chance of being taken the long way around to make make more money. This has happened to me many times
Sommersmith 9/17/2019 03:43 PM	None
Mike 9/17/2019 03:43 PM	No reservations. It's convenient and safe
KVL 9/17/2019 04:57 PM	I have no concerns
Swj 9/17/2019 05:14 PM	No concerns
Barbara McCracken 9/17/2019 06:59 PM	no problem, it seems to work well in TO. my family use UBER all the time
GillBrody 9/17/2019 08:26 PM	No concern
EastSideGuy 9/17/2019 08:39 PM	No concerns
Stephen Della Casa 9/17/2019 10:23 PM	There are not enough options
Samliscio 9/17/2019 10:55 PM	Restrictive legislation
Ariel	I'm not concerned. We need this service in our town!!!

9/17/2019 11:19 PM		
TKB	My concern is that Uber and Lyft really need to be available in Cobourg. They require police and safety checks and new vehicles and are economic and will greatly benefit citizens and visitors of our community.	
9/17/2019 11:46 PM		
Cpearson27	Because Lyft and Uber set their own rates I feel the rates would be much more economical I	
9/18/2019 06:32 AM		
COBOURGER	Screening; insurance; safety	
9/18/2019 02:07 PM		
ParadoxInsanity	n/a	
9/18/2019 05:10 PM		
Eastender	No concerns	
9/19/2019 08:58 AM		
Kelley	None	
9/20/2019 07:00 AM		
Beth-Anne	I have no concerns, these services operate well and safely in other communities	
9/20/2019 10:44 AM		
Joshua	None about rideshare	
9/20/2019 06:11 PM		
Nv123	I feel that the ride services are managed well.	
9/20/2019 08:45 PM		
ABC123	I don't have any	
9/22/2019 10:11 AM		
Evan	They do not exist and they should	
9/23/2019 08:10 PM		
Jennifer	I have no concerns.	
9/30/2019 11:25 AM		
Brendan	I don't have concerns based on my family's personal experiences	
9/30/2019 07:53 PM		
Donna	Age of drivers	
10/03/2019 09:30 PM		
RobMacL	Fares are set. And they do vary at peak hours, but that is when you want more vehicles on the road.	
10/05/2019 04:11 PM		
MMcCabe	Again, not a fair question if I have no concerns. Younger generations are comfortable negotiating for services, ride-shares pre-determine fares and thus have an agreement.	
10/09/2019 08:48 AM		
Burton Cheryl	See above	
10/09/2019 05:24 PM		

IANeri 10/09/2019 06:45 PM	The lack of verifiable background checks is what worries me most.
Ken 10/09/2019 07:42 PM	no concerns.. get them here
CWill 10/09/2019 07:47 PM	Some people cant access the technology to utilize the service
(54 responses, 63 skipped)	

Q56 Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their vehicle of accessible transport?



Question options

● Yes ● No

Q57	Please explain.
<p>Markh</p> <p>9/16/2019 05:54 PM</p>	<p>The taxi company should pay for this</p>
<p>Lindy</p> <p>9/16/2019 06:03 PM</p>	<p>Yes, we need more accessible transportation.</p>
<p>CDG</p> <p>9/16/2019 06:49 PM</p>	<p>To a limited number of vehicles.</p>
<p>MacCulloch</p> <p>9/16/2019 07:00 PM</p>	<p>Definitely!! There is no accessible taxi now (I think) and there used to be. It was very well used. I know many people who certainly miss that service.</p>
<p>StanBGray</p> <p>9/16/2019 07:05 PM</p>	<p>The town needs the service</p>
<p>Mike Warner</p> <p>9/16/2019 07:20 PM</p>	<p>Why do tax payers always have to pay for something tht a company will profit off of. Redicoulous question</p>
<p>Niki G</p> <p>9/16/2019 08:05 PM</p>	<p>As a parent of a child who requires such, I think it would be a valuable asset.</p>
<p>Jeb</p> <p>9/16/2019 08:35 PM</p>	<p>Option of owner, paid by owner</p>
<p>Martin</p> <p>9/16/2019 09:51 PM</p>	<p>People with special needs deserve to have access to the same ammenities as the rest of the residents.</p>
<p>LILDIZZYONE</p> <p>9/16/2019 11:02 PM</p>	<p>Provided it was properly installed by a licensed mechanic and properly maintained</p>
<p>First Choice Taxi</p> <p>9/17/2019 12:34 AM</p>	<p>Cobourg should follow Port Hope's lead in that field. Buy an accessible vehicle and put a town (Union Employee) behind the wheel.</p>
<p>Chantelle</p> <p>9/17/2019 05:12 AM</p>	<p>I think that's a great idea. I think making taxis more accessible is a great idea but I also think that it should be made more accessible for families with children who need car seats.</p>
<p>Carol Anne</p> <p>9/17/2019 07:51 AM</p>	<p>Cobourg MUST have an accessible taxi option. You are currently violating the OHRC</p>
<p>JKG</p> <p>9/17/2019 09:26 AM</p>	<p>As the owner would then have access to a different market of clientele than providers that do not offer accessible service, I believe this is the cost of doing business. I would prefer the Town of Cobourg put the funds into augmenting the Wheels service.</p>
<p>Paul Fisher</p> <p>9/17/2019 09:59 AM</p>	<p>NA</p>
<p>radamundo</p> <p>9/17/2019 11:03 AM</p>	<p>Accessibility is something all businesses should strive for, and subsidy from the town to help a company provide more accessible services would be</p>

OliviaH 9/17/2019 01:27 PM	beneficial to our community Yes! Not a lot of people want to take the time, energy and money to make sure anyone can ride but I think it is only fair. Especially because people who have accessibility issues tend to not be able to drive themselves and need to be independent.
B Brown 9/17/2019 03:38 PM	But only to a certain extent. I can't see why every vehicle would need this.
EastSideGuy 9/17/2019 08:39 PM	And I would set a percentage of their cabs that must be accessible
Ariel 9/17/2019 11:19 PM	Sure. Why not?
TKB 9/17/2019 11:46 PM	And subsidize the disabled.
Stacy 9/18/2019 06:41 AM	Do you help me pay my Bill's. Why should taxes pay a company
ParadoxInsanity 9/18/2019 05:10 PM	No way. Let the cab owners be responsible for this. It's their business.
Eastender 9/19/2019 08:58 AM	How much
Joshua 9/20/2019 06:11 PM	Companies can purchase a proper vehicle on their own. Consider it a cost of business to the owner . The town needs not to give any breaks
Gearoid 9/22/2019 09:43 AM	over and above all grants from other levels of government. NOT the town paying first
OKrissa 9/22/2019 01:09 PM	absolutely
Dora 9/23/2019 07:30 PM	This should be a standard business expense.
Jennifer 9/30/2019 11:25 AM	There are many ways to provide accessible transportation to those who need it, and accessibility needs are different for everyone. The town of cobourg absolutely should have a subsidized cab option for those with physical disabilities. Handi transit.
RobMacL 10/05/2019 04:11 PM	As long as the vehicle was on the road min 60 hours per week WHEN the public required them
Danny 10/07/2019 07:41 AM	It's the responsibility of the taxicab owner
MMcCabe 10/09/2019 08:48 AM	make it an incentive to have these practices
Judy Smith	To ensure that all riders can use the service in Town.

10/09/2019 02:21 PM

IANeri

10/09/2019 06:45 PM

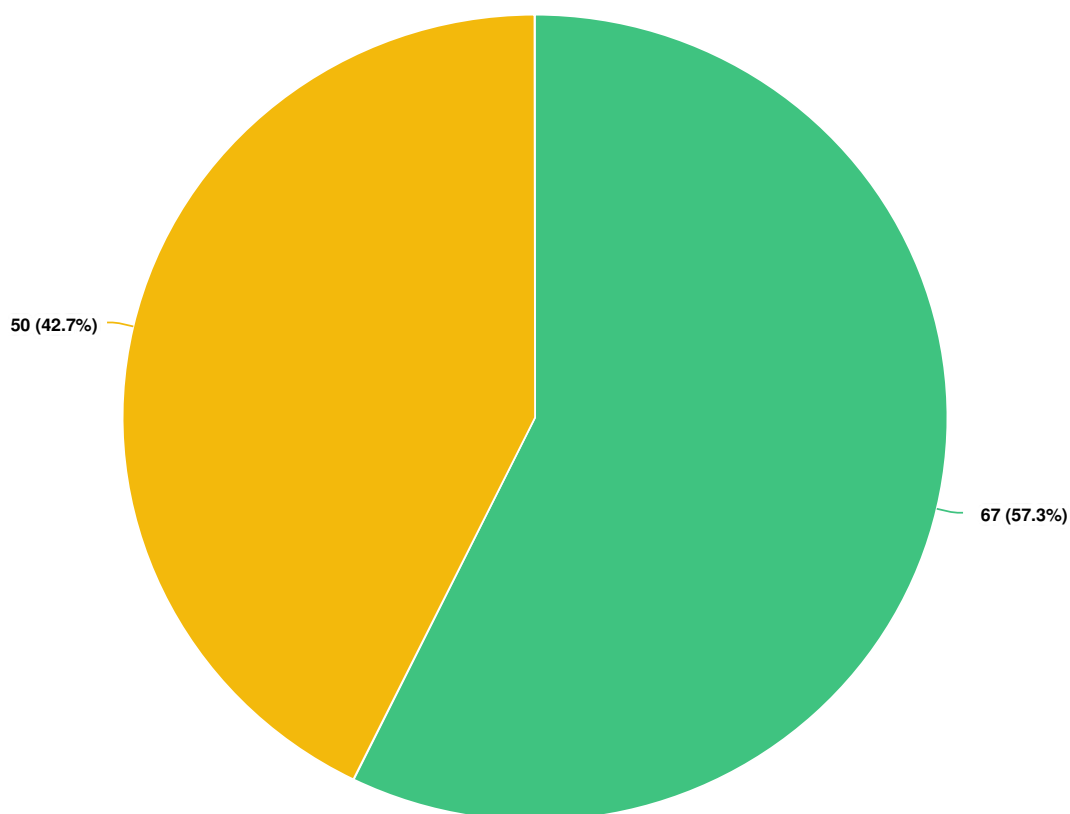
I believe there are already provincial and federal monies available for such modifications.

Ken

10/09/2019 07:42 PM

cost of business

Q58 Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?



Question options

● Yes ● No

Q59	Please explain.
<p>Markh</p> <p>9/16/2019 05:54 PM</p>	<p>Motivation for them to make their vehicles accessible</p>
<p>CDG</p> <p>9/16/2019 06:49 PM</p>	<p>A limited percentage of the fare.</p>
<p>MacCulloch</p> <p>9/16/2019 07:00 PM</p>	<p>At present, the Wheels bus is available for those with special needs. It will pick you up at your residence, and drop you back off at home.</p>
<p>StanBGray</p> <p>9/16/2019 07:05 PM</p>	<p>It would reduce the public transit deficit</p>
<p>Niki G</p> <p>9/16/2019 08:05 PM</p>	<p>It's a call, like any other. However I can see additional wear and tear on the vehicle with the different components and added weight.</p>
<p>Jeb</p> <p>9/16/2019 08:35 PM</p>	<p>Extremely difficult to regulate</p>
<p>Martin</p> <p>9/16/2019 09:51 PM</p>	<p>If they are in a low tax bracket, or in government assistance then yes.</p>
<p>First Choice Taxi</p> <p>9/17/2019 12:34 AM</p>	<p>As above. We tried that before and we all know how being CHEAP caused the town to no longer have accessible taxi's.</p>
<p>Chantelle</p> <p>9/17/2019 05:12 AM</p>	<p>Absolutely</p>
<p>Carol Anne</p> <p>9/17/2019 07:51 AM</p>	<p>There is no way for wheelchair users to get home in an emergency. It is only a matter of time until someone loses their life. You did this before with good results then dialed it back. You must realize this is not allowed under the OHRC.</p>
<p>JKG</p> <p>9/17/2019 09:26 AM</p>	<p>I would rather the funds go into enhancing and augmenting the Wheels service.</p>
<p>Paul Fisher</p> <p>9/17/2019 09:59 AM</p>	<p>Need more accessibility cabs there is only one cab and it belongs to a cab company I don't use</p>
<p>radamundo</p> <p>9/17/2019 11:03 AM</p>	<p>If the town is providing subsidy for vehicle modifications I don't see how here needs to also be room in the budget to subsidize fares. Also, I think it would be difficult to regulate this.</p>
<p>OliviaH</p> <p>9/17/2019 01:27 PM</p>	<p>It can be a lot more time consuming for someone with accessibility issues to get in & out of the car than a full able bodied person. This eats into profit for the owner & tip opportunities for the driver.</p>
<p>Ariel</p> <p>9/17/2019 11:19 PM</p>	<p>No why would they?</p>
<p>TKB</p> <p>9/17/2019 11:46 PM</p>	<p>And subsidize the disabled.</p>

Survey 9/18/2019 10:23 AM	People with disabilities on a fixed income should be paying a reduced rate.
ParadoxInsanity 9/18/2019 05:10 PM	Again, NO. Capitalism all the way.
Joshua 9/20/2019 06:11 PM	Treat disabled and seniors the same
Dora 9/23/2019 07:30 PM	This should be a business decision on the part of the owner.
TROJAN HORSE 9/25/2019 10:00 AM	As long as the client has been checked out for such disability and meets a list of criteria sent up by the town
Jennifer 9/30/2019 11:25 AM	Again, subsidizing handi transit or something of the like is the best option here. A built in program for those with physical disabilities to use these services. Accessibility issues should be regulated in the same way as handicap placards.
RobMacL 10/05/2019 04:11 PM	Only those who require specific equipment. However low income citizens should be able to apply for a discount and the town should subsidize that.
Danny 10/07/2019 07:41 AM	It's not the Towns responsibility. Our taxes are high enough already.
MMcCabe 10/09/2019 08:48 AM	Ability to accommodate is adequate - once you can be accommodated you should be treated like everyone else
Judy Smith 10/09/2019 02:21 PM	No I would prefer accessible on demand micro transit be implemented.
IANeri 10/09/2019 06:45 PM	No. In fact the fare ought to be reduced and the owners should obtain any subsidies from provincial and federal sources. If however that does not exist, then a town subsidy would be acceptable.
Ken 10/09/2019 07:42 PM	cost of business

Q60 Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab bylaw 014-2014 and its amendments?

Markh

9/16/2019 05:54 PM

Please bring Uber to us. It will encourage less drinking and driving and create job opportunities for someone looking for some extra income.

CDG

9/16/2019 06:49 PM

We are a growing community, we also lack the convenience of ride sharing programs for food delivery also that would be very beneficial to the aging community. Our current taxi services is horrible to say the least, I rarely use it but every time there has been some sort of an issue, from the disgusting state of the vehicle to the most common late arrival or no taxi at all. Healthy business competition will force customer service or they will lose their customers, currently there is a monopoly and the service is horrible!

StanBGray

9/16/2019 07:05 PM

Uber needs to move forward now regulations by the Town has created terrible service

Catherine

9/16/2019 07:06 PM

We are all for ride sharing like Uber. We enjoy downtown restaurants but want to be able to get home safely if we have drinks. Right now it's near impossible for us and even our kids to get a cab in Cobourg.

Mike Warner

9/16/2019 07:20 PM

I think I have said mostly everything in my answers. To recap, taxi cabs are nearly a thing of the past. I am not against them but it should certainly be an opened up for competition. Ride share is what I constantly hear others and my self asking for in this town. My biggest concern is that people get sick of waiting after a night out and decide to drive. It happens way more than anyone in this town especially the cab company's want to admit.

Martin

9/16/2019 09:51 PM

Safety for the driver, the passengers, and every person who may interact with the taxi/ride share should always be top priority. Thank you :)

LILDIZZYONE

9/16/2019 11:02 PM

A regular check of the taxi vehicles needs to be made.

Ck

9/16/2019 11:24 PM

Please seriously consider a ridesharing program for the town of Cobourg. It is so desperately needed by it's residents. I have lived in Cobourg for 24 years and I have been using taxi companies since I can remember and more times than not it's just a bad experience. Uber, Lyft and other ridesharing programs would benefit the community greatly.

GrantDing

9/16/2019 11:33 PM

Please open the market up. It needs it badly.

First Choice Taxi

9/17/2019 12:34 AM

JUST LISTEN TO THE TAXI OWNERS INSTEAD OF LOOKING TO THE GENERAL PUBLIC TO MAKE BUSINESS DECISIONS AS THEY HAVE NO CONCEPT OF RUNNING A TAXI COMPANY OR OF WHAT OUR OPERATING COSTS ARE. IF THIS IS NOT TAKEN SERIOUSLY YOU WILL SOON FIND THAT YOU WILL HAVE NO TAXI'S IN COBOURG OR PORT HOPE. TIME IS RUNNING OUT. AT THIS POINT I FEEL THAT OUR CURRENT LICENCES SHOULD BE EXTENDED AT NO CHARGE UNTIL THIS IS ALL RATIFIED.

Chantelle

9/17/2019 05:12 AM

I think we need Uber desperately. I try to talk people out of taking the cab companies here as much as possible. If someone needs to be somewhere at a certain time I just give him a ride because I can't depend on the cab companies. I have been left stranded with my kids on several occasions. once in a snowstorm and I called several times to ask when it would be there after waiting for 2 hours and then somebody finally told me that the car hadn't even been called. I have been stranded at my mother's house on the other side of town with my two children because I was accused of being somebody I'm not. I was accused of doing something I didn't do and I have called several times to talk to management to resolve the issue and come in with my identification to prove that I'm not this person. They avoid me, they don't give me a reason. I have had one explanation that I was somebody who was frequently in the news for being a petty criminal. I am not that person and I do not know what they were talking about. Occasionally I call to try and resolve the issue but I get no response and I get no further explanation. I've been blacklisted for some reason and I haven't done anything. I have refused to pay a cancellation fee because like I had mentioned earlier I was waiting outside in a snowstorm and the cab never showed up but instead of taking responsibility for it the cab said he showed up and waited for me and then left. I missed my appointment at the bank. I was late for work and the cab company told me if I did not pay they would not pick me up and I refused to pay for something I did not do. I was a regular customer I tipped very well. I don't understand why this happened and I still don't understand to this day. I have done nothing to deserve this treatment but nobody is regulated the cab companies nobody is holding them accountable for their irrational behavior. I feel like cab companies can offer a certain level of professionalism but the way it's red right now there is absolutely no respect for their customers. I have had a cab driver pick me up after dinner downtown and continue to make a racist and homophobic remarks and that was never resolved. There were no repercussions there was no call back from the company, nothing. I shouldn't be expected to wait a half an hour to an hour and never really be sure when they are going to arrive when I am a professional and I make more in an hour than these cab drivers make all day. I don't mean to sound disrespectful but my time is valuable and to treat me like I should be waiting around for somebody who's going to make 10 to \$15 off of me is absurd. I used to take cabs on a daily basis but now it's very rare. I try my best to help people to not have to navigate the transit system here because it's awful. I don't think I've ever been disrespected so much by a business and then discarded like I had done something wrong. I am still really hurt by this and upset and it's been 5 years. Even when I do take a cab I kind of dread who is going to pick me up. There are some people with hygiene and mental health issues and that's fine everyone has a right to live how they choose but at the same time I shouldn't have to avoid conversations with the lady who wants to inappropriately divulge personal information to me. I shouldn't have to crack open the window to get a breath of fresh air from the guy who smells like he hasn't had a shower in a week. Cab companies aren't like that anymore and I feel like you can only find that in a small town but I feel like Cobourg is at the

AKD 9/17/2019 07:31 AM	point now where there should be a higher level of service and there should be a minimum requirements just like any other job to remain professional. Cobourg needs a rideshare service. I can appreciate the pressure this would put on the existing taxi companies but it is unfair to potential customers to have such poor taxis service in the community. I speculate that part of the reason wait times are long and fares are expensive is because Cobourg is a small community and demand for cabs can be inconsistent. A ride share program would solve this issue. I believe more people would travel to Cobourg from the surrounding communities as well as locals to support businesses and restaurants if they had better options for commuting to and from their homes.
Carol Anne 9/17/2019 07:51 AM	Accessibility is not an option. The Ontario Human Rights Code and the ontarians with Disability Act mandates treating its citizens equally. It states clearly in the Ontario Human Rights Code that you cannot reverse accessibility. I got stuck in the middle of a road in a snowbank last year in the dead of winter and nearly lost my life being hit by a car because there are zero accessibility options outside of the hours of Transit.
SMarie 9/17/2019 08:08 AM	The difficulty of getting a cab in this town has been going on for far to long. It is time for change!
Awade 9/17/2019 08:53 AM	I hope that you will consider ride share seriously. All the time that I have lived in Cobourg I have relied on relatives to pick me up as I know that the taxi situation is unreliable. For this reason, I limit this favour to special occasions (wedding, etc). I would love to be able to meet up with friends for drinks on a Friday after work and be able to get home afterwards.
JKG 9/17/2019 09:26 AM	Thank you for taking a look at this very important issue for the community. If the transit service was offered more frequently, it would be practical for my use, but as I require frequent trips all over the Town and area it's necessary to evaluate Taxi and ride share options.
Paul Fisher 9/17/2019 09:59 AM	I think Van Air/First Choice should be removed the owner is very rude with people and the cabs are dirty and horrible plus if the owner is driving and his dog is in the cab his dog takes presidency over customers.
Beach walker 9/17/2019 11:27 AM	I have had to put friends up overnight on a few occasions because cabs have not shown up or the phone number is constantly busy. If we want to keep drinking and driving off our streets then give us cabs!
stinson 9/17/2019 12:18 PM	We need rideshare programs! Very vital for modern communities!
melg33ca 9/17/2019 02:37 PM	Having options will allow our community to grow. Tourist season is our highest demand for taxicab/rideshare options. However, during the winter season, there are still issues with getting home safely with current licenced taxis going to neighbouring municipalities within our county.
Mike C 9/17/2019 02:48 PM	As I've stated we desperately need Uber in Cobourg and all of Northumberland county
Bruce 9/17/2019 02:52 PM	Customers need a complaint department that the town runs. And when re issuing a taxi permit for company or driver these complaints should be reviewed first to see if that driver or company should get re licensed. Plus if

Sommersmith 9/17/2019 03:43 PM	so many complaints come in through the year then them taxi permits should be revoked immediately. Uber rocks. No money exchange, emailed invoice, you know how long until they are. if you forgot something in the vehicle you have there contact. I've had many awesome uber share rides (when you pick people up on the way) that were amazing. One time the lady we picked up on the way to celebrate my birthday shared the same birthday so she came for a drink with us lol no joke Anyways its 2019 and people don't go out for nightlife out here because you can't count on a safe ride home.
Ray1759 9/17/2019 04:39 PM	Ridesharing services are here to stay. Although I haven't used such a service I do believe they have a benefit for those who would choose to use them. I believe Cobourg should allow such services to operate.
GillBrody 9/17/2019 08:26 PM	Please bring uber here.
EastSideGuy 9/17/2019 08:39 PM	The author needs to look up 'except' vs 'accept'. This shouldn't have been released without proofing.
Stefennie 9/17/2019 09:07 PM	The cab situation in this town right now is embarrassing. I work at an establishment that served alcohol and to call people a cab is a nightmare. It's a legitimate concern that they will get tired of waiting (30 min to an hour sometimes more!) And go off on their own and get hurt or get someone else hurt. We need rideshare. We need more cab options.
Ariel 9/17/2019 11:19 PM	We really need a ride sharing service in this town. The cab service in this town is laughable.
TKB 9/17/2019 11:46 PM	Please allow Uber its almost the year 2020!
Survey 9/18/2019 10:23 AM	We seniors, who mostly live on a fixed income would like to keep the current senior's rate. Also hoping to have more cabs, so that we do not wait for such a very long time for them to show up. Better dispatcher accountability. Thank you for providing this survey so that we passenger may have a voice.
COBOURGER 9/18/2019 02:07 PM	COMMENTS RE SURVEY First of all learn the difference between "accept and except"! Inexcusable error. Who proof reads? Some responses do not allow for 'do not know', or 'other' Eg. I would use taxi service to access the Via Station when travelling.
ParadoxInsanity 9/18/2019 05:10 PM	I am very interested in this endeavour. Please keep me informed. Thank you.
Krd 9/18/2019 11:35 PM	I am a server downtown cobourg and I do not feel safe walking home in this town. The cabs should provide a safe way for me to get home in a reasonable time.
Eastender 9/19/2019 08:58 AM	My experience is one of poorly maintained vehicles, smelly drivers, long waits, inability to flag down a taxi, no taxi stand (that I am aware of). I have even been charged \$20 fare for a ride from Arthurs to east end of town. So I would like professional drivers, clean safe vehicles, a hot line to call in problems (and if a company receive x number of complaints an immediate shut down and investigation.) We need more competition, not less. We need

<p>batye 9/19/2019 01:00 PM</p>	<p>accessible vehicles as oart of any taxi licencing. No accessible vehicle, no taxi licence.</p> <p>over the last year A1 Taxi got from bad to worst driver started padding the bill instead of going straight from point A to point B drivers keep taking longer and longer saying oh I forgot and took wrong turn oh I made a mistake... over the last two trips: 1. instead of max \$6.00 I got charged \$8. 2. instead of max \$6.00 I got charged \$10. for the what should be 1.1 km 4 min. please read the Google reviews for the A1 Taxi.</p>
<p>Casey 9/20/2019 11:25 AM</p>	<p>I think rideshare services are a thing of the future and Cobourg has to get on board,</p>
<p>Joshua 9/20/2019 06:11 PM</p>	<p>The cab service in the town of Cobourg has been a joke for as long as I can remember. Something needs to be done quickly. The wait times are horrible, the drivers all look like hobos and smell like feet. They have bad attitudes and don't have a hair of customer service care for anyone. Half the time calls get lost or forgotten and the cars are old and make me feel unsafe. The town should also set some rules for existing companies to operate.. 1. A company uniform that shows they are actually employees with ID and the license displayed like in Toronto for the rider to view. 2. Personal hygiene standards put into place.. like groomed faces, hair, clothing, showering so they stop stinking up the damn car. 3. 24 hr service. Like the town is almost a small city... People need to be able to get around 24 hrs a day. At least one company.</p>
<p>Nv123 9/20/2019 08:45 PM</p>	<p>This is a town with many seniors who require reliable transportation, that is severely lacking. Also, many people who frequent bars and restaurants are choosing to not ho out, because they can't guarantee a safe ride home at the end of the evening, or the fare is too expensive to the outer parts of the surrounding area. Bring in ride sharing.</p>
<p>ABC123 9/22/2019 10:11 AM</p>	<p>We need other taxi options. Right now getting a taxi is ridiculous. With limited police in Cobourg and no cabs people are choosing to drink and drive instead. As a server in this community it's hard for restaurants and business to provide an option for safe rides home. I do think the town should set the number of taxis running each night. Because a Saturday night with 2 cabs on is just not okay. I think ride share programs work very well in other cities and would be very happy to have Uber as on option in cbg.</p>
<p>Jennifer 9/30/2019 11:25 AM</p>	<p>Please consider the entire community and the needs of all. There are plenty of people with low income, accessibility issues, and a need for more affordable transportation that are not considered in the seniors age bracket. Subsidizing only seniors is age discriminatory to those not in that bracket, and doesn't take into account or help others with affordable transportation needs. There are many other ways to determine whether someone needs subsidized transportation, and age should have no bearing on that. These car sharing systems exist quite successfully in other communities, provides more affordable options and flexibility to everyone, and holding on to the status quo here doesn't serve the community at large.</p>
<p>Brendan 9/30/2019 07:53 PM</p>	<p>My wife and I have had personal terrible experiences since we arrived. We have sought out and had excellent experiences. But it took months of</p>

	<p>speaking to local residents to find out who to use and who not to use. The most comment response once we talked about our bad experience was that we did not need to name the company as everyone knew who they were. Regulate and enforce our existing bylaws. Ride sharing is a lightening rod for some people, many of whom have an opinion shaped by the media and hearsay. Our personal experience says there are things you would need to watch for, but it is a positive development for the community in that it increases choice, enhances mobility for many, and smartens up the companies that need it. More competition in this case is a good thing, recognizing we need to support the existing legitimate and safe companies who are willing to deal on a level playing field. Happy to speak further on this as you wish.</p>
<p>Suzanne T 10/01/2019 12:33 AM</p>	<p>I also think that should be a student right of a discounted fare. As a parent it's difficult sometimes to pick up your young teens when they get off at 11 o'clock at night and there are no bus services.</p>
<p>ScottK 10/03/2019 04:11 PM</p>	<p>we need expanded service - more cabs</p>
<p>RobMacL 10/05/2019 04:11 PM</p>	<p>Get more cabs on the streets. Withdraw licenses from those who don't comply. Create an environment in which residents and visitors get a reliable and satisfying experience.</p>
<p>IANeri 10/09/2019 06:45 PM</p>	<p>I consider myself an occasional cab passenger, and I find that more often than not, the system now is geared towards acquaintances and friends, and there seems to be a form of who you know will get you better service. Being new to town seems to put me at a disadvantage.</p>
<p>CWill 10/09/2019 07:47 PM</p>	<p>Look at uber and other modern services</p>

Appendix



Taxicab Bylaw: *Survey Responses* *Taxicab Owners*

Town of Cobourg Taxicab Owner Survey #1

Information

How many years have you operated taxicabs in the Town of Cobourg?

1-5 years

How many licensed taxicab vehicles do you operate in the Town of Cobourg?

4-6 vehicles

How many taxicab drivers do you employ in the Town of Cobourg?

4-6 drivers

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

Yes

Please explain.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

Yes

Please explain.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg?

Yes

Please explain.

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

No

Airport shuttles that originate in the Town of Cobourg

Yes

Limousine service that originate in the Town of Cobourg.

Yes

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

Yes

Please explain.

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

Yes

Please explain.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

15 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

15 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

20 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

30 mins or less

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

20 mins or less

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

30 mins or less

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

No

Please explain.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

No

Please explain.

Do you support a reduced taxicab fare for seniors?

No

Please explain.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

\$10 or less

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

Yes, with no stops

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?No

Please explain.

Ridesharing

Have you ever utilized a ridesharing service in another community?

No

If yes, please detail your experience.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

No

If yes, please detail your experience.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

Loss of revenue

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

Town of Cobourg Taxicab Owner Survey #2

Information

How many years have you operated taxicabs in the Town of Cobourg?

10-20 years

How many licensed taxicab vehicles do you operate in the Town of Cobourg?

1-3 vehicles

How many taxicab drivers do you employ in the Town of Cobourg?

1-3 drivers

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

Yes

Please explain.

Limit of 1 cab per 1000 population will work well providing rates are set so current companies can become profitable again

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

Yes

Please explain.

The town should support existing local businesses before looking elsewhere for CHEAP alternatives

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg? Yes

Please explain.

As above (The national average) of 1 cab per 1000 population

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

No

Airport shuttles that originate in the Town of Cobourg

No

Limousine service that originate in the Town of Cobourg.

No

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

Discontinue actively pursuing Uber & Lyft for Cobourg.

Most seniors are NOT computer savvy to use Apps on cell phones or mobile devices to order service.

Most Welfare & ODSP recipients do NOT have credit cards which is a MUST for these ride services.

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

First Choice Taxi & Cobourg Cab keep our vehicles well maintained.

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

First Choice Taxi & Cobourg Cab keep our vehicles well maintained.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

No

Please explain.

The fitness of the vehicle is paramount. The age of the vehicle should NOT matter. The insurance on vehicles that are financed or are less than 5 years old would be the FINAL NAIL IN THE COFFIN for the Taxi industry in Cobourg.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

No need for both. Police & MTO have the ability to stop any vehicle anytime and conduct an on the spot visual inspection. If any major defects are found they can place the vehicle out of service until such repairs are completed

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

No

Please explain.

No need for both. Police & MTO have the ability to stop any vehicle anytime and conduct an on the spot visual inspection. If any major defects are found they can place the vehicle out of service until such repairs are completed

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

Yes

Please explain.

This is NOT a question that should be aimed at taxi owners ???????????????

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

It all depends on the day of week, time of day, time of month, time of year. Unless you make a reservation well in advance it's hard to determine. Let me ask you the same question for service in a restaurant. What is YOUR answer ???????

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

RIDE OR PRE-ARRANGED RIDE., which is it ??? If you call in early enough to pre-book your cab then it will be at the pick up location at the time agreed upon.

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

It all depends on the day of week, time of day, time of month, time of year. Unless you make a reservation well in advance it's hard to determine. Let me ask you the same question for service in a restaurant. What is YOUR answer ???????

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

It all depends on the day of week, time of day, time of month, time of year. Unless you make a reservation well in advance it's hard to determine. Let me ask you the same question for service in a restaurant. What is YOUR answer ???????

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

If cab is not at pick up location within 5 minutes after agreed response time

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

Lots of people in Cobourg I refer to as deadbeats already call all cab companies and then jump in the first one to show up.

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

No

Please explain.

The Taxi Owners should be the governing body to agree and set the fares but the town needs to publish & update the current rate annually on the town website and have decals posted on all taxis with the current rate & enforce it.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

No

Please explain.

We are STILL operating on rates set in 2010. We as owners have been operating on a 2 rate system for far too long. We require one rate for everyone as there are NO DISCOUNTS for GAS, REPAIRS, VEHICLE REPLACEMENT WAGES, and MOST of all, INSURANCE which has gone up by 50 to 60 % in last 10 years

Do you support a reduced taxicab fare for seniors?

No

Please explain.

We require one rate for everyone as WE GET NO SENIORS DISCOUNTS for GAS, REPAIRS, VEHICLE REPLACEMENT WAGES, and MOST of all, INSURANCE which has gone up by 50 to 60 % in last 10 years. Average \$5,000.00 per vehicle for LIABILITY INSURANCE ONLY. No Collision or Comprehensive, Fire, Theft.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

More than \$15

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

No

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Yes

Please explain.

Flat rate fares of ANY KIND are NOT reasonable. These are questions that should NOT even be asked. Should I be asking the gas station to give me a flat fee to fill the gas tank ?

Ridesharing

Have you ever utilized a ridesharing service in another community?

Yes

If yes, please detail your experience.

Uber driver picked us up as a (Cash) flag call & got lost then tried to charge us extra at our destination.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

No

If yes, please detail your experience.

For those who are just looking for CHEAP transportation and are internet savvy it might be fine for those few. Most Welfare & ODSP recipients do NOT have credit cards (Mandatory for UBER). Most of our Seniors would be BAFFLED by the technology required.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

ALL OF THE ABOVE

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

No

Please explain.

Cobourg should follow Port Hope's lead in that field. Buy an accessible vehicle and put a town (Union Employee) behind the wheel.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

No

Please explain.

As above. We tried that before and we all know how being CHEAP caused the town to no longer have accessible taxi's. JUST LISTEN TO THE TAXI OWNERS INSTEAD OF LOOKING TO THE GENERAL PUBLIC TO MAKE BUSINESS DECISIONS AS THEY HAVE NO CONCEPT OF RUNNING A TAXI COMPANY OR OF WHAT OUR OPERATING COSTS ARE. IF THIS IS NOT TAKEN SERIOUSLY YOU WILL SOON FIND THAT YOU WILL HAVE NO TAXI'S IN COBOURG OR PORT HOPE. TIME IS RUNNING OUT. AT THIS POINT I FEEL THAT OUR CURRENT LICENCES SHOULD BE EXTENDED AT NO CHARGE UNTIL THIS IS ALL RATIFIED.

Town of Cobourg Taxicab Owner Survey #3

Information

How many years have you operated taxicabs in the Town of Cobourg?

1-5 years

How many licensed taxicab vehicles do you operate in the Town of Cobourg?

1-3 vehicles

How many taxicab drivers do you employ in the Town of Cobourg?

4-6 drivers

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

Yes

Please explain.

As long as licences are used and controlled properly it should avoid saturation of the market thus enabling small businesses to survive in this industry.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

Yes

Please explain.

If existing businesses are trying to provide a better service for the public, they should be allowed the opportunity to do so. In the past I myself have been limited to the service I could provide due to their not being any licenses available.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg?No

Please explain.

As long as licences are issued, CONTROLLED and USED properly then it doesn't matter HOW MANY companies are providing the service the public need.

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

No

Airport shuttles that originate in the Town of Cobourg

No

Limousine service that originate in the Town of Cobourg.

No

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

In my opinion these are separate businesses, not falling under the bracket of taxi cab for hire within the boundaries of Cobourg.

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

Most definatley, well in Cobourg Cabs they do. (Cannot speak for other companies, but actually the feedback I get from customers tells me not so much.)

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

As above.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

No

Please explain.

As long as vehicles are SAFE it doesn't matter about the age of the vehicle. Key is safety not age.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

Due to the varying standards of what should and should not pass a safety from mechanic to mechanic this would be a great idea. This would also eradicate all 'Dodgy' safety certificates that are submitted to the town.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

No

Please explain.

As long as safeties were done by an 'approved mechanic' there would be no need to have both.

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

No

Please explain.

I personally would love to be able to put at least another two cars and MORE drivers on the road to reduce wait times and increase availability (especially on weekends.) But because of such low profits I cannot afford to even put one more driver on the road, the business simply cannot afford it. I, as a driver, dispatcher, owner and employer am now doing this for practically nothing other than keeping my employees in a job and providing the public with the best service I can. This cannot be sustained for much longer. I don't have any other costs I can try to have control or effects on ie. fuel, insurance vehicle maintenance. The only thing I can try and change are the fares, given the fact they've not been increased for so long I don't think is a big ask.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

This varies a LOT depending on unpredictable patterns of business, but we would always aim for 15 or less but this is not always possible. Customers very rarely have to wait more than an hour but often upto 30min.

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

as above

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

as above

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

as above but unfortunately often longer than an hour.

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

15 mins or less

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

15 mins or less

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

Yes

Please explain.

This should be continued to ensure uniformity of cost to the public. BUT this should be done with input from the industry providers and reviewed and updated on a regular (ie. annual) basis.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

No

Please explain.

I do believe that low fares are crippling the businesses in this industry right now. However I for one are not in this to profit from people who cannot afford it ie, seniors and welfare clients (some of whom can afford an increase, some think they cannot afford it and probably some that cannot afford it). I'm not sure of the happy medium there, but after 9 nine years of no increase something has to change. Also time is an issue which could be addressed, as even in just over a year I have noticed the increase traffic especially at rush hour, and we are one of the only municipalities who don't charge for time.

Do you support a reduced taxicab fare for seniors?

No

Please explain.

No. Although please read comments above, plus I don't see any other municipality who offer a seniors discount.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

More than \$15

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

No

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Yes

Please explain.

As stated above we need to ensure uniformity for the public. I do not think you can ask what a reasonable fare within the town of Cobourg should be, as this can vary A LOT upto \$15 depending on pick up and drop off, so to set a flat rate would not benefit the public or me.

Ridesharing

Have you ever utilized a ridesharing service in another community?

Yes

If yes, please detail your experience.

Driver didn't have any local knowledge and took me the longest route, the car smelt of smoke and to top it off he made me feel very uncomfortable as a female passenger travelling on my own. I would not like to think my grandparents or children were using this service.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

No

If yes, please detail your experience.

As above. We have a lot of older and vulnerable people who we need to look out for in our community and I feel using these service may put them at unnecessary risk.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

AS ABOVE

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.

If you could make these options work, then great. However I myself don't see how this could be a feasible business opportunity given the increased cost in vehicle and liability insurance, training of all staff and and extra time taken to do each call the subsidies would need to be huge.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

Yes, as above. However the town would probably be better to invest in their own vehicle and driver.

Town of Cobourg Taxicab Owner Survey #4

Information

How many years have you operated taxicabs in the Town of Cobourg?

1-5 years

How many licensed taxicab vehicles do you operate in the Town of Cobourg?

1-3 vehicles

How many taxicab drivers do you employ in the Town of Cobourg?

1-3 drivers

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

Yes

Please explain.

It is a very competitive industry and the insurance is exorbitant. The existing companies need an opportunity to recoup expenses.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

Yes

Please explain.

Again, it's all about competition and expense versus a client base. Indiscriminate issuing of licenses could have a disastrous effect on those cab companies that already exist.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg? Yes

Please explain.

Again, it comes back to the client base that is necessary to support the existing industry.

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

Yes

Airport shuttles that originate in the Town of Cobourg

No

Limousine service that originate in the Town of Cobourg.

Yes

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

They do in ours. I cannot speak to the others despite subjective opinions from passengers.

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

Have not heard anything to the contrary.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

No

Please explain.

That would depend on what that age limit might be.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

That would be fair.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

No

Please explain.

Is that not the same as an annual safety?

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

Yes

Please explain.

I can only speak to our level of service and we try to accommodate wherever possible.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

1 hour or less

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

We would be there at or within a few minutes of the designated time.

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

Again, depends on the time of day and the day of the week. And how many cabs are on the road.

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

We strive for 20 minutes or less but that depends on when.

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

Comes back to day and time and what the passenger was told about the wait time.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

In a perfect world, 15 minutes or less.

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

Yes

Please explain.

Takes the onus off the owners and drivers, will prevent anarchy and makes it all fair.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

Yes

Please explain.

Do you support a reduced taxicab fare for seniors?

Yes

Please explain.

They have already paid their dues.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

\$10 or less

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

Yes, with no stops

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Please explain.

Keeps it fair and even.

Ridesharing

Have you ever utilized a ridesharing service in another community?

No

If yes, please detail your experience.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

No

If yes, please detail your experience.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

ALL of the above.

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.

We would be able to provide better service. The population is aging. Accessibility is essential for all.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

I said yes but, I'm not entirely certain what the question is asking.

Appendix **D**

Taxicab Bylaw: *Survey Responses* *Taxicab Drivers*

Town of Cobourg Taxicab Driver Survey #1

Information

How many years have you been licensed to drive Taxicab vehicles in the Town of Cobourg?

10-20 years

How many hours per week do you drive taxicab vehicles in the Town of Cobourg?

20-30 hours

What is the taxicab company you primarily drive vehicles for?

A-1 Taxi

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

No

Please explain.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

No

Please explain.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg?No

Please explain.

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

No

Airport shuttles that originate in the Town of Cobourg

Yes

Limousine service that originate in the Town of Cobourg.

Yes

Currently, renewals are required annually. Would you prefer a two year licensing period with annual submissions of criminal record checks and driving abstracts?

Yes

Please explain.

Currently, taxicab driver licenses are tied to specific taxicab companies. Would you prefer a general Town of Cobourg taxicab driver license permitting you to work for any licensed Town of Cobourg taxicab company with proof of insurance?

Yes

Please explain.

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

No

Please explain.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

Yes

Please explain.

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

No

Please explain.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

More than 1 hour

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

30 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

30 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

1 hour or less

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

30 mins or less

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

30 mins or less

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

Yes

Please explain.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

Yes

Please explain.

Do you support a reduced taxicab fare for seniors?

Yes

Please explain.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

\$15 or less

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

Yes, with no stops

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Yes

Please explain.

Ridesharing

Have you ever utilized a ridesharing service in another community?

No

If yes, please detail your experience.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

Yes

If yes, please detail your experience.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

Loss of revenue

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

Town of Cobourg Taxicab Driver Survey #2

Information

How many years have you been licensed to drive Taxicab vehicles in the Town of Cobourg?

1-5 years

How many hours per week do you drive taxicab vehicles in the Town of Cobourg?

30+ hours

What is the taxicab company you primarily drive vehicles for?

Cobourg Cab

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

Yes

Please explain.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

Yes

Please explain.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg?

Yes

Please explain.

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

Yes

Airport shuttles that originate in the Town of Cobourg

Yes

Limousine service that originate in the Town of Cobourg.

Yes

Currently, renewals are required annually. Would you prefer a two year licensing period with annual submissions of criminal record checks and driving abstracts?

No

Please explain.

Currently, taxicab driver licenses are tied to specific taxicab companies. Would you prefer a general Town of Cobourg taxicab driver license permitting you to work for any licensed Town of Cobourg taxicab company with proof of insurance?

No

Please explain.

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

at least in OUR cars

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

again, our cars....

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

No

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

Yes

Please explain.

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

Yes

Please explain.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

20 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

15 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

15 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

varied times by volume due to events or holidays

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

15 mins or less

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

15 mins or less

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

Yes

Please explain.

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

Yes

Please explain.

Do you support a reduced taxicab fare for seniors?

Yes

Please explain.

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

\$15 or less

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

No

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Yes

Please explain.

Ridesharing

Have you ever utilized a ridesharing service in another community?

No

If yes, please detail your experience.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

No

If yes, please detail your experience.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

all of the above

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

Town of Cobourg Taxicab Driver Survey #3

Information

How many years have you been licensed to drive Taxicab vehicles in the Town of Cobourg?

5-10 years

How many hours per week do you drive taxicab vehicles in the Town of Cobourg?

30+ hours

What is the taxicab company you primarily drive vehicles for?

Cobourg Cab

Licensing

Do you support a limit on how many Taxicab Owner Licences can be issued in the Town of Cobourg?

No

Please explain.

Should be up to the individual that wants to invest there money. More cabs better and faster service for the public.

Do you support that, once that limit is reached, the Town of Cobourg only issue new Taxicab Owner Licences to existing Taxicab Companies operating in the Town of Cobourg?

No

Please explain.

Don't believe there should be any limits, Anyone who is willing to run a "legit" business should be given the chance. One existing company holds a large percentage of the licenses and only have 4 cars that run.

Do you support a limit on how many Taxicab Companies can operate in the Town of Cobourg?No

Please explain.

The town has lifted the cap on the licenses there hasn't been a rush of applicants. The insurance costs to run a legit company r no joke

Do you support the Town of Cobourg regulating and licensing the vehicles and drivers for each of the following?

School runs that originate in the Town of Cobourg

Yes

Airport shuttles that originate in the Town of Cobourg

Yes

Limousine service that originate in the Town of Cobourg.

Yes

Currently, renewals are required annually. Would you prefer a two year licensing period with annual submissions of criminal record checks and driving abstracts?

No

Please explain.

In a perfect world 2 year would work. there are too many dishonest people. More checks and balances are needed

Currently, taxicab driver licenses are tied to specific taxicab companies. Would you prefer a general Town of Cobourg taxicab driver license permitting you to work for any licensed Town of Cobourg taxicab company with proof of insurance?

Yes

Please explain.

Generic licensing works, Also saves some administrative work at the town hall.

Please provide any additional comments you would like the Town of Cobourg to consider when reviewing Taxicab By-law 014-2014 and its amendments?

At one point i was considering starting my own business as a cab owner. During the research period i found out that some cities have the owners send a form to the insurance companies twice a year. This form has to list all the insured vehicles and all registered drivers. Once the forms are filled out the town can compare the form to the lists held by the town to make sure all the data matches. Your by law officials could carry a copy of the form when doing the random checks of taxis and double check the names of the drivers and the vin numbers. The vehicle list should include vin numbers so some of the dishonest owners can't grab a similar vehicle and through a top sign on it with no safety at all and put it on the road with an old meter. I know a company that doesn't care if the drivers are insured or not. Please consider this it may save the town a huge headache one day. Oh, also the form should be handed in before calibration along with the safeties. Doing this should make it easy for the by-law officials to ensure only legit and safe cabs r on the road. One more thing since some of the cabs were pulled off the road recently during the mto blitz. It maybe a good idea to have the mto present at the next calibration. Being a surprise or not. I worked at A1 for 10 years then recently moved to Cobourg Cab. There are some honest owners and some dishonest owners. This insurance form and some simple checks would make it safe for the drivers and the public. Drivers can't check if the car isn't mechanical sound or not doing a simple circle check. Thanks sorry if this is long winded.

Safety

Do your passengers feel safe in Town of Cobourg licensed taxicabs?

Yes

Please explain.

Yes they do now that i work for Cobourg Cab. Not so much in an A1 Cab. There were days that i didn't work because i knew the cab assigned cab was unsafe.

Are your passengers satisfied with the current exterior and interior appearance of Town of Cobourg taxicabs?

Yes

Please explain.

Again now they are.

Would you support a regulation from the Town of Cobourg to enforce (limit) the age of a taxicab vehicle operating in the Town of Cobourg?

No

Please explain.

No i feel if the cab has a legit safety age doesn't matter there are many older vehicles on the road that are safe.

Would you support a regulation from the Town of Cobourg to require all licensed taxicabs to submit an annual Safety Certificate conducted by a Town of Cobourg authorized mechanic?

Yes

Please explain.

This would eliminate the possibility of fake safeties being handed in.

Would you support a regulation from the Town of Cobourg to require all licensed taxicab vehicles to submit to an annual Cobourg Police Services and MTO Safety Lane?

Yes

Please explain.

Yes Please

Service

Are you satisfied with the current level of services offered by the taxi industry in the Town of Cobourg?

No

Please explain.

Some customers say there should be a wheel chair van that can be had a short notice.

After calling to arrange a ride with a taxicab company, how long do your passengers have to wait for a taxicab ride in the Town of Cobourg?

20 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a pre-arranged ride?

15 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride?

20 mins or less

After calling to arrange a ride with a taxicab, what response time would you offer for a non-prearranged (call-in) ride after midnight?

30 mins or less

After calling to arrange a ride with a taxicab, if the taxicab is not able to meet the response time, what are your expectations?

Your taxicab company to call the passenger with an explanation.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling the dispatcher to inquire about your ride?

Cab should be on time, if not dispatch should call the customer.

After calling to arrange a ride with a taxicab, how long would you expect your passenger to wait for a taxi before calling another taxi service for a ride?

15 mins or less

Tariffs

The Town of Cobourg currently sets taxicab fares. Should we continue this practice?

Yes

Please explain.

All cabs should have the same rates in town

Are you satisfied with the current taxicab fares set by the Town of Cobourg?

Yes

Please explain.

Do you support a reduced taxicab fare for seniors?

Yes

Please explain.

I understand the the owners can't by cut rate gas or mechanics but the population of the town is aging and percentage of seniors is rising. Not sure

What do you consider a reasonable fare for a taxicab ride within the Town of Cobourg boundaries?

\$15 or less

Do you support a \$10 flat rate for a taxicab ride within the Town of Cobourg boundaries?

No

Currently, the Town of Cobourg calibrates meters in all licensed taxicabs operating in the Town of Cobourg, to ensure the meters are calculating the set fares. Should we continue this practice?

Yes

Please explain.

Remember dishonest owners

Ridesharing

Have you ever utilized a ridesharing service in another community?

No

If yes, please detail your experience.

Would you support the Town of Cobourg implementing legislation to regulate ridesharing (such as Uber and Lyft) within the Town of Cobourg?

Yes

If yes, please detail your experience.

What are your main concerns with ridesharing services operating in the Town of Cobourg?

No set fares

Accessibility

Would you support the Town of Cobourg providing a subsidy to a taxicab owner for modification of their taxicab for accessible transport?

Yes

Please explain.


Yes that's a great idea. As long as the individual driving the vehicle is fully trained on all aspects of safely transporting the customers.

Would you support the Town of Cobourg providing a subsidy to taxicab owners for every taxi fare for passengers with accessibility issues?

Yes

Please explain.

Most customers with accessibility issues are on a fixed income and these types of calls take longer.

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT Committee of the Whole	
TO:	Mayor and Council Members	
FROM:	Brent Larmer	
TITLE:	Municipal Clerk/Manager of Legislative Services	
DATE OF MEETING:	January 27, 2020	
TITLE / SUBJECT:	Court Security and Prisoner Transportation Program Agreement for 2020	
REPORT DATE:	January 21, 2020	File #:

1.0 STRATEGIC PLAN

Not Applicable

2.0 PUBLIC ENGAGEMENT

Not Applicable.

3.0 RECOMMENDATION

THAT Council authorize the preparation of a by-law to be endorsed and presented to Council for adoption at a Regular Council meeting to authorize the Mayor and Municipal Clerk to execute an agreement between the Town of Cobourg and Her Majesty the Queen in Right of Ontario as represented by the Solicitor General, substantially in the form attached as Appendix "B" to the Staff Report and all ancillary and associated documents, to secure Provincial funding allocation for 2020 under the Court Security and Prisoner Transportation Program (CSPT) administered by the Solicitor General.

4.0 ORIGIN AND LEGISLATION

Ontario is the only province in Canada where legislation dictates court security be paid for with municipal property tax dollars and delivered through local police service boards via police chiefs. In the fall of 2008, the Ontario government announced the upload of court security and prisoner transportation costs from municipalities beginning in 2012. This commitment was to fulfil a key element of the 2008 Provincial-Municipal Fiscal and Service Delivery Review agreement.

The upload has been phased in pro rata over seven years to the provincial maximum target of \$125 M annually by 2018. The original expectation was that this amount was to cover 100% of municipalities' total CSPT costs.

5.0 BACKGROUND

On January 17, 2020, the Solicitor General announced the funding allocation for the Town of Cobourg for 2020. The 2020 funding envelope is maintained at the 2019 funding level at a maximum amount of \$125 M for all municipalities and the apportionment to individual municipalities is based on each municipality's relative share of the total 2018 CSPT costs across the Province. Funding is conditional upon the execution of the agreement attached as Appendix "B" to Report, between the Solicitor General and the Town by March 2, 2020.

6.0 ANALYSIS

Consistent with prior funding periods, the 2020 funding allocation is based on an expenditure model, proportional to each municipality's 2018 relative share of the total CSPT costs across the province. It is to be noted that the proportional funding received by the Town is contingent on the overall qualifying expenditure levels for all the Provincial municipalities; therefore, the proportion of the total Provincial funding received by the Town may vary from year to year.

Council has approved the previous three funding agreements as follows:

1. Agreement for period 2012-2014 (years 1, 2, 3) totalling **\$226,998.47**, was approved;
2. Agreement for period 2015-2016 (years 4, 5) totalling **\$99,609.90**, was approved;
3. Agreement for period 2017-2018 (years 6, 7) totalling **\$72,048.56**, was approved.
4. Agreement for the period of 2019 (year 8) totalling **\$26,953.40**, was approved; and
5. Agreement for the period of 2020 (year 9) totaling **\$72,028.80**, was approved.

7.0 FINANCIAL IMPLICATIONS/STAFFING/BUDGET IMPACT

For 2020 the Court Security and Prisoner Transportation Program has allocated \$72,028.80 to the Corporation of the Town of Cobourg to be used to offset the actual costs incurred by the Cobourg Police Service to provide court security and prisoner transport.

The Municipal Treasurer has provided proof of general liability insurance for \$5M indemnifying "Her Majesty the Queen in Right of Ontario, her Ministers, Agents, Appointees and Employees", required under Article 10 of the Agreement.

The Chief of Police has included this allocation in the 2020 Cobourg Police Service Budget as expected from this program based on previous year's allocations.

8.0 CONCLUSION

That Council authorize staff to prepare the necessary documents to execute an agreement between the Town of Cobourg and Her Majesty the Queen in Right of Ontario as represented by the Solicitor General, substantially in the form attached as Appendix "B" to the Staff Report and all ancillary and associated documents, to secure Provincial funding allocation for 2020 under the Court Security and Prisoner Transportation Program (CSPT) administered by the Solicitor General.

9.0 POLICIES AFFECTING THE PROPOSAL

Not Applicable

10.0 COMMUNICATION RESULTS

Will be included as part of the 2020 Cobourg Police Service Budget Documents.

11.0 ATTACHMENTS (IF APPLICABLE)

Appendix "A" – Letter from the Solicitor General's Office

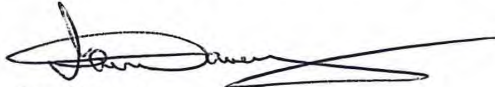
Appendix "B" – Ontario Transfer Payment Agreement – for Court Security and Prisoner Transportation (CSPT) Program for 2020.

Appendix "C" – Certificate of Insurance - \$5M General Liability Insurance.

12.0 AUTHORIZATION ACKNOWLEDGMENT (SENIOR MANAGEMENT/CAO)



Brent Larmer
Municipal Clerk
Manager of Legislative Services



Ian Davey
Treasurer/Director of Corporate Services

Appendix 'A'

Ministry of the Solicitor General

External Relations Branch

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

Telephone: (416) 314-3377
Facsimile: (416) 314-4037

Ministère du Solliciteur général

Direction des relations extérieures

25 rue Grosvenor
12^e étage
Toronto ON M7A 2H3

Téléphone: (416) 314-3377
Télécopieur: (416) 314-4037



January 17, 2020

Mr. Ian Davey
Director of Corporate Services - Treasurer
Town of Cobourg
55 King Street West
Cobourg ON K9A 2M2

Dear Mr. Davey:

We are pleased to inform you that we will be proceeding with the Court Security and Prisoner Transportation (CSPT) Program for 2020, providing a maximum total of \$125M to assist municipalities in offsetting their CSPT costs.

Similar to previous years, an expenditure-based model is used to determine allocation for 2020. Funding is allocated based on each municipality's relative share of the total 2018 CSPT cost across the province. For example, if a municipality's CSPT cost represents 1% of the total provincial CSPT cost, then it will be allocated 1% of the available funding. With that, subject to the enclosed agreement being finalized, your allocation for 2020 is **\$72,028.80**. The payment schedule is outlined under Schedule D of the enclosed agreement.

Please have the authorized signatory for the grantee sign the enclosed agreement, where noted, and return two **original signed** copies along with proof of your general liability insurance (\$5 million), indemnifying "Her Majesty the Queen in Right of Ontario, her Ministers, Agents, Appointees and Employees", as per section A10.2 of the agreement, by **March 2, 2020**, to:

Fionne Yip
Community Safety Analyst
Program Development Section, External Relations Branch
Public Safety Division
Ministry of the Solicitor General
25 Grosvenor Street, 12th Floor
Toronto ON M7A 2H3

A fully executed copy will be returned to you for your records.

.../2

Mr. Ian Davey
Page two

Public safety is a top priority for this government. Please be assured that we are committed to providing frontline police with the additional tools, resources and supports they need to combat crime and keep our communities safe.

If you have any questions about the CSPT Program, please contact Fionne Yip at Fionne.Yip@ontario.ca or 416-314-0206.

Thank you for your participation in this valuable initiative.

Sincerely,

A handwritten signature in dark ink, appearing to read "E. Jefferson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Emily Jefferson
A/Manager, Program Development Section
External Relations Branch

Enclosures

Appendix 'B'

ONTARIO TRANSFER PAYMENT AGREEMENT

THE AGREEMENT is effective as of the 1st day of January, 2020

B E T W E E N :

**Her Majesty the Queen in right of Ontario
as represented by the Solicitor General**

(the “Province”)

- and -

Town of Cobourg

(the “Recipient”)

BACKGROUND

- A. The Province implemented the Court Security and Prisoner Transportation (CSPT) Program (the “Program”) in 2012 to assist municipalities in offsetting their costs of providing CSPT services in their jurisdictions;
- B. The Province will upload CSPT costs from municipalities to a maximum of \$125 million in 2020;
- C. The Recipient is a municipality which is responsible for the costs of providing security for court premises during hours of court operations and security of persons attending court; and/or the costs of transporting prisoners and custodial minors (i.e., persons between twelve and seventeen years of age) between correctional institutions, custodial facilities and court locations for the purposes of court attendance;
- D. The Recipient has provided its 2018 CSPT costs, as confirmed in the 2018 Annual Financial Report submitted by the Recipient;
- E. Funding is allocated based on the Recipient’s relative share of the total 2018 provincial CSPT costs.

CONSIDERATION

In consideration of the mutual covenants and agreements contained in this Agreement and for other good and valuable consideration, the receipt and sufficiency of which are expressly acknowledged, the Province and the Recipient agree as follows:

1.0 ENTIRE AGREEMENT

1.1 The agreement, together with:

- Schedule "A" - General Terms and Conditions
- Schedule "B" - Project Specific Information and Additional Provisions
- Schedule "C" - Project
- Schedule "D" - Payment Plan and Reporting Schedules
- Schedule "E" - Court Security and Prisoner Transportation Services and Activities Eligible for Funding
- Schedule "F" - Template for Annual Financial Report, and any amending agreement entered into as provided for in section 3.1,

constitutes the entire agreement between the Parties with respect to the subject matter contained in the Agreement and supersedes all prior oral or written representations and agreements.

2.0 CONFLICT OR INCONSISTENCY

2.1 **Conflict or Inconsistency.** In the event of a conflict or inconsistency between the Additional Provisions and the provisions in Schedule "A", the following rules will apply:

- (a) the Parties will interpret any Additional Provisions in so far as possible, in a way that preserves the intention of the Parties as expressed in Schedule "A"; and
- (b) where it is not possible to interpret the Additional Provisions in a way that is consistent with the provisions in Schedule "A", the Additional Provisions will prevail over the provisions in Schedule "A" to the extent of the inconsistency.

3.0 AMENDING THE AGREEMENT

3.1 The Agreement may only be amended by a written agreement duly executed by the Parties.

4.0 ACKNOWLEDGEMENT

4.1 The Recipient acknowledges that:

- (a) by receiving Funds it may become subject to legislation applicable to

organizations that receive funding from the Government of Ontario, including the *Broader Public Sector Accountability Act, 2010* (Ontario), the *Public Sector Salary Disclosure Act, 1996* (Ontario), and the *Auditor General Act* (Ontario);

- (b) Her Majesty the Queen in right of Ontario has issued expenses, perquisites, and procurement directives and guidelines pursuant to the *Broader Public Sector Accountability Act, 2010* (Ontario);
- (c) the Funds are:
 - (i) to assist the Recipient to carry out the Project and not to provide goods or services to the Province;
 - (ii) funding for the purposes of the *Public Sector Salary Disclosure Act, 1996* (Ontario);
- (d) the Province is not responsible for carrying out the Project; and
- (e) the Province is bound by the *Freedom of Information and Protection of Privacy Act* (Ontario) and that any information provided to the Province in connection with the Project or otherwise in connection with the Agreement may be subject to disclosure in accordance with that Act.

- 4.2 The Province acknowledges that the Recipient is bound by the *Municipal Freedom of Information and Protection of Privacy Act* (Ontario) and that any information provided to the Recipient in connection with the Project or otherwise in connection with the Agreement may be subject to disclosure in accordance with that Act.

- SIGNATURE PAGE FOLLOWS -

The Parties have executed the Agreement on the dates set out below.

**HER MAJESTY THE QUEEN IN RIGHT OF
ONTARIO as represented by the Solicitor General**

Date

Name: Oscar Mosquera
Title: A/Director, External Relations Branch
Public Safety Division

Town of Cobourg

Date

Name:
Title:

I have authority to bind the Recipient.

Date

Name:
Title:

I have authority to bind the Recipient.

**SCHEDULE “A”
GENERAL TERMS AND CONDITIONS**

A1.0 INTERPRETATION AND DEFINITIONS

A1.1 **Interpretation.** For the purposes of interpretation:

- (a) words in the singular include the plural and vice-versa;
- (b) words in one gender include all genders;
- (c) the headings do not form part of the Agreement; they are for reference only and will not affect the interpretation of the Agreement;
- (d) any reference to dollars or currency will be in Canadian dollars and currency; and
- (e) “include”, “includes” and “including” denote that the subsequent list is not exhaustive.

A1.2 **Definitions.** In the Agreement, the following terms will have the following meanings:

“Additional Provisions” means the terms and conditions set out in Schedule “B”.

“Agreement” means this agreement entered into between the Province and the Recipient, all of the schedules listed in section 1.1, and any amending agreement entered into pursuant to section 3.1.

“Business Day” means any working day, Monday to Friday inclusive, excluding statutory and other holidays, namely: New Year’s Day; Family Day; Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; Boxing Day and any other day on which the Province has elected to be closed for business.

“Court Security and Prisoner Transportation Services” means the services and activities eligible for funding, as set out in Schedule “E”.

“Effective Date” means the date set out at the top of the Agreement.

“Event of Default” has the meaning ascribed to it in section A13.1.

“Expiry Date” means the expiry date set out in Schedule “B”.

“Funding Year” means:

- (a) in the case of the first Funding Year, the period commencing on the

Effective Date and ending on the following December 31; and

- (b) in the case of Funding Years subsequent to the first Funding Year, the period commencing on January 1 following the end of the previous Funding Year and ending on the following December 31.

“Funds” means the money the Province provides to the Recipient pursuant to the Agreement.

“Indemnified Parties” means Her Majesty the Queen in right of Ontario, Her ministers, agents, appointees, and employees.

“Maximum Funds” means the maximum Funds set out in Schedule “B”.

“Notice” means any communication given or required to be given pursuant to the Agreement.

“Notice Period” means the period of time within which the Recipient is required to remedy an Event of Default pursuant to section A13.3(b), and includes any such period or periods of time by which the Province extends that time in accordance with section A13.4.

“Parties” means the Province and the Recipient.

“Party” means either the Province or the Recipient.

“Project” means the undertaking described in Schedule “C”.

“Reports” means the reports described in Schedule “F”.

A2.0 REPRESENTATIONS, WARRANTIES, AND COVENANTS

A2.1 General. The Recipient represents, warrants, and covenants that:

- (a) it is, and will continue to be, a validly existing legal entity with full power to fulfill its obligations under the Agreement;
- (b) it has, and will continue to have, the experience and expertise necessary to carry out the Project;
- (c) it is in compliance with, and will continue to comply with, all federal and provincial laws and regulations, all municipal by-laws, and any other orders, rules, and by-laws related to any aspect of the Project, the Funds, or both; and
- (d) unless otherwise provided for in the Agreement, any information the Recipient provided to the Province in support of its request for funds (including information relating to any eligibility requirements) was true

and complete at the time the Recipient provided it and will continue to be true and complete.

A2.2 Execution of Agreement. The Recipient represents and warrants that it has:

- (a) the full power and authority to enter into the Agreement; and
- (b) taken all necessary actions to authorize the execution of the Agreement.

A2.3 Governance. The Recipient represents, warrants, and covenants that it has, will maintain in writing, and will follow:

- (a) a code of conduct and ethical responsibilities for all persons at all levels of the Recipient's organization;
- (b) procedures to enable the Recipient's ongoing effective functioning;
- (c) decision-making mechanisms for the Recipient;
- (d) procedures to enable the Recipient to manage Funds prudently and effectively;
- (e) procedures to enable the Recipient to complete the Project successfully;
- (f) procedures to enable the Recipient to identify risks to the completion of the Project and strategies to address the identified risks, all in a timely manner;
- (g) procedures to enable the preparation and submission of all Reports required pursuant to Article A7.0; and
- (h) procedures to enable the Recipient to address such other matters as the Recipient considers necessary to enable the Recipient to carry out its obligations under the Agreement.

A2.4 Supporting Proof. Upon the request of the Province, the Recipient will provide the Province with proof of the matters referred to in Article A2.0.

A3.0 TERM OF THE AGREEMENT

A3.1 Term. The term of the Agreement will commence on the Effective Date and will expire on the Expiry Date unless terminated earlier pursuant to Article A11.0, Article A12.0, or Article A13.0.

A4.0 FUNDS AND CARRYING OUT THE PROJECT

A4.1 Funds Provided. The Province will:

- (a) provide the Recipient up to the Maximum Funds for the purpose of carrying out the Project;
- (b) provide the Funds to the Recipient in accordance with Schedule "D"; and
- (c) deposit the Funds into an account designated by the Recipient provided that the account:
 - (i) resides at a Canadian financial institution; and
 - (ii) is in the name of the Recipient.

A4.2 Limitation on Payment of Funds. Despite section A4.1:

- (a) the Province is not obligated to provide any Funds to the Recipient until the Recipient provides the certificates of insurance or other proof as the Province may request pursuant to section A10.2;
- (b) the Province is not obligated to provide instalments of Funds until it is satisfied with the progress of the Project;
- (c) the Province may adjust the amount of Funds it provides to the Recipient in any Funding Year based upon the Province's assessment of the information the Recipient provides to the Province pursuant to section A7.1; or
- (d) if, pursuant to the *Financial Administration Act* (Ontario), the Province does not receive the necessary appropriation from the Ontario Legislature for payment under the Agreement, the Province is not obligated to make any such payment, and, as a consequence, the Province may:
 - (i) reduce the amount of Funds and, in consultation with the Recipient, change the Project; or
 - (ii) terminate the Agreement pursuant to section A12.1.

A4.3 Use of Funds and Carry Out the Project. The Recipient will do all of the following:

- (a) carry out the Project in accordance with the Agreement;
- (b) use the Funds only for the purpose of carrying out the Project;
- (c) use the Funds only on activities and services eligible for funding as set out in Schedule "E"; and
- (d) not use the Funds to cover any cost that has or will be funded or reimbursed by one or more of any third party, ministry, agency, or

organization of the Government of Ontario.

A4.4 **Interest Bearing Account.** If the Province provides Funds before the Recipient's immediate need for the Funds, the Recipient will place the Funds in an interest bearing account in the name of the Recipient at a Canadian financial institution.

A4.5 **Interest.** If the Recipient earns any interest on the Funds, the Province may:

- (a) deduct an amount equal to the interest from any further instalments of Funds; or
- (b) demand from the Recipient the payment of an amount equal to the interest.

A4.6 **Rebates, Credits, and Refunds.** The Ministry will calculate Funds based on the actual costs to the Recipient to carry out the Project, less any costs (including taxes) for which the Recipient has received, will receive, or is eligible to receive, a rebate, credit, or refund.

A5.0 RECIPIENT'S ACQUISITION OF GOODS OR SERVICES, AND DISPOSAL OF ASSETS

A5.1 **Acquisition.** If the Recipient acquires goods, services, or both with the Funds, it will:

- (a) do so through a process that promotes the best value for money; and
- (b) comply with the *Broader Public Sector Accountability Act, 2010* (Ontario), including any procurement directive issued thereunder, to the extent applicable.

A5.2 **Disposal.** The Recipient shall sell, lease or otherwise dispose of any asset purchased with the Funds or for which Funds were provided only in accordance with its asset disposal policies and procedures, unless the Province agrees otherwise.

A6.0 CONFLICT OF INTEREST

A6.1 **No Conflict of Interest.** The Recipient will carry out the Project and use the Funds without an actual, potential, or perceived conflict of interest.

A6.2 **Conflict of Interest Includes.** For the purposes of Article A6.0, a conflict of interest includes any circumstances where:

- (a) the Recipient; or
- (b) any person who has the capacity to influence the Recipient's decisions,

has outside commitments, relationships, or financial interests that could, or could be seen to, interfere with the Recipient's objective, unbiased, and impartial judgment relating to the Project, the use of the Funds, or both.

A6.3 Disclosure to Province. The Recipient will:

- (a) disclose to the Province, without delay, any situation that a reasonable person would interpret as an actual, potential, or perceived conflict of interest; and
- (b) comply with any terms and conditions that the Province may prescribe as a result of the disclosure.

A7.0 REPORTS, ACCOUNTING, AND REVIEW

A7.1 Preparation and Submission. The Recipient will:

- (a) submit to the Province at the address referred to in section A17.1, all Reports in accordance with the timelines and content requirements as provided for in Schedules "D" and "F", or in a form as specified by the Province from time to time;
- (b) submit to the Province at the address referred to in section A17.1, any other reports as may be requested by the Province in accordance with the timelines and content requirements specified by the Province;
- (c) ensure that all Reports and other reports are completed to the satisfaction of the Province; and
- (d) ensure that all Reports and other reports are signed on behalf of the Recipient by an authorized signing officer.

A7.2 Record Maintenance. The Recipient will keep and maintain:

- (a) all financial records (including invoices) relating to the Funds or otherwise to the Project in a manner consistent with generally accepted accounting principles; and
- (b) all non-financial documents and records relating to the Funds or otherwise to the Project.

A7.3 Inspection. The Province, any authorized representative, or any independent auditor identified by the Province may, at the Province's expense, upon twenty-four hours' Notice to the Recipient and during normal business hours, enter upon the Recipient's premises to review the progress of the Project and the Recipient's allocation and expenditure of the Funds and, for these purposes,

the Province, any authorized representative, or any independent auditor identified by the Province may take one or more of the following actions:

- (a) inspect and copy the records and documents referred to in section A7.2;
- (b) remove any copies made pursuant to section A7.3(a) from the Recipient's premises; and
- (c) conduct an audit or investigation of the Recipient in respect of the expenditure of the Funds, the Project, or both.

A7.4 **Disclosure.** To assist in respect of the rights provided for in section A7.3, the Recipient will disclose any information requested by the Province, any authorized representatives, or any independent auditor identified by the Province, and will do so in the form requested by the Province, any authorized representative, or any independent auditor identified by the Province, as the case may be.

A7.5 **No Control of Records.** No provision of the Agreement will be construed so as to give the Province any control whatsoever over the Recipient's records.

A7.6 **Auditor General.** The Province's rights under Article A7.0 are in addition to any rights provided to the Auditor General pursuant to section 9.2 of the *Auditor General Act* (Ontario).

A8.0 COMMUNICATIONS REQUIREMENTS

A8.1 **Acknowledge Support.** Unless otherwise directed by the Province, the Recipient will:

- (a) acknowledge the support of the Province for the Project; and
- (b) ensure that the acknowledgement referred to in section A8.1(a) is in a form and manner as directed by the Province.

A8.2 **Publication.** The Recipient will indicate, in any of its Project-related publications, whether written, oral, or visual, that the views expressed in the publication are the views of the Recipient and do not necessarily reflect those of the Province.

A9.0 INDEMNITY

A9.1 **Indemnification.** The Recipient will indemnify and hold harmless the Indemnified Parties from and against any and all liability, loss, costs, damages, and expenses (including legal, expert and consultant fees), causes of action, actions, claims, demands, lawsuits, or other proceedings, by whomever made, sustained, incurred, brought, or prosecuted, in any way arising out of or in connection with the Project or otherwise in connection with the Agreement,

unless solely caused by the negligence or wilful misconduct of the Indemnified Parties.

A10.0 INSURANCE

A10.1 Recipient's Insurance. The Recipient represents, warrants, and covenants that it has, and will maintain, at its own cost and expense, with insurers having a secure A.M. Best rating of B+ or greater, or the equivalent, all the necessary and appropriate insurance that a prudent person carrying out a project similar to the Project would maintain, including commercial general liability insurance on an occurrence basis for third party bodily injury, personal injury, and property damage, to an inclusive limit of not less than the amount provided for in Schedule "B" per occurrence. The insurance policy will include the following:

- (a) the Indemnified Parties as additional insureds with respect to liability arising in the course of performance of the Recipient's obligations under, or otherwise in connection with, the Agreement;
- (b) a cross-liability clause;
- (c) contractual liability coverage; and
- (d) a 30-day written notice of cancellation.

A10.2 Proof of Insurance. The Recipient will:

- (a) provide to the Province, either:
 - (i) certificates of insurance that confirm the insurance coverage as provided for in section A10.1; or
 - (ii) other proof that confirms the insurance coverage as provided for in section A10.1; and
- (b) upon the request of the Province, provide to the Province a copy of any insurance policy.

A11.0 TERMINATION ON NOTICE

A11.1 Termination on Notice. The Province may terminate the Agreement at any time without liability, penalty, or costs upon giving at least 30 days' Notice to the Recipient.

A11.2 Consequences of Termination on Notice by the Province. If the Province terminates the Agreement pursuant to section A11.1, the Province may take one or more of the following actions:

- (a) cancel further instalments of Funds;

- (b) demand from the Recipient the payment of any Funds remaining in the possession or under the control of the Recipient; and
- (c) determine the reasonable costs for the Recipient to wind down the Project, and do either or both of the following:
 - (i) permit the Recipient to offset such costs against the amount the Recipient owes pursuant to section A11.2(b); and
 - (ii) subject to section A4.1(a), provide Funds to the Recipient to cover such costs.

A12.0 TERMINATION WHERE NO APPROPRIATION

A12.1 Termination Where No Appropriation. If, as provided for in section A4.2(d), the Province does not receive the necessary appropriation from the Ontario Legislature for any payment the Province is to make pursuant to the Agreement, the Province may terminate the Agreement immediately without liability, penalty, or costs by giving Notice to the Recipient.

A12.2 Consequences of Termination Where No Appropriation. If the Province terminates the Agreement pursuant to section A12.1, the Province may take one or more of the following actions:

- (a) cancel further instalments of Funds;
- (b) demand from the Recipient the payment of any Funds remaining in the possession or under the control of the Recipient; and
- (c) determine the reasonable costs for the Recipient to wind down the Project and permit the Recipient to offset such costs against the amount owing pursuant to section A12.2(b).

A12.3 No Additional Funds. If, pursuant to section A12.2(c), the Province determines that the costs to wind down the Project exceed the Funds remaining in the possession or under the control of the Recipient, the Province will not provide additional Funds to the Recipient.

A13.0 EVENT OF DEFAULT, CORRECTIVE ACTION, AND TERMINATION FOR DEFAULT

A13.1 Events of Default. Each of the following events will constitute an Event of Default:

- (a) in the opinion of the Province, the Recipient breaches any representation, warranty, covenant, or other material term of the Agreement, including failing to do any of the following in accordance with the terms and conditions of the Agreement:

- (i) carry out the Project;
 - (ii) use or spend Funds; or
 - (iii) provide, in accordance with section A7.1, Reports or such other reports as may have been requested pursuant to section A7.1(b);
- (b) the Recipient's operations, its financial condition, or its organizational structure, changes such that it no longer meets one or more of the eligibility requirements of the program under which the Province provides the Funds;
 - (c) the Recipient makes an assignment, proposal, compromise, or arrangement for the benefit of creditors, or a creditor makes an application for an order adjudging the Recipient bankrupt, or applies for the appointment of a receiver; or
 - (d) the Recipient ceases to operate.

A13.2 Consequences of Events of Default and Corrective Action. If an Event of Default occurs, the Province may, at any time, take one or more of the following actions:

- (a) initiate any action the Province considers necessary in order to facilitate the successful continuation or completion of the Project;
- (b) provide the Recipient with an opportunity to remedy the Event of Default;
- (c) suspend the payment of Funds for such period as the Province determines appropriate;
- (d) reduce the amount of the Funds;
- (e) cancel further instalments of Funds;
- (f) demand from the Recipient the payment of any Funds remaining in the possession or under the control of the Recipient;
- (g) demand from the Recipient the payment of an amount equal to any Funds the Recipient used, but did not use in accordance with the Agreement;
- (h) demand from the Recipient the payment of an amount equal to any Funds the Province provided to the Recipient; and
- (i) terminate the Agreement at any time, including immediately, without liability, penalty or costs to the Province upon giving Notice to the

Recipient.

A13.3 Opportunity to Remedy. If, in accordance with section A13.2(b), the Province provides the Recipient with an opportunity to remedy the Event of Default, the Province will give Notice to the Recipient of:

- (a) the particulars of the Event of Default; and
- (b) the Notice Period.

A13.4 Recipient not Remediating. If the Province provided the Recipient with an opportunity to remedy the Event of Default pursuant to section A13.2(b), and:

- (a) the Recipient does not remedy the Event of Default within the Notice Period;
- (b) it becomes apparent to the Province that the Recipient cannot completely remedy the Event of Default within the Notice Period; or
- (c) the Recipient is not proceeding to remedy the Event of Default in a way that is satisfactory to the Province,

the Province may extend the Notice Period, or initiate any one or more of the actions provided for in sections A13.2(a), (c), (d), (e), (f), (g), (h), and (i).

A13.5 When Termination Effective. Termination under Article will take effect as provided for in the Notice.

A14.0 FUNDS AT THE END OF A FUNDING YEAR

A14.1 Funds at the End of a Funding Year. Without limiting any rights of the Province under Article A13.0, if the Recipient has not spent all of the Funds allocated for the Funding Year, the Province may take one or both of the following actions:

- (a) demand from the Recipient payment of the unspent Funds; and
- (b) adjust the amount of any further instalments of Funds accordingly.

A15.0 FUNDS UPON EXPIRY

A15.1 Funds Upon Expiry. The Recipient will, upon expiry of the Agreement, pay to the Province any Funds remaining in its possession or under its control.

A16.0 DEBT DUE AND PAYMENT

A16.1 Payment of Overpayment. If at any time the Province provides Funds in excess of the amount to which the Recipient is entitled under the Agreement,

the Province may:

- (a) deduct an amount equal to the excess Funds from any further instalments of Funds; or
- (b) demand that the Recipient pay an amount equal to the excess Funds to the Province.

A16.2 **Debt Due.** If, pursuant to the Agreement:

- (a) the Province demands from the Recipient the payment of any Funds or an amount equal to any Funds; or
- (b) the Recipient owes any Funds or an amount equal to any Funds to the Province, whether or not the Province has demanded their payment,

such Funds or other amount will be deemed to be a debt due and owing to the Province by the Recipient, and the Recipient will pay the amount to the Province immediately, unless the Province directs otherwise.

A16.3 **Interest Rate.** The Province may charge the Recipient interest on any money owing by the Recipient at the then current interest rate charged by the Province of Ontario on accounts receivable.

A16.4 **Payment of Money to Province.** The Recipient will pay any money owing to the Province by cheque payable to the "Ontario Minister of Finance" and delivered to the Province as provided for in Schedule "B".

A16.5 **Fails to Pay.** Without limiting the application of section 43 of the *Financial Administration Act* (Ontario), if the Recipient fails to pay any amount owing under the Agreement, Her Majesty the Queen in right of Ontario may deduct any unpaid amount from any money payable to the Recipient by Her Majesty the Queen in right of Ontario.

A17.0 NOTICE

A17.1 **Notice in Writing and Addressed.** Notice will be in writing and will be delivered by email, postage-prepaid mail, personal delivery, or fax, and will be addressed to the Province and the Recipient respectively as provided for Schedule "B", or as either Party later designates to the other by Notice.

A17.2 **Notice Given.** Notice will be deemed to have been given:

- (a) in the case of postage-prepaid mail, five Business Days after the Notice is mailed; or
- (b) in the case of email, personal delivery, or fax, one Business Day after the Notice is delivered.

A17.3 **Postal Disruption.** Despite section A17.2(a), in the event of a postal disruption:

- (a) Notice by postage-prepaid mail will not be deemed to be given; and
- (b) the Party giving Notice will give Notice by email, personal delivery, or fax.

A18.0 CONSENT BY PROVINCE AND COMPLIANCE BY RECIPIENT

A18.1 **Consent.** When the Province provides its consent pursuant to the Agreement, it may impose any terms and conditions on such consent and the Recipient will comply with such terms and conditions.

A19.0 SEVERABILITY OF PROVISIONS

A19.1 **Invalidity or Unenforceability of Any Provision.** The invalidity or unenforceability of any provision of the Agreement will not affect the validity or enforceability of any other provision of the Agreement. Any invalid or unenforceable provision will be deemed to be severed.

A20.0 WAIVER

A20.1 **Waiver Request.** Either Party may, in accordance with the Notice provision set out in Article A17.0, ask the other Party to waive an obligation under the Agreement.

A20.2 **Waiver Applies.** Any waiver a Party grants in response to a request made pursuant to section A20.1 will:

- (a) be valid only if the Party granting the waiver provides it in writing; and
- (b) apply only to the specific obligation referred to in the waiver.

A21.0 INDEPENDENT PARTIES

A21.1 **Parties Independent.** The Recipient is not an agent, joint venturer, partner, or employee of the Province, and the Recipient will not represent itself in any way that might be taken by a reasonable person to suggest that it is, or take any actions that could establish or imply such a relationship.

A22.0 ASSIGNMENT OF AGREEMENT OR FUNDS

A22.1 **No Assignment.** The Recipient will not, without the prior written consent of the Province, assign any of its rights or obligations under the Agreement.

A22.2 **Agreement Binding.** All rights and obligations contained in the Agreement will

extend to and be binding on the Parties' respective heirs, executors, administrators, successors, and permitted assigns.

A23.0 GOVERNING LAW

A23.1 **Governing Law.** The Agreement and the rights, obligations, and relations of the Parties will be governed by and construed in accordance with the laws of the Province of Ontario and the applicable federal laws of Canada. Any actions or proceedings arising in connection with the Agreement will be conducted in the courts of Ontario, which will have exclusive jurisdiction over such proceedings.

A24.0 FURTHER ASSURANCES

A24.1 **Agreement into Effect.** The Recipient will provide such further assurances as the Province may request from time to time with respect to any matter to which the Agreement pertains, and will otherwise do or cause to be done all acts or things necessary to implement and carry into effect the terms and conditions of the Agreement to their full extent.

A25.0 JOINT AND SEVERAL LIABILITY

A25.1 **Joint and Several Liability.** Where the Recipient is comprised of more than one entity, all such entities will be jointly and severally liable to the Province for the fulfillment of the obligations of the Recipient under the Agreement.

A26.0 RIGHTS AND REMEDIES CUMULATIVE

A26.1 **Rights and Remedies Cumulative.** The rights and remedies of the Province under the Agreement are cumulative and are in addition to, and not in substitution for, any of its rights and remedies provided by law or in equity.

A27.0 FAILURE TO COMPLY WITH OTHER AGREEMENTS

A27.1 **Other Agreements.** If the Recipient:

- (a) has failed to comply with any term, condition, or obligation under any other agreement with Her Majesty the Queen in right of Ontario or one of Her agencies (a "**Failure**");
- (b) has been provided with notice of such Failure in accordance with the requirements of such other agreement;
- (c) has, if applicable, failed to rectify such Failure in accordance with the requirements of such other agreement; and

(d) such Failure is continuing,

the Province may suspend the payment of Funds for such period as the Province determines appropriate.

A28.0 SURVIVAL

A28.1 Survival. The following Articles and sections, and all applicable cross-referenced sections and schedules, will continue in full force and effect for a period of seven years from the date of expiry or termination of the Agreement: Article 1.0, Article 3.0, Article A1.0 and any other applicable definitions, section A2.1(a), sections A4.2(d), A4.5, section A5.2, section A7.1 (to the extent that the Recipient has not provided the Reports or other reports as may have been requested to the satisfaction of the Province), sections A7.2, A7.3, A7.4, A7.5, A7.6, Article A8.0, Article A9.0, section A11.2, sections A12.2, A12.3, sections A13.1, A13.2(d), (e), (f), (g) and (h), Article A15.0, Article A16.0, Article A17.0, Article A19.0, section A22.2, Article A23.0, Article A25.0, Article A26.0, Article A27.0 and Article A28.0.

- END OF GENERAL TERMS AND CONDITIONS -

SCHEDULE "B"
PROJECT SPECIFIC INFORMATION AND ADDITIONAL PROVISIONS

Maximum Funds	\$72,028.80
Expiry Date	December 31, 2020
Insurance	\$5,000,000.00
Contact information for the purposes of Notice to the Province	<p>Name: Ministry of the Solicitor General Public Safety Division, External Relations Branch Program Development Section</p> <p>Address: 25 Grosvenor Street Toronto ON M7A 2H3</p> <p>Attention: Fionne Yip, Community Safety Analyst</p> <p>Fax: 416-314-3092</p> <p>Email: Fionne.Yip@ontario.ca</p>
Contact information for the purposes of Notice to the Recipient and to respond as required to requests from the Province related to the Agreement	<p>Name: Town of Cobourg</p> <p>Address: 55 King Street West Cobourg ON K9A 2M2</p> <p>Attention: Mr. Ian Davey Director of Corporate Services - Treasurer</p> <p>Email: idavey@cobourg.ca</p>

Additional Provisions:

None

SCHEDULE "C"
PROJECT

The Province implemented the Program in 2012 to assist municipalities in offsetting their costs of providing CSPT services in their jurisdictions.

The Province will upload CSPT costs from municipalities to a maximum of \$125 million in 2020.

The Recipient is responsible for the costs of providing security for court premises during hours of court operations and security of persons attending court, and/or the costs of transporting prisoners and custodial minors (i.e., persons between twelve and seventeen years of age) between correctional institutions, custodial facilities and court locations for the purposes of court attendance.

SCHEDULE "D"
PAYMENT PLAN AND REPORTING SCHEDULES

The Funds in the amount of **\$72,028.80** will be provided to the Recipient according to the following schedule:

- A. First instalment: **\$18,007.20** will be paid to the Recipient once the Recipient has signed the Agreement, provided adequate proof of insurance to the Province in accordance with section A10.2 of the Agreement, and the Agreement has then been signed by the Province.
- B. Second Instalment: **\$18,007.20** will be paid to the Recipient, following the Province's receipt and approval of the 2019 Annual Financial Report (due April 15, 2020). *Subsequent payments will not be released until the Province has received and approved the 2019 Annual Financial Report.*
- C. Third Instalment: **\$18,007.20** will be paid to the Recipient by the end of September 2020.
- D. Final instalment: **\$18,007.20** will be paid to the Recipient by the end of December 2020.
- E. The Recipient must submit the 2020 Annual Financial Report to the Province by April 15, 2021.

**SCHEDULE “E”
COURT SECURITY AND PRISONER TRANSPORTATION
SERVICES AND ACTIVITIES ELIGIBLE FOR FUNDING**

A. COURT SECURITY includes:

1. Facility Perimeter Security

Costs associated with external and/or internal police presence during regular or non-regular hours to secure the perimeter of the facility, to respond to a specific threat or for high-profile matters.

2. Courtroom Security

Costs associated with the presence of police staff in the courtroom to ensure the safety and security of the proceedings and attendees.

3. General Courthouse Security Presence

Costs associated with the use of screening stations to screen all public visitors to the courthouse, including the use of magnetometers and x-ray machines, and police staff assigned to perform roving patrols of the court facility.

4. Prisoner Movement in Courthouse

Costs associated with monitoring the movement of prisoners between holding cells and other areas within the courthouse.

5. Prisoner Guarding in Holding Cells

Costs associated with guarding and monitoring of prisoners brought to court for trial and held in courthouse holding cells (where applicable).

6. Prisoner Feeding

Costs associated with the provision of meals to prisoners required while in the custody of local police services for the purpose of attending court.

B. PRISONER TRANSPORTATION includes:

1. Prisoner Transport

Costs associated with the movement of prisoners between correctional institutions and court locations for the purposes of attending court.

2. Prisoner Transport - Youth

Costs associated with the movement of custodial minors (i.e. 12-17 years old) between correctional and/or custodial facilities and court locations for the purposes of attending court.

*PRISONER includes: Persons being held in custody as a result of provincial or federal offence proceedings, including persons under immigration detention.

C. TRAINING, EQUIPMENT AND RECRUITING includes:

1. Costs associated with training that is relevant to court security and prisoner transportation only.
2. Cost associated with equipment that is unique to the provision of court security and prisoner transportation and does not include equipment that would be utilized for other purposes.
3. Costs associated with recruiting that is relevant to the staffing of court security and prisoner transportation only. Costs may include advertising for applicants, physical fitness and/or psychological testing, applicant screening, interviews or any other related human resources expense.

COURT SECURITY AND PRISONER TRANSPORTATION do NOT include:

Court Administration

Costs associated with performing court administrative duties including the scheduling of staff for daily deployment, the service of legal documents, the preparation/maintenance of Crown Brief materials, the entry of data into court information systems, preparing or swearing/affirming legal documentation, scheduling of court appearances or other duties of a related nature.

SCHEDULE "F"
TEMPLATE FOR ANNUAL FINANCIAL REPORT


REPORTING MUNICIPALITY: (please select from drop down list)			
CONTACT INFORMATION:			
Salutation:	First Name:	Last Name:	Title:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tel:	Ext:	Fax:	E mail:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address:			
<input type="text"/>			
City:		Postal Code:	
<input type="text"/>		<input type="text"/>	
LOCAL POLICE SERVICE:			
Name of Municipal or Regional Police Service or OPP Detachment:			
<input type="text"/>			
ANNUAL EXPENDITURE SUMMARY:			
PLEASE COMPLETE THE FOLLOWING SECTION IN RELATION TO THE COURT SECURITY AND PRISONER TRANSPORTATION SERVICES/ACTIVITIES ELIGIBLE FOR FUNDING LISTED IN SCHEDULE B (ATTACHED).			
For lines b, c, d, g, h, and i, please provide details on a separate page, identifying the name of the municipality/funding source and the amount of funding.			
Allocation:		<input type="text"/>	
COURT SECURITY COSTS			
a) Total gross annual court security costs:		<input type="text"/>	
b) Total annual payments provided to other municipalities for court security:		<input type="text"/>	
c) Total annual payments received from other municipalities for court security:		<input type="text"/>	
d) Total annual payments received from other funding sources for court security:		<input type="text"/>	
e) Total net annual court security costs (a + b - c - d):		\$0.00	
PRISONER TRANSPORTATION COSTS			
f) Total gross annual prisoner transportation costs:		<input type="text"/>	
g) Total annual payments provided to other municipalities for prisoner transportation:		<input type="text"/>	
h) Total annual payments received from other municipalities for prisoner transportation:		<input type="text"/>	
i) Total annual payments received from other funding sources for prisoner transportation:		<input type="text"/>	
j) Total net annual prisoner transportation costs (f + g - h - i):		\$0.00	
Total Net Annual Court Security and Prisoner Transportation Costs (e + j):		\$0.00	
Variance (Allocation - Total Net Annual Costs):		\$0.00	
SIGNATURE OF AUTHORIZED OFFICIAL:			
<i>I, hereby certify that the information provided in the Annual Financial Report is true and correct and is in agreement with the books and records of the municipality and its consolidated entities.</i>			
Title:	Print Name:		
<input type="text"/>	<input type="text"/>		
Signature:	<input type="text"/>		Date:
<input type="text"/>	<input type="text"/>		<input type="text"/>

Appendix 'C'



75 Main Street North, Princeton, ON N0J 1V0 Phone: 800-265-4000 Fax: 519-458-4366

CERTIFICATE OF INSURANCE					
This certificate is issued as a matter of information only and confers no rights upon the certificate holder and imposes no liability on the insurer. This certificate does not amend, extend or alter the coverage afforded by the policies below.					
INSURED'S FULL NAME AND MAILING ADDRESS <input type="checkbox"/> Supplementary Schedule			BROKER'S FULL NAME AND MAILING ADDRESS		
CORPORATION OF THE TOWN OF COBOURG 55 KING STREET WEST COBOURG, ON K9A 2M2			McDougall Insurance Brokers Limited 951 Elgin Street West Cobourg, ON K9A 5J3		
COVERAGES					
This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain. The insurance afforded by the policies described herein is subject to all terms, exclusions and conditions of such policies.					
LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS					
TYPE OF INSURANCE	INSURANCE COMPANY AND POLICY NUMBER	EFFECTIVE DATE	EXPIRY DATE	LIMITS OF LIABILITY (Canadian dollars unless indicated otherwise)	
MUNICIPAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE or <input checked="" type="checkbox"/> OCCURRENCE	Subscribing Companies as Identified in CP98705	October 1, 2019	October 1, 2020	BODILY INJURY & PROPERTY DAMAGE EACH OCCURRENCE	\$5,000,000
<input checked="" type="checkbox"/> PRODUCTS AND/OR COMPLETED OPERATIONS				GENERAL AGGREGATE	
<input checked="" type="checkbox"/> EMPLOYERS LIABILITY				PRODUCTS-COMPLETED/OPERATIONS AGG	
<input checked="" type="checkbox"/> PERSONAL INJURY				PERSONAL INJURY	INCLUDED
<input checked="" type="checkbox"/> TENANTS LEGAL LIABILITY				MEDICAL PAYMENTS (Any One Person)	
<input type="checkbox"/> NON-OWNED AUTO <input type="checkbox"/> HIRED AUTOMOBILES				TENANTS LEGAL LIABILITY	INCLUDED
<input checked="" type="checkbox"/> PROFESSIONAL / MALPRACTICE LIABILITY				NON-OWNED AUTO	
<input checked="" type="checkbox"/> CROSS LIABILITY <input checked="" type="checkbox"/> BLANKET CONTRACTUAL				PROFESSIONAL / MALPRACTICE LIABILITY	INCLUDED
<input type="checkbox"/> ENVIRONMENTAL LIABILITY <input type="checkbox"/> CLAIMS MADE				OCCURRENCE	AGGREGATE
AUTOMOBILE LIABILITY <input type="checkbox"/> DESCRIBED AUTOMOBILES <input type="checkbox"/> ALL OWNED AUTOMOBILES <input type="checkbox"/> LEASED AUTOMOBILES ** <input type="checkbox"/> ** ALL AUTOMOBILES LEASED IN EXCESS OF 30 DAYS WHERE THE INSURED IS REQUIRED TO PROVIDE INSURANCE				LIMIT	AGGREGATE
OTHER <input type="checkbox"/> CLAIMS MADE or <input type="checkbox"/> OCCURRENCE <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				BODILY INJURY AND PROPERTY DAMAGE COMBINED	
PROPERTY <input type="checkbox"/> PROPERTY "ALL RISKS" <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Supplementary Schedule				BODILY INJURY (Per Person)	
ADDITIONAL INSURED NAME <input type="checkbox"/> Supplementary Schedule	DESCRIPTION OF OPERATIONS / LOCATIONS / AUTOMOBILES / SPECIAL ITEMS				
HER MAJESTY THE QUEEN IN RIGHT OF ONTARIO, HER MINISTERS, AGENTS AND APPOINTEES AND EMPLOYEES	WITH RESPECT TO THE AGREEMENT FOR THE COURT SECURITY PRISONER TRANSPORTATION PROGRAM				
Fax _____ Interest to Insured "With respect to Liability Only"	CANCELLATION				
CERTIFICATE HOLDER - NAME AND MAILING ADDRESS	Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavour to mail 30 days written notice to the certificate holder named on the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its brokers or representatives.				
HER MAJESTY THE QUEEN IN RIGHT OF ONTARIO, HER MINISTERS, AGENTS AND APPOINTEES AND EMPLOYEES					
SUBSCRIBING COMPANIES ON BEHALF OF FRANK COWAN COMPANY LIMITED, AS MANAGING GENERAL AGENT INCLUDING BUT NOT LIMITED TO: A.M. BEST RATING					
The Guarantee Company of North America "A"					
Temple Insurance Company "A+"					
Underwriters at Lloyds of London "A"					
	10		October 23, 2019		

	THE CORPORATION OF THE TOWN OF COBOURG	
	COMMITTEE OF THE WHOLE REPORT	
TO:	Mayor and Council Members	
FROM:	Glenn McGlashon Director Planning and Development	
DATE OF MEETING:	January 27, 2020	
REPORT TITLE/SUBJECT:	County of Northumberland/Town of Cobourg Affordable Housing Strategies (AHS)	
REPORT DATE:	January 15, 2020	File #

1.0 **CORPORATE STRATEGIC PLAN OBJECTIVE**

Pillar: People -- the Town supports and cares for the social and physical well-being of its citizens.

Strategic Action: Create a Housing Strategy that is in alignment with Northumberland County's housing strategy

2.0 **RECOMMENDATION**

THAT Council receive the report from the Director of Planning and Development for information purposes;

AND FURTHER THAT Council support the County of Northumberland's initiative to develop comprehensive strategies for lower tier municipalities to aid in the creation of new affordable housing units across the County;

AND FURTHER THAT Council endorse the framework of recommended Actions and programs as outlined in the Town of Cobourg Affordable Housing Strategy and direct Staff to work collaboratively and in partnership with the County of Northumberland and its member municipalities, other levels of government, and key stakeholders to implement the Strategy to the fullest extent possible;

AND FURTHER THAT staff provide Council with an annual report which summarizes the progress of the implementation of the Strategy.

3.0 **PUBLIC ENGAGEMENT**

The County of Northumberland Affordable Housing Strategy (AHS) was supported by a project team led by County staff along an external working group with representation from member municipalities and community organizations. An engagement plan was implemented that included surveys of Northumberland residents, persons with lived experience and community agencies and housing providers. In addition, a number of engagement opportunities were conducted with key stakeholders including the Northumberland Affordable Housing Committee, private, non-profit and public sectors, County Council and member municipal representatives. In all, a total of sixteen (16) engagement opportunities were undertaken as part of the Strategy's development.

A formal presentation of the County AHS and County staff report was provided to County Council in March of 2019 and further presentations were conducted on the County AHS as well as individual 'lower-tier' municipal Affordable Housing Strategies with the Councils of each member municipality in the County in late 2019. The Town of Cobourg's AHS was presented to Cobourg Council by County staff and SHS Consulting Inc. on December 2, 2019.

4.0 **ORIGIN AND LEGISLATION**

A presentation to Cobourg Municipal Council regarding the Town of Cobourg Affordable Housing Strategy (AHS) by the County of Northumberland and SHS Consulting Inc. was made on December 2, 2019. Relevant policy and legislation include the Provincial Policy Statement (PPS) 2014, County of Northumberland Official Plan 2016, Town of Cobourg Official Plan 2017 and applicable municipal by-laws.

5.0 **BACKGROUND/ANALYSIS**

In April of 2018, the County, in conjunction with SHS Consulting Inc., initiated a process to develop an Affordable Housing Strategy (AHS) for Northumberland, generally, and each member municipality, specifically, in an effort to increase the supply of affordable and market rental housing in the county. Input to the Strategy was sought from community agencies, non-profit and affordable housing organizations, private developers and builders, and planners through the use of surveys and community engagement forums. In addition to this feedback, extensive research and analysis was conducted to assess the current state of the local and regional housing market, identify housing needs and gaps, and develop action plans with key recommendations for the County and member municipalities to be implemented over the short term (2019 – 2021), medium term (2022 – 2024), and ongoing over the life of the Strategy.

The AHS is the primary, over-arching document that will provide Northumberland County and its member municipalities with the necessary background information

and strategic direction to help provide affordable housing in the county. As referenced above, Cobourg Council's strategic direction in its Strategic Plan is to align its Housing Strategy with the County's.

The County AHS Final Report, dated February of 2019, and a corresponding report by the County's Housing Services Manager were presented to County Council on March 20, 2019 (the County AHS is available at the following link: <https://www.northumberland.ca/en/county-government/resources/Documents/Northumberland-County-Affordable-Housing-Strategy.pdf>). County Council subsequently passed a Resolution to direct its staff to action next steps as outlined in the Report, specifically the implementation of foundational items and working with member municipalities to develop and implement complimentary housing strategies.

Since March of 2019, affordable housing strategies have been prepared for each of the member municipalities in the County. A copy of the Town of Cobourg Affordable Housing Strategy Draft Report, prepared by SHS Consulting Inc. and dated October 2019, is attached hereto as Appendix "I".

On April 1, 2019, Cobourg Municipal Council considered a Staff Report regarding a Municipal Financial Support Policy for Affordable Housing where a summary of some of the key findings of the County AHS Report was provided. Below is an excerpt from the aforementioned Report which provides an overview of these findings for Northumberland County, generally, and the Town of Cobourg, specifically:

Housing Demand:

- In the 2018 homelessness enumeration, volunteers spoke with 58 individuals and 19 families that were experiencing homelessness
- the 2016 state of homelessness in Northumberland survey indicated 179 individuals and 48 families were at risk of homelessness
- Average household income in Cobourg 2018 was \$86,391
- In 2015 11.5% of the population in Northumberland County had low income status, up from 5.7% in 2005, a 114.8% increase.

Housing Supply

- renters make up 18.9% of all households in Northumberland compared to 30.2% in Ontario
- The average vacancy rate has been below 3% since 2010 and in 2018 Cobourg's vacancy rate was 0.4%

- The waiting list for RGI (rent geared to income) has increased by over 260% since 2010, as of November 2019, there are over 975 households on the centralized waitlist indicating a strong need for affordable rental units.

Housing Affordability

- Affordable housing¹ is defined in the AHS report as:

In the case of ownership;

- Housing costs not exceeding 30% of gross household income, or
- Housing price at least 10% below average purchase price

In the case of rentals;

- A unit that has rent that does not exceed 30% of household gross income, or
- A unit that has rent at or below average market rent in the regional area

- In 2015 22.2% of households in Northumberland spent >30% of before tax income on housing with 55.7% of houses with low incomes spending > then 30% and 27.2% spending 50% or more
- 26.4% of Cobourg households face affordability issues
- Renters with low or moderate incomes, youth, persons living alone, lone parents and households with a member with a disability are more likely to face housing affordability issues
- renters with low incomes will not be able to afford market rental rates
- The average house price is not affordable to household with low or moderate income.

Housing Gaps

- There is a need for affordable rental housing for households with low income
- There is a need for more purpose built housing options

¹ Affordable housing definition as per the Provincial Policy Statement, 2014, and the County of Northumberland and Town of Cobourg Official Plans

- There is a need for increased support services and housing to allow people with special needs and aging persons to live independently
- There is a need to ensure existing stock is in good condition.

Cobourg specifically:

- 72.7% of households in Cobourg are one and two persons households
- Cobourg has highest seniors households in Northumberland (42%)
- Cobourg has the highest portion of renters (29.8%) in Northumberland (18.9%)
- Cobourg's portion of lower income households was 33.6%
- A greater share of Cobourg's households are facing housing affordability issues (26.4% vs. 22.2%) and severe housing affordability issues (10.5% vs. 8.7%) compared to Northumberland as a whole.

The County staff report, using Statistics Canada for the County for 2018, defined low and moderate income households as follows:

- Low incomes (1st to 3rd deciles): <\$48,519
- Moderate incomes (4th to 6th deciles): \$48,520 – \$88,087

Based on the Provincial, County and Cobourg definition of affordable housing noted above, the affordable housing thresholds for Northumberland County (the regional market area) are \$1,019 for rental housing and \$316,190 for ownership housing (see chart below). According to the AHS report, the rental threshold is the average market rent (AMR) reported by CMHC and the ownership threshold is the maximum house price which households with moderate incomes can afford. These price thresholds are not affordable for households with low incomes. For rental housing, rents would need to be subsidized.

AFFORDABLE PRICE THRESHOLDS		
100 th		
90 th		
80 th		
70 th		
	Rental	Ownership
60 th	\$1,019	\$316,190
50 th	housing that does not exceed 30% of household income for the lowest 60% of household income levels	
40 th		
30 th		
20 th		
10 th		

The following figure shows a summary of the housing need in Cobourg. As outlined in the Cobourg AHS, the red lines illustrate where the average market rent (AMR) and average house price fall along the continuum. As this demonstrates, most households with low incomes would not be able to afford the average market rent and only households with high incomes would be able to afford the average house price.

	Low Income Households		Moderate Income Households	High Income Households
Household Income	\$48,519 or less		\$48,520 - \$88,087	\$88,088+
Housing Supply Available	Market Rental	Affordable Ownership	Market Ownership	
Number of Households	2,905 households		2,670 households	3,075 households
What they can Afford	rent = \$1,213 house price = \$174,160		rent = \$2,202 house price = \$316,190	rent = \$2,203+ price = \$316,191+
Who is in Need	1,800+ households (63.2%) 870+ households (29.4%)		370+ households (13.9%) 30+ households (1.1%)	65 households (2.1%)
Household Types	couples with children, singles, 2+ non-family households, youth, persons with mental health issues		lone parents, couples with children, singles, multiple family households, persons with cognitive disabilities	immigrants, multi-family, persons with cognitive disabilities
What Housing is Required	affordable rental, smaller units, family-sized units, housing with supports		smaller units, family-sized rental units, accessible units, housing with supports	family-sized units, housing with supports

AMR = \$1,019

Average House Price
= \$447,992

Northumberland County Affordable Housing Action Plan

The County of Northumberland AHS contains an Action Plan which includes a series of over-arching goals and 44 recommendations that are intended to help address the housing gaps and achieve the desired outcomes for the housing system throughout the county, as follows:

Goal 1: Increase the supply of rental housing which is affordable to households with low and moderate incomes and achieve a functional zero end to homelessness.

Goal 2: Expand the supply of housing with supports and support services in appropriate locations throughout Northumberland.

Goal 3: Encourage and support the development of a diverse housing stock, including accessible housing options, smaller units and options to facilitate aging in place, in all Northumberland communities.

Goal 4: Ensure the entire housing stock is well maintained and in good condition.

The County AHS identified a number of recommended *Foundational Actions* that should be considered for implementation immediately, as other actions are dependent on them:

1. **Action 1.5** -- Work with member municipalities who currently have Community Improvement Plans (CIPs) or who are developing CIPs to include programs to support the development of affordable and rental housing;
2. **Action 1.12** -- Building on current initiatives, work with the Northumberland Affordable Housing Committee (NAHC) to develop a YIMBY (Yes In My Backyard) Team to take the lead in education and awareness initiatives;
3. **Action 1.15** -- Create a Northumberland Affordable and Rental Housing Strategy Implementation Working Group to lead the implementation of all the recommended strategies. This Implementation Working Group should include representatives from each of the member municipalities; and,
4. **Action 1.16** -- Develop an Implementation Plan, which includes an annual budget, to guide the implementation of the recommended actions in the Northumberland Affordable Housing Strategy.

Additional recommendations have been identified in the County AHS for implementation over the short term (2019 – 2021), medium term (2022 – 2024) and ongoing (throughout the life of the Strategy).

The County AHS also includes an affordable housing target for low and moderate income households of 25% of all new residential units created annually in the County, which is aligned with the County Official Plan. This equates into 90 additional affordable housing units per year across the County (which may include new units built or rent supplements/housing allowances to eligible households), with Cobourg being allocated the largest proportion, or 38 affordable units (see figure below). It is further recommended that 18% of these units be affordable to low income households (incomes under \$48,519), and 80% of these should be geared to households with incomes less than \$37,250.

New Affordable Units built each year		90
Member Municipalities	Affordable Units	
Alnwick/Haldimand	3%	3
Brighton	4%	4
Cobourg	42%	38
Cramahe	3%	3
Hamilton	3%	3
Port Hope	35%	32
Trent Hills	10%	9

Town of Cobourg Affordable Housing Strategy (AHS)

Both the County and Town of Cobourg Affordable Housing Strategies constitute a comprehensive strategic resource based on extensive research and consultation and will play an essential role in the creation of new affordable housing units locally and across the county. Building upon the recommended *Actions* in the County AHS, individual municipal housing strategies and a set of recommended *Actions* have been prepared for each 'lower-tier' member municipality which reflect their unique housing needs and gaps.

For Cobourg, a total of **28 Actions** have been recommended under four (4) key themes, including i) policies and regulations; ii) programs and funding; iii) education and awareness; and, iv) collaborations, partnerships and advocacy. These *Actions* have been consolidated below:

1. Review and update the municipal Official Plan and Zoning By-law to include provisions relating to such matters as housing targets, shared housing, inclusionary zoning, supportive housing, additional residential suites, alternative development standards, short-term housing, rental conversions, pre-zoning, and supply of surplus municipal lands;

2. Consider interim and long term approaches regarding applications for affordable and rental housing developments;
3. Consider the use of Community Improvement Plans (CIP's) to allow for incentives to encourage the provision of affordable and rental housing, including grants or forgivable loans for development charges, planning and building fees, and other municipal charges and levies, tax exemptions and Tax Increment Grants (TIEG), and capital grants;
4. Implement education and awareness initiatives relating to the need for a diverse housing supply, including affordable housing, supportive housing and multi-residential housing forms; and,
5. Work collaboratively with all public and private sector partners to achieve the stated goals

As Council is aware, the Town of Cobourg is already well underway in implementing a number of *Actions* recommended in its AHS, including but not limited to:

- the provision of various incentives to affordable and rental housing providers, including Trinity Housing of Cobourg, Habitat for Humanity and Balder Corporation, by Council in 2019;
- the consideration of an Affordable Housing Financial Support Policy and Strategy by Council in April, 2019;
- a comprehensive legal review of legislation and options pertaining to affordable housing by Council in May, 2019;
- enactment of legislative changes to permit waivers, reductions and/or deferrals of planning, building and development charges/fees by Council in September, 2019;
- approval by Council in September, 2019 of an agreement of purchase and sale of surplus municipal land to Habitat for Humanity for the development of an affordable housing project; and,
- the initiation of a town-wide Affordable & Rental Housing CIP in October, 2019.

Moving forward, the Town of Cobourg, County of Northumberland and other member municipalities will need to work collaboratively together and with other levels of government and key stakeholders to implement the numerous policy, process and financial recommendations within their respective Strategies to

effectively respond to and address the affordable housing crisis in Northumberland.

6.0 **FINANCIAL IMPLICATION/STAFFING/BUDGET IMPACT**

The success of the Cobourg Affordable Housing Strategy and, in particular, the achievement of the recommended affordable housing targets will rely to a significant degree on the application of human resources and financial incentives over a number of years, subject to the Town's financial capabilities.

In 2019, Council authorized the expenditure of \$250,000.00 plus an additional pre-commitment of \$110,860.00 over three (3) years towards the Trinity Housing of Cobourg affordable housing project and the development of a Town-wide Affordable & Rental Housing CIP. In addition, Council granted a 10 year deferral of Development Charges to Balder Corporation and pre-committed \$21,555.00 in the 2020 budget to compensate for lost revenue associated with a 50% waiver of Development Charges, application fees and levies for Habitat for Humanity's affordable housing project.

In the future, the town-wide Affordable & Rental Housing CIP will be an important tool for the Town in offering a wide range of financial incentives for the provision of new affordable and market rental housing in the community for both commercial, for-profit enterprises and non-profit organizations. Funding for the CIP has been the subject of budget deliberations by Council for 2020 and will continue to be an integral component of future budget discussions if the CIP is to be successful in stimulating new affordable housing in the community.

As outlined in the Cobourg AHS, many of the recommended actions in all four (4) key program 'themes' will involve the use of staff time. Accordingly, the implementation of the Cobourg AHS will require sufficient dedication of human resources in order for it to work effectively, which may adversely impact current staffing and service delivery levels. The Town of Cobourg currently does not have a Social or Housing Services Department or staff, however Council is considering the establishment of a Social Planning or Community Development Advisory Committee for affordable housing and similar initiatives which could assist in this regard.

Finally, the implementation of the recommended *Actions* in the AHS is intertwined with that of the County and other member municipalities (ie. County Official Plan policy update, Affordable Housing Pilot Program implementation and interim approaches, establishment of housing targets, common application and approval processes, and education and awareness programs). Thus, collaboration with the County and member municipalities along with other levels of government and key stakeholders will be an integral and ongoing process in order to properly move forward on the AHS and its recommended actions.

7.0 **CONCLUSION**

The Town of Cobourg Affordable Housing Strategy provides a number of recommended *Actions* for the Municipality to examine and implement over time in order to assist in the creation of affordable housing and satisfy a dire need in the community. It is recommended that Council endorse the framework of recommended actions and programs outlined in the Cobourg AHS report and direct Staff to work collaboratively with the County and its member municipalities, other levels of government and key stakeholders in the implementation of affordable housing strategies in Cobourg and across the County.

8.0 **POLICIES AFFECTING THE PROPOSAL**

Relevant policies and legislation include the Provincial Policy Statement (PPS) 2014, County of Northumberland Official Plan 2016, Town of Cobourg Official Plan 2017 and applicable municipal by-laws.

9.0 **COMMUNICATION RESULTS**

County staff and SHS Consulting Inc. presented the County AHS to the Municipal Council of the County of Northumberland on March 20, 2019, and further presentations regarding individual affordable housing strategies for member municipalities were conducted through the Fall of 2019. The Town of Cobourg's AHS was presented to Cobourg Municipal Council on December 2, 2019.

10.0 **ATTACHMENTS**

Appendix "I". Town of Cobourg Affordable Housing Strategy Draft Report, October 2019

11.0 **AUTHORIZATION**

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Town of Cobourg **Affordable Housing Strategy**

Draft Report

October 2019

Prepared by



Acknowledgement

The Northumberland County Affordable Housing Strategy was undertaken on behalf of Northumberland County.

We would like to thank Rebecca Carman, Lisa Horne, Angie Turpin, Marla Mahon, and Dwayne Campbell for their direction, input and assistance throughout the project.

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We would also like to thank municipal staff from all seven member municipalities for the information and input they provided.

Finally, we would like to thank all the key housing stakeholders and all the Northumberland residents who participated in our engagement activities and provided valuable information and insights into affordable housing in the county.

Project Team

The Northumberland County Affordable Housing Strategy was prepared by SHS Consulting. The consulting team for this project was:

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1.0 Introduction

The County of Northumberland initiated the development of an Affordable Housing Strategy in May 2018. The primary goal of this project was to develop a strategy with a focus on increasing the supply of rental housing at a variety of affordability depths through a range of tools and incentives across Northumberland. The project was undertaken in two phases. The first phase involved an assessment of the housing needs and gaps along the housing continuum in Northumberland. This phase of the work also included a range of engagement activities to gain information on housing need and supply from Northumberland residents, people with lived experience, and key housing stakeholders. A total of sixteen engagement activities were undertaken as part of this work and in addition to presentations to County and member municipal councils. The second phase of the project involved a policy review of federal, provincial and County policies and strategies which form the framework for the development of housing in Northumberland. This phase also included developing recommended housing actions to address the key housing needs and gaps throughout Northumberland.

The Town of Cobourg is one of the member municipalities in Northumberland. As part of the work on the Northumberland Affordable Housing Strategy, housing needs and gaps were identified for each member municipality, including Cobourg. Member municipal housing strategies were also developed to address the specific housing needs and gaps in each member municipality. These member municipal strategies build on the recommended housing actions in the Northumberland Affordable Housing Strategy.

This report includes the key findings for Cobourg from the housing needs assessment, the results of the policy review which includes a review of the Town's Official Plan, Zoning By-law and Strategic Plan, and a recommended action plan for addressing the key housing gaps in Cobourg.

Defining Affordable Housing

The Northumberland County Official Plan (Sec. C1.5.4) as well as the Provincial Policy Statement, 2014 define affordable housing as:

In the case of ownership housing, the least expensive of:

- Housing for which the purchase price results in annual accommodation costs which do not exceed 30% of gross annual household income for low and moderate income households; or,
- Housing for which the purchase price is at least 10% below the average purchase price of a resale unit in the regional market area.

In the case of rental housing, the least expensive of:

- A unit for which the rent does not exceed 30% of gross annual household income for low and moderate households; or
- A unit for which the rent is at or below the average market rent of a unit in the regional market area.

Based on this definition, the affordable housing thresholds for Northumberland are **\$1,019** for rental housing and **\$316,190** for ownership housing. The rental threshold is the average market rent reported by CMHC and the ownership threshold is the maximum house price which households with moderate incomes can afford. These thresholds also define what affordable housing is in Cobourg as Northumberland is the regional market area.

**Figure 1: Affordable Price Thresholds:
Northumberland County; 2018**

AFFORDABLE PRICE THRESHOLDS		
	Rental	Ownership
100 th		
90 th		
80 th		
70 th		
60 th	\$1,019	\$316,190
50 th		
40 th		
30 th		
20 th		
10 th		

housing that does not exceed 30% of household income for the lowest 60% of household income levels

2.0 Key Findings and Housing Gaps in Cobourg

Key Findings

The following is a summary of the findings from the housing needs assessment and the key housing gaps identified specifically for Cobourg. Please refer to the Northumberland Affordable Housing Strategy for a more detailed housing needs assessment for Northumberland as a whole as well as for each of the member municipalities, including Cobourg.

Housing Need and Supply

- Cobourg is growing at a higher rate compared to Northumberland as a whole (6.8% vs. 5.7%) and most of this growth is occurring in the older age groups, with seniors aged 65 to 74 years seeing the highest rate of increase (51.9%).
- The number of Cobourg households increased at an even higher rate (18.4% vs. 13.1%) suggesting that households are getting smaller. This is supported by the fact that 72.7% of all households in Cobourg are one- and two-person households compared to 68.0% in Northumberland as a whole, with two-person households making up 40.8%. In addition, Cobourg had the highest share of persons living alone (31.9%) among all member municipalities.
- Cobourg also had the highest share of senior households (42.0%) among all member municipalities and these households made up the largest share of households in the Town. In addition, the number of senior-led (65 years and older) and older adult households (55 to 64 years) saw significant increases from 2006 to 2016 while households led by the younger age groups decreased.
- Cobourg also had the highest proportions of renters (29.8% compared to 18.9% for Northumberland as a whole), lone parent households, and immigrant households among all member municipalities.
- Cobourg had a higher share of households with low incomes (33.6%) and a lower share of households with high incomes (35.6%). This may be partly due to the fact that the Town had higher shares of household types who are more likely to have lower incomes, such as persons living alone, lone parent households, and senior-led households. Cobourg also had a higher unemployment rate (8.5% vs. 7.3%) and lower participation rate (52.7% vs. 56.7%) compared to Northumberland as a whole.
- Cobourg's housing supply is much more diverse compared to Northumberland as a whole. More than half of all dwellings (58.6%) were single detached, apartments with less than five

storeys made up almost a fifth (18.6%), row houses made up 11.7%, and semi-detached dwellings and apartments with more than five storeys each made up just under 5% (4.7% and 4.2% respectively). In addition, while single detached homes still made up the largest share of building permits in early 2018 (46.2%), this proportion has been decreasing in the last five years while the share of other dwelling types have been increasing.

- Cobourg also has a number of affordable housing options, including 285 RGI units (making up 39.5% of the total RGI supply), 23 rent supplement units, and 16 IAH units (making up 42.1% of the IAH supply). The Town also has 75% of the supply of supportive housing units (239 units) as well as the only emergency shelter in Northumberland. Despite this supply, the wait for these subsidized units is up to nine years.
- A greater share of Cobourg households are facing housing affordability issues (26.4% vs. 22.2%) and severe housing affordability issues (10.5% vs. 8.7%) compared to Northumberland as a whole. In addition, a much larger proportion of Cobourg households are in core housing need (15.6% vs. 11.9%).
- There are certain household types who are more likely to be facing housing affordability issues in Cobourg, including lone parent households, persons living alone, Indigenous households, households with a member with a disability, and renters.
- The average assessed value of a single detached dwelling in Cobourg is \$298,306 and the total average value for all dwelling types is \$255,644. This is higher than the total average for Northumberland as a whole. A household would have to be earning an income in the 5th income decile to afford the average assessed value for all dwellings or have an income in the 6th income decile to afford the average assessed value for a single detached dwelling in Cobourg. The average market rent for purpose-built rental units was \$1,020 in 2017, which is affordable to renters in the 6th renter income decile.

Housing Gaps

There is a need to increase the affordable rental housing options in Cobourg.

Despite the larger supply of subsidized housing options, Cobourg has a greater share of households in core need and households who are facing housing affordability issues compared to Northumberland as a whole. In addition, the wait for these subsidized units is up to nine years. This suggests a need for more affordable rental options in the Town. The focus should be on smaller units appropriate for one- and two-person households but family-sized units should also be provided.

There is a need for housing and support service options to facilitate aging in place.

Cobourg has a much more diverse housing supply compared to Northumberland as a whole. In addition, many seniors housing options and support services are located in the Town, which provides seniors with easier access. However, Cobourg also has the highest share of senior-led households and saw significant rates of increase in households led by older adults aged 55 years and older. This suggests that the Town will continue to age at a much faster rate and residents will require options to allow them to age in their community. As such, there is a need for accessible housing, supportive housing, and increased support services.

Summary of Housing Need

The following figure shows a summary of the housing need in Cobourg. This figure also shows where the average market rent (AMR) and average house price fall along the continuum (red lines). As this demonstrates, most households with low incomes would not be able to afford the average market rent and only households with high incomes would be able to afford the average house price.

	Low Income Households		Moderate Income Households	High Income Households
Household Income	\$48,519 or less		\$48,520 - \$88,087	\$88,088+
Housing Supply Available	Market Rental	Affordable Ownership	Market Ownership	
Number of Households	2,905 households		2,670 households	3,075 households
What they can Afford	rent = \$1,213 house price = \$174,160		rent = \$2,202 house price = \$316,190	rent = \$2,203+ price = \$316,191+
Who is in Need	1,800+ households (63.2%)		370+ households (13.9%)	65 households (2.1%)
Spending 30%+	870+ households (29.4%)		30+ households (1.1%)	
Spending 50%+	couples with children, singles, 2+ non-family households, youth, persons with mental health issues		lone parents, couples with children, singles, multiple family households, persons with cognitive disabilities	immigrants, multi-family, persons with cognitive disabilities
Household Types	affordable rental, smaller units, family-sized units, housing with supports		smaller units, family-sized rental units, accessible units, housing with supports	family-sized units, housing with supports
What Housing is Required				

AMR = \$1,019

Average House Price
= \$447,992

3.0 Cobourg Housing Strategy

This section presents the recommended actions to address the identified housing needs and gaps in Cobourg.

Role of the Municipality

While the County, as the Service Manager, is primarily responsible for the provision of subsidized housing in Northumberland, The Town plays a significant role in the provision of housing. The Town is responsible for the planning and regulatory tools, such as determining land use, zoning of land, and processing planning applications, which impact the development of housing. The Town also has the authority to implement the provision of financial incentives to encourage the development of affordable housing and rental housing. In addition, the Town contributes to the County's overall budget for housing.

Action Plan

The following recommended actions will help the Town, Northumberland County, and their housing partners to address the housing gaps in Cobourg as well as the overall housing needs and gaps in Northumberland. These housing actions are focused on encouraging a more diverse housing supply including options for smaller households, options which are affordable to households with low and moderate incomes, and rental housing options.

These recommended actions build on the findings from the review of federal, provincial, County, and member municipal policies and strategies undertaken as part of this study. This review included reviewing the Town's Official Plan, Zoning By-law and Strategic Plan. Observations from this policy review have been incorporated in the recommended actions below. The recommended actions are also based on the results of the engagement sessions conducted as part of the work on the Northumberland Affordable Housing Strategy. Furthermore, these recommended actions include actions which have also been recommended in the County's Affordable Housing Strategy as the successful implementation of these actions require the Town and County working in partnership together.

Please refer to the appendix for the detailed policy review.

Timeframes for implementation have been recommended for each action. These are as follows.

- Short Term – These actions should be implemented starting in 2019 and may continue to 2021.
- Medium Term – These actions should be implemented starting in 2022 and may continue to 2024.
- Ongoing – These actions will be implemented throughout the life of this housing strategy.

While the Town should take the lead in implementing many of these recommended actions, there is an opportunity to work with the County and other member municipalities on some of the recommended actions to ensure a common approach throughout Northumberland.

It should also be noted that some of these actions are based on the provincial Housing Supply Action Plan and the More Homes, More Choice Act, 2019. As such, these should be implemented in accordance with provincial legislation and regulations. These actions are identified with an asterisk (*).

Actions	Timelines	Resources
Official Plan and Zoning Bylaw Policies and Regulations		
1. Update the Town's Official Plan to reflect any updated housing targets in the County Official Plan.	Short term	Staff time ¹
2. Work with the County to develop an affordable housing target specifically for Cobourg and update the Official Plan to include this target.	Short term	Staff time
3. Consider adding a policy in the Official Plan which states that decisions regarding surplus Town-owned land or buildings will prioritize affordable housing, including selling or leasing these lands and/or buildings at below market value.	Short term	Staff time
4. Consider adding a policy in the Official Plan which encourages and supports the development of a range of supportive housing options in appropriate areas throughout the Town.	Short term	Staff time
5. Building on the Town's Official Plan policy (Sec. 3.2.5.vii), work with the County to develop inclusionary zoning policies in the Official Plan and an inclusionary zoning by-law for appropriate areas in the Town in accordance with provincial legislation*.	Short - Medium term	Staff time

¹ Please note that staff time may include the need to hire additional staff and/or hire external consultants which would impact the municipality's operational budget.

Actions	Timelines	Resources
6. Encourage all new multi-residential developments to include a mix of smaller units and units which are appropriate for families.	Ongoing	Staff time
<p>7. Work with the County and other member municipalities to develop a common definition of shared housing and update the Official Plan and Zoning By-law to include this definition and to replace the definitions of other shared housing forms such as group homes and rooming and boarding houses.</p> <p>Shared housing is a form of housing where individuals share accommodation either for economic, support, long-term care, security, or lifestyle reasons. In some cases, shared housing has no support services attached, such as seniors or other unrelated individuals sharing a home for economic reasons. In other cases, shared housing may have various levels of support and services for persons with unique needs such as assistance with daily living, housekeeping, supervision and nursing care. Forms of shared housing include small scale dwellings with no more than 10 people or large scale with more than 10 people. Other types include 24-hour supervision and/or 24-hour nursing care². Removing reference to group homes and rooming and boarding houses and replacing it with shared housing will help remove the stigma associated with these housing forms.</p>	Short term	Staff time
8. Revise the Zoning By-law to enable shared housing as of right in all areas in Cobourg where dwellings are permitted, including residential and institutional zones where group homes, rooming and boarding houses, housing for seniors and housing for persons with disabilities are currently permitted as well as other appropriate areas.	Short term	Staff time
9. As part of the current Zoning By-law review, remove the minimum separation distance requirements between a new and existing shared housing/group home.	Short term	Staff time
10. As part of the current Zoning By-law review, update the Zoning By-law to permit additional residential units in all areas where single detached, semi-detached and duplex dwellings are permitted.	Short term	Staff time

² Please see Chapter 4 and Chapter 11 of Markham's Official Plan for a sample definition:
<https://www.markham.ca/wps/portal/home/business/planning/official-plan/01-official-plan>

Actions	Timelines	Resources
A maximum of three residential units should be permitted for each lot, which would include the principal dwelling, an additional unit within the principal dwelling and a residential unit in a building or structure which is ancillary to the principal dwelling in accordance with provincial legislation*.		
11. As part of the current Zoning By-law review, revise the By-law if necessary to ensure minimum dwelling sizes and amenity space do not exceed the requirements of the Ontario Building Code.	Short term	Staff time
12. Building on the Town's Official Plan policies, reexamine the Zoning By-law and revise if necessary to ensure a mix of lot sizes and dwelling types are permitted in residential areas throughout the Town.	Short term	Staff time
13. As part of the current Zoning By-law review, revise the By-law if necessary to ensure height restrictions, minimum lot requirements, and minimum setbacks are not acting as barriers to the development of a more diverse housing supply throughout the Town, including smaller units.	Short term	Staff time
14. Consider revising the Zoning By-law to include alternative parking requirements for affordable housing, market-rate rental housing, supportive housing, and additional residential units particularly in areas served by public transit and other appropriate areas of the Town. These alternative parking requirements may include reduced requirements such as those in the Town's Downtown Area, i.e. only 50% of the parking requirements in other areas as of right for these dwelling types.	Short term	Staff time
15. Work with the County and other member municipalities to develop policies, regulations and/or a licensing process related to short-term (i.e. less than six months) rental housing to protect the long-term rental housing supply. Regulations may include limits on the number of times a property can be used for short-term rental.	Short term	Staff time
16. Evaluate the need to develop and implement a rental conversion and demolition policy and/or regulations to protect existing purpose-built rental units.	Short term	Staff time

Actions	Timelines	Resources
Program and Funding		
17. Consider implementing an interim approach to respond to applications related to purpose-built market-rate and affordable rental housing projects until the Northumberland Affordable and Rental Housing Pilot Program is in place. Consider providing incentives similar to those which will be offered through the Pilot Program.	Foundational	Staff time and Funding
18. Work with the County and other member municipalities to develop a common application process for affordable and rental housing developments under the Northumberland Affordable and Rental Housing Pilot Program.	Short term	Staff time
19. Consider expanding the current Community Improvement Plan (CIP) to allow for the provision of incentives to encourage the development of affordable and rental housing as part of the Northumberland Affordable and Rental Housing Pilot Program.	Short term	Staff time
20. Building on Official Plan policies, consider providing forgivable loans, deferrals or a grant in lieu for all or a part of building permit and planning fees and development charges for affordable and rental housing developments as part of the Northumberland Affordable and Rental Housing Pilot Program. The extent of the financial incentive provided should be tied to the Northumberland Program and provided on a sliding scale based on the level of affordability and/or the number of rental units included in the development.	Short term	Funding and Staff time
21. Building on the Town's CIP, consider the feasibility of providing property tax exemptions, property tax grants, or tax increment equivalent grants (TIEGs) for affordable housing projects as part of the Northumberland Affordable and Rental Housing Pilot Program.	Short term	Funding and Staff time
22. Consider the feasibility of providing a forgivable loan, deferral or grant in lieu for the building permit fee for the addition of an additional residential unit in any new or existing single, semi or duplex dwelling if the additional residential unit is rented out for a minimum of 20 years.	Short – Medium term	Funding and Staff time
23. Consider the feasibility of providing a forgivable loan, deferral,	Short –	Funding and

Actions	Timelines	Resources
or grant in lieu for the building permit fee for any new dwellings which exceed the accessibility and visitability requirements of the Ontario Building Code.	Medium term	Staff time
24. Consider the feasibility of providing a forgivable loan, deferral or grant in lieu for the building permit fee for any new affordable dwellings which exceed the sustainability and energy efficiency requirements of the Ontario Building Code.	Short – Medium term	Funding and Staff time
25. Building on Official Plan policies, examine how the development approval process can be streamlined to fast track applications for affordable and market rate rental housing*. Municipalities may want to consider developing a checklist of all information required to ensure complete applications right from the onset.	Short term	Staff time
Education and Awareness		
26. Work with the YIMBY Team on education initiatives related to the need for a diverse housing supply, including affordable housing and supportive housing, throughout all areas of the Town.	Ongoing	Staff time
27. Work with local developers to educate them on the need and market demand for dwelling types other than single and semi-detached homes. Municipalities may want to work with the County to host a housing forum with developers.	Ongoing	Staff time
Collaborations, Partnerships and Advocacy		
28. Work with the County and the private and non-profit sectors to explore opportunities to include affordable housing or rental housing units in the development or redevelopment of community facilities such as community centres, libraries, and day care centres.	Ongoing	Staff time and possible Funding

4.0 Conclusion

The Town is an important partner in addressing the housing gaps for all current and future residents of Northumberland County. As such, the Affordable Housing Strategy for the Town of Cobourg includes policy, process and financial recommendations to help address the identified housing gaps in Northumberland in general and in Cobourg in particular. These recommendations are based on, and support, the recommendations included in the Northumberland Affordable Housing Strategy.

While timelines have been identified for the implementation of the recommended actions, it is important to continuously monitor the housing context in the Town to ensure that the actions are still appropriate for the current context.

5.0 **Appendix A: Recommended Northumberland Affordable and Rental Housing Pilot Program**

The financial analysis shows that providing financial incentives have a significant impact on lowering rent levels while maintaining the financial viability of affordable rental projects, particularly if all recommended incentives are provided in combination with capital grants. As such, it is recommended that the County and member municipalities implement an Affordable and Rental Housing Program to help address the need for housing units which are affordable to households with low incomes as well as market rental units.

As a first step, it is recommended that a three-year pilot program be implemented to encourage and support the development of affordable housing and market rate rental housing throughout Northumberland. A three-year time frame would provide the County and member municipalities the opportunity to evaluate the effectiveness of the program and address any challenges. A pilot program would also provide the County and member municipalities the opportunity to examine the impact of the program and potential for including additional incentives to a permanent program. This recommended program builds on the actions under Goal 1 and the elements of this program are the result of an environmental scan of approaches used in other jurisdictions, the financial analysis of the impact of incentives, and the evaluation of potential ideas for actions undertaken with Councillors, senior municipal and County staff, and the Working Group.

Recommended Program Elements of the Northumberland Affordable and Rental Housing Pilot Program

It is recommended that the Northumberland Affordable and Rental Housing Pilot Program include the following elements.

- Northumberland Municipal Housing Facilities By-law
- Community Improvement Plans
- Providing forgivable loans for development charges
- Providing forgivable loans for building permit and planning application fees
- Tax Increment Equivalent Grants (TIEG) for property taxes for up to ten years

- Property tax exemption for twenty years
- Capital grants for affordable rental projects
- Creating an annual monitoring and reporting process to track the effectiveness of the program

Northumberland County By-law to Provide for Municipal Housing Facilities (By-law 2017-17)

The County, as the Service Manager, is authorized to operate and manage housing as well as to establish, fund and administer programs for the provision of housing in its service area. As such, County Council enacted a Municipal Housing Facilities By-law which allows the County to enter into an agreement with housing providers to provide affordable housing for households with low and moderate incomes in exchange for providing funding or property. As such, it is recommended that the County use this By-law to provide incentives for affordable housing as part of this recommended Affordable and Rental Housing Pilot Program. These incentives would include the recommended capital grants for affordable rental projects as well as forgivable loans for County development charges if the County decides to implement these.

Community Improvement Plans

It is recommended that the County work with member municipalities to develop and implement community improvement plans (CIPs) to provide incentives for affordable and rental housing. These CIPs can build on existing ones, such as those in Cobourg, Port Hope and Trent Hills, or identify new areas and implement new CIPs specifically for affordable and rental housing. It is recommended that, for the purpose of the pilot program, the County and member municipalities build on the existing CIPs as well as using the County's Municipal Housing Facilities By-law to be able to implement the recommended Affordable and Rental Housing Pilot Program as soon as possible.

It is also recommended that a common application and evaluation process for the Northumberland Affordable and Rental Housing Pilot Program be implemented in all participating member municipalities.

Development Charges

Member municipal development charges account for about 5% of the total cost of constructing a rental unit in an urban member municipality and about 2% in a rural member municipality. As such, as part of the pilot program, it is recommended that the County and member municipalities provide forgivable loans for development charges for affordable housing or market rate rental housing projects within all Affordable Housing CIP areas in Northumberland.

The forgivable loan should cover the member municipal portion of the development charges as well as any development charges the County decides to implement.

Building Permit and Planning Application Fees

The financial analysis showed that providing incentives for planning and building permit fees and charges lower the rents by about 1% for both scenarios. As part of the Northumberland Affordable and Rental Housing Pilot Program, it is recommended that forgivable loans be provided to cover applicable building permit and planning application fees and charges related to an affordable housing or market rental housing project within all Affordable Housing CIP areas in Northumberland. The forgivable loan should cover both the County and member municipal fees and charges.

Building and Planning Fees and Development Charges: Kawartha Lakes, Ontario

The Kawartha Lakes Haliburton Housing Corporation built 29 new townhouse units and an additional 16-units as part of a regeneration project. These new units are a result of contributions from the City, including waiving of development charges, building permit fees, site plan application fees, security requirements for site plan, parkland levy, and service connection fees. The City also reduced property taxes for forty years.

Property Tax Exemption

The financial analysis showed that a property tax exemption has the most significant impact on decreasing equity requirements and achieving more affordable rent levels. Property tax exemptions result in approximately 10% reduction in the rent levels of a rental project. As such, as part of the recommended pilot program, the County and member municipalities should consider exempting new affordable rental units from property taxes for up to twenty years for all eligible rental projects.

Tax Increment Equivalent Grants

A Tax Increment Equivalent Grant (TIEG) is financial assistance equal to all or a portion of the municipal property tax increase (increment) following the completion of a project which has resulted in an increase in the assessed value of a property. A TIEG can be considered in connection with section 28 of the Planning Act which allows municipalities to provide grants or loans within a designated community improvement area. TIEGs typically offset eligible costs and are provided for a specified time period, such as ten years.

TIEG for Property Taxes

As an alternative to the 20 year property tax exemption noted above, the County and member municipalities could consider providing a grant for up to 100% of the portion of the property tax increase (increment) following the completion of a newly constructed or renovated affordable rental project within one of the Affordable Housing CIP areas in Northumberland which has resulted in an increase in the assessed value of the property. The grant should be provided for ten years beginning with a grant for 100% of the tax increment in year one and reduced by 10% per year to full taxes paid after ten years. The impact of this incentive will be less than the full exemption noted above. While this incentive may be helpful for the creation of rental housing, it will be less impactful for the creation of affordable rental housing tied to a 20 year affordability period as contemplated by the proposed program. It is unlikely that the mortgage principal will be paid down sufficiently in the 10 years of the TIEG period for the owner to be able refinancing the loan to make up the difference in the loss of the property exemption. As a result, rents may need to be increased for a financially viable project beyond year 10 and possibly as early as year 6 of the TIEG.

Tax Increment Equivalent Grants and Property Tax Exemptions: City of Peterborough, Ontario

Peterborough offers financial incentives within the City's Affordable Housing Community Improvement Project Area for affordable rental housing projects. Non-profit organizations who intend to build affordable ownership housing may also be considered for some or all of the programs on a case by case basis. In addition to waiving planning application fees, parkland dedication fees, and cash-in-lieu of parking fees, and development charges for affordable housing projects, the City offers an annual grant to property owners to reimburse a portion of the municipal property tax increase resulting from increased assessment. The tax increment grant program is implemented over a period of 9 years. For the first 5 years, the grant is equivalent to 100% of the municipal tax increase with the property owner gradually paying the full amount of taxes from years 6 to 9.

Affordable housing projects located in the City's Central Area may also qualify for additional funding under the Central Area CIP incentives programs. This includes full or partial property tax exemptions for up to 10 years for affordable housing projects that provide rents at or less than 90% of average market rents (in addition to the TIEG offered under the CIP).

Source: <http://www.peterborough.ca/Assets/City+Assets/Housing/Affordable+Housing+CIP+Brochure.pdf>

Capital Grants

While providing financial incentives for development charges, planning and building permit fees and charges, and property taxes have a significant impact on lowering rents, these are not enough to bring rent levels to 100% AMR. As such, it is recommended that the County provide

capital grants to affordable rental housing projects to ensure rents are at 100% AMR at a minimum. These grants may be in the form of a forgivable loan or grant for land and/or construction costs (e.g. hard costs and/or soft costs, such as the costs of required studies) and can be provided through the County's Municipal Housing Facilities By-law.

Monitoring and Reporting Process

As part of the recommended pilot program, it is recommended that the County work with member municipalities to implement an annual monitoring and reporting process to monitor the applications for incentives under the program as well as progress toward the targets. Monitoring and reporting will also allow the County and member municipalities to fine-tune the program as necessary.

It is recommended that the following indicators be monitored and reported on an annual basis while the Pilot Northumberland Affordable and Rental Housing Program is being implemented.

- Number, type (i.e. dwelling type) and location of applications
- Number of affordable units created
- Type and size of affordable units created
- Number, type, unit size, and location of market rental units created

The County may want to take the lead in the monitoring and reporting process to ensure a standardized approach. In addition, it is recommended that the County take the lead in updating the affordable rental and ownership thresholds on an annual basis using the annual growth rate of the Ontario consumer price index (CPI – all items) as reported by Statistics Canada. It should be noted that these activities would likely need additional staff resources.

Recommended Implementation Plan for the Northumberland Affordable and Rental Housing Pilot Program

It is recommended that the County administer the Pilot Program through a Request for Proposal (RFP) process. This will ensure a consistent process throughout Northumberland. Applicants should be given a minimum of three months to respond to the RFP and the review and approval process should be limited to no more than three months from the closing date of the Call for Proposals. Application requirements may include the following.

- Details of the proposed project
- Development qualifications of the proponent

- Management qualifications
- Corporate financial viability
- Project design and consistency with the County's and member municipality's planning principles
- How the project meets the local affordable and rental housing needs of the member municipality, particularly the affordable housing targets identified for each member municipality and/or for Northumberland as a whole.
- Development schedule
- Capital and operating financial plans
- Community consultation and communications outreach plan.

Recommended Criteria for the Northumberland Affordable and Rental Housing Pilot Program

It is recommended that the pilot program be implemented as a points-based program where points will be assigned for each of the eligibility criterion met by the applicants. The extent of the incentives provided by the County and member municipalities will be dependent on the points obtained by the applicant.

Affordable Rental Housing

The following are the recommended criteria for the pilot program for affordable rental housing.

Types of Eligible Projects

- New rental housing construction
- Acquisition and/or rehabilitation of existing residential buildings to increase or prevent the loss of affordable housing stock
- Conversion of non-residential buildings or units to purpose-built affordable residential rental buildings or units
- Addition of new affordable buildings or units to existing residential and non-residential buildings
- Social housing redevelopment which involves building new affordable units on existing social housing sites
- Secondary suites or accessory dwelling units which are being rented out

Location

The proposed project should be located within a designated Affordable Housing CIP area or in a location which meets the requirements set out in the County's Municipal Housing Facilities By-law or as highlighted in the housing needs assessment.

Minimum Affordable Housing Requirement

The affordable rental housing units should make up at least 20% of the total residential units of the development. As part of the points-based evaluation, the County and member municipalities should consider assigning a large proportion of points to this criteria, with higher points for projects with a larger share of affordable units.

Level of Affordability

Rents for the affordable units should be no more than the affordable rental threshold. As part of the points-based evaluation, it is also recommended that the County and member municipalities consider assigning the highest proportion of points to this criteria, with higher points for projects which achieve rent levels which are lower than the affordable rental threshold.

Length of Affordability

Affordability must be maintained for a minimum of 20 years.

Funding from Other Programs

While it is recommended that the pilot program be implemented independent of any other funding programs, the County and member municipalities may consider assigning additional points to projects which are also receiving capital funding from the County or other levels of government through programs such as the Investment in Affordable Housing (IAH) or the Co-Investment Fund. It should be noted, however, that a project which is receiving funding from other programs does not necessarily mean it will receive funding from this Northumberland Affordable and Rental Housing Pilot Program.

Local Housing Needs

Key findings and housing gaps have been identified for each member municipality. In addition, housing targets which are affordable for households with low and moderate incomes have been identified for Northumberland as a whole as well as for each member municipality. As such, the proposed project should also be evaluated based on how it meets the identified housing gaps and targets in the member municipality where it is to be located.

Selection of Residents

Residents of the affordable housing units should be selected through the County's centralized waiting list for subsidized housing.

As part of the contribution agreement with the County, organizations who are approved for the pilot program should be required to prepare regular reports such as occupancy reports.

Market Rental Housing

While the focus of this recommended program should be on increasing the supply of rental housing which is affordable to households with low incomes, it is also recommended that some incentives be provided to support increasing the supply of market-rate rental housing throughout Northumberland. As part of this program, the County and member municipalities should consider providing forgivable loans for development charges and building and planning application fees to project proponents of purpose-built market rental housing units. In addition, it is recommended that the member municipalities consider providing a tax increment equivalent grant for the increase in property taxes (if any) resulting from the construction or rehabilitation of market rental housing units for a period of ten years.

Types of Eligible Projects

- New rental housing construction
- Acquisition and/or rehabilitation of existing residential buildings to increase or prevent the loss of rental housing units
- Conversion of non-residential buildings or units to purpose-built residential rental buildings or units
- Addition of new rental housing units to existing residential and non-residential buildings
- Secondary suites or accessory dwelling units which are being rented out

Location

The proposed project should be located within a designed CIP area or in a location which meets the requirements set out in the County's Municipal Housing Facilities By-law or as highlighted in the housing needs assessment.

6.0 **Appendix B: Recommended Affordable Housing Targets**

Introduction

The Provincial Policy Statement requires municipalities to set minimum targets for housing which is affordable to households with low and moderate incomes. In addition, the Provincial Growth Plan requires that targets be set for affordable rental and ownership units as part of a housing strategy. The Housing Services Act also requires that a municipality's housing and homelessness plan include targets relating to housing need.

The County's Official Plan identifies a target of 25% of all new units be affordable housing units. This target has been broken down to reflect the current and emerging need identified as part of the housing needs assessment. These proposed targets are focused on addressing the housing need associated with future growth while also taking into account the current need.

Housing Targets for Northumberland

This section identifies recommended housing targets for rental housing which is affordable to households with low and moderate incomes, ownership housing which is affordable to households with moderate incomes, and supportive housing for Northumberland as a whole.

Household and housing projections developed for Northumberland³ forecast an increase of 5,451 households from 2016 to 2031. As such, it has been assumed that 360 housing units will be added each year for the lifetime of the Affordable Housing Strategy, i.e. from 2019 – 2029. The Statistics Canada Census shows that the number of households in Northumberland increased by 414 households per year from 2006 to 2016. Therefore, an estimate of 360 new housing units per year is a reasonable estimate.

Affordable Rental Housing Target

All households who were facing housing affordability issues (i.e. spending 30% or more of their household income on housing costs) made up 22% of all households in Northumberland in 2016. Households with low and moderate incomes who were facing housing affordability issues made up 21% of all households in Northumberland in 2016.

³ Watson and Associates (2014). Northumberland Housing Forecast by Area Municipality, 2011-2041

As such, it is recommended that 18% of all new units built each year be rental housing which is affordable to households with low incomes (i.e. in the 1st to 3rd income deciles). In 2018, this would mean monthly rents of \$1,213 or less. In addition, 80% of these units should be affordable to households with incomes in the 1st and 2nd income deciles, which include households receiving Ontario Works benefits. These units should have rents at \$931 or less per month. While this target is lower than the current and emerging need, meeting this target will address the most urgent need with the resources which are currently available. There is also the recognition that this target should be increased to at least 20% as additional resources become available.

A target has also been developed for rental housing which is affordable for households with moderate incomes (i.e. incomes in the 4th – 6th income deciles). It is recommended that 5% of all new units built should have monthly rents of \$2,202 or less.

The target for rental housing for households with moderate incomes is based on the fact that an estimated 1,700 households with moderate incomes were facing housing affordability issues in 2016. Of these households, 85% were owners, which suggests that many of these households might be better served by having rental housing options instead of buying homes which they could not afford. In addition, the proportion of rental dwellings in Northumberland has been steadily declining in the past twenty years whereas the need for rental housing has actually been increasing. Setting this target not only assists households with moderate incomes who are facing housing affordability issues, it also increases the diversity of the housing supply in Northumberland by increasing the supply of purpose-built rental housing, which was identified in the needs assessment as one of the key housing gaps. Similar to the target for affordable rental housing for households with low incomes, this target for affordable rental housing for households with moderate incomes does not directly reflect the current and emerging need identified in the housing needs assessment. However, meeting this target will address the most urgent need in terms of increasing the supply of purpose-built rental housing in Northumberland. As more resources become available, it is recommended that this target be increased to 10% of all new dwelling units built.

Affordable Ownership Housing Target

It is recommended that 2% of all new housing units built each year be ownership housing units which are affordable to households with moderate incomes. This would mean a house price of \$316,190 or less. As previously noted, the majority of households with moderate incomes who were facing housing affordability issues were owners. While many of these household could be better served by rental housing, some of these households may still prefer home ownership. This target should be increased to 5% as additional resources become available.

Supportive Housing Target

It is recommended that 25% of all affordable housing units (i.e. units which are affordable to households with low and moderate incomes) be supportive housing units. This is based on the fact that an average of 9% of all households in Northumberland have some form of long term activity limitation (i.e. physical disabilities, cognitive disabilities, psychological disabilities, and/or mental health issues).

It is also recommended that 15% of all new affordable housing units built should be accessible units. This is based on the need for accessible housing as demonstrated by the proportion of households with a member with a physical activity limitation (14% in 2016), the fact that 80% of respondents to the 2018 Registry Week survey required permanent accessible housing, and the requirement of the Ontario Building Code that 15% of multi-residential units should include basic accessibility features.

When combined, these affordable housing targets would equate to **90 affordable housing units** added each year. These units can be in the form of new units built or rent supplements and housing allowances provided to eligible households. It is anticipated that implementing the recommended Northumberland Affordable and Rental Housing Program outlined in the following section will assist in meeting these targets.

Table 1: Recommended Affordable Housing Targets: Northumberland

New units built each year		360
Rental housing for 1st - 3rd	18%	65
Rental housing for 1st - 2nd	80%	52
Rental housing for 4th - 6th	5%	18
Total Rental Units	23%	83
Ownership housing for 4th - 6th	2%	7
Total Affordable Units	25%	90
Supportive housing	25%	23
Accessible housing	15%	14

Housing Targets for Member Municipalities

As discussed above, it is recommended that 90 affordable housing units be added each year. These units should be provided throughout Northumberland to ensure that all member municipalities continue to develop as complete, healthy and inclusive communities. As such, a recommended breakdown by member municipality is provided based on household projections to 2031. The share of affordable housing targets is based on each municipality's anticipated

share of new households. For the more rural municipalities (Alnwick/Haldimand, Brighton, Cramahe, and Hamilton, it is recommended that these be met in the form of secondary suites or rental units above stores. It should be noted that most of these units should be accessible and/or supportive units. For Cobourg, Port Hope and Trent Hills, it is recommended that the majority of these units (at least 70%) be affordable to households with low incomes. It is further recommended that the County work with each member municipality to identify a breakdown of these targets which is appropriate to the local context.

Table 2: Recommended Affordable Housing Targets for Member Municipalities

New Affordable Units built each year		90
Member Municipalities	Affordable Units	
Alnwick/Haldimand	3%	3
Brighton	4%	4
Cobourg	42%	38
Cramahe	3%	3
Hamilton	3%	3
Port Hope	35%	32
Trent Hills	10%	9

Monitoring the Targets

Indicators have been identified in the previous section to assist in monitoring progress on the recommended housing actions. Additional indicators have been identified to monitor the success of the recommended Affordable and Rental Housing Pilot Program. These same indicators will assist in monitoring progress on these affordable housing targets.

7.0 **Appendix C: Housing Policy Framework**

Housing in Canada operates within a framework of legislation, policies and programs. The development of housing in the Town of Cobourg is also governed by the policies and strategies of Northumberland County, as the upper tier municipality.

County Policy Framework

Northumberland County Official Plan

The Northumberland County Official Plan was approved by the Ontario Municipal Board on November 23, 2016. The primary purpose of the County Official Plan is to provide the basis for managing growth and change within Northumberland.

The County Official Plan includes guiding principles which are intended to form the basis for making land use planning decisions in the future. There are 12 guiding principles identified and these include principles related to directing most forms of development to urban areas and ensuring that housing is available to all ages, abilities, incomes and household sizes.

The County Official Plan also sets out population, employment and housing forecasts and states that a minimum of 80% of growth is expected to occur in the six urban areas of the County. These urban areas are: Brighton, Campbellford, Cobourg, Colborne, Hastings, and Port Hope. The County Official Plan also identifies housing forecasts by member municipality for 2034. According to these forecasts, 46.9% of new units are expected to be low density and 19.7% are expected to be high density. Among the member municipalities, Cobourg is expected to see the largest share of new housing units, at 37.8% of the total number of units by 2034 while Port Hope will see the second highest share at 29.7%.

The County Official Plan also identifies minimum intensification targets for the six urban areas. The County Official Plan also notes that a minimum of 40.0% of all residential development will be built within the built boundary of the urban areas in accordance with the minimum intensification target for each area.

Section C1.1 of the County Official Plan identifies the policies related to complete communities and states that the County encourages each of the six urban areas to become complete communities. The policies related to complete communities refer to having a the majority of residents employed in the community where they live; a range of housing types for all levels of

income and ages; a range of community and social services to assist the majority of those in need in the community; and a population level and density that supports the provision of public transit.

Section C1.2.1 identifies the land use objectives for residential areas in the designated urban areas. These objectives include the following.

- Encouraging the provision of a range of housing types to accommodate persons with diverse social and economic backgrounds, needs and desires while promoting the maintenance and improvement of existing housing;
- Promoting the efficient use of existing and planned infrastructure and public service facilities by supporting opportunities for various forms of residential intensification;
- Encouraging increases in density in new development areas to maximize the use of infrastructure and minimize the amount for land required for new development;
- Promote a variety of complementary and compatible land uses in residential areas including special needs housing.

The objectives for rural settlement areas (C1.3) also include encouraging the provision of a range of housing types to accommodate persons with diverse social and economic backgrounds and needs provided appropriate servicing is available.

Section C1.5 outlines the County Official Plan's policies for housing. The goals include encouraging a range of housing types and densities, permitting the development of secondary suites, seniors housing, and housing for special needs groups. One of the goals is related to assisting in the achievement of residential intensification and affordable housing.

Section C1.5.2 identifies the general policies related to housing, including the following.

- Residential intensification and redevelopment within urban areas and rural settlement areas;
- Provision of alternative forms of housing for special needs groups and emergency shelters;
- Maintenance and improvement of the existing housing stock;
- Utilization of available programs and/or funding for assisted housing;
- Consideration of reductions in development charges payable for new affordable housing.

Section C1.5.3 identifies policies related to secondary residential units which are permitted in a detached, semi-detached or row house or as an accessory building.

Section C1.5.4 of the County Official Plan states that the County supports the provision of housing which is affordable to low and moderate-income households. The policy also identifies a minimum target for affordable housing of 25%.

Section C1.6 identifies policies related to the maintenance of a sufficient amount of land for residential development.

Section D8.3 of the County Official Plan refers to green development standards and identifies policies related to energy efficient design.

The Northumberland Affordable Housing Strategy includes Official Plan policy recommendations. These recommendations have also been included in the recommended housing actions for Cobourg where appropriate.

Northumberland County Housing and Homelessness Plan

The Northumberland Housing and Homelessness Plan was developed in 2013 and identified a total of 27 objectives under the categories of: affordable housing; emergency housing; municipal planning; service provision and coordination; and, outreach, education and evaluation.

While the County, member municipalities, and housing partners have accomplished a number of objectives since 2013, there are opportunities to build on some of these objectives for the current Affordable Housing Strategy. These include the following.

- Looking at existing housing sites for the potential for infill housing
- Working towards a long term strategy for existing social housing
- Strengthening the Official Plans of member municipalities to include clear requirements for new residential developments to include affordable housing
- Setting targets for affordable housing in the County Official Plan
- Continuing to work with community agencies and other government agencies such as the CE LHIN to meet the support service needs of residents
- Having new planning policies which support secondary suites
- Developing a strategy for ongoing communication and information-sharing.

In addition to the accomplishments of the County, member municipalities, and housing partners since 2013, the 2017 Housing and Homelessness Annual Report identifies key priorities for 2018, including the following.

- Development of an Affordable Housing Strategy
- Implementation of an eviction prevention model of social housing

- Portfolio planning for the Northumberland County Housing Corporation and non-profit housing providers
- Revision of the 10-year Housing and Homelessness Plan.

The County is currently working on revising its 10-Year Housing and Homelessness Plan.

Member Municipal Policy Framework

Cobourg Official Plan

The current Official Plan of the Town of Cobourg was adopted by Council and approved by the Province in 2010 and approved by the OMB in May 2017. The May 2018 Consolidation was used for this review. The Town's Official Plan establishes a framework for the future planning of the community and is intended to guide planning to 2031.

Section 2 of the Official Plan includes the Town's vision, principles and objectives which provide general guidelines for the planning of the Town. Section 2.2 identifies the Town's vision statement as well as ways this statement will be reinforced, including (ii) an emphasis on sustainable, accessible and compact development and that (iii) new residential development will primarily occur through a mix of intensification and greenfield development with a variety of housing types and densities.

Sections 2.3 to 2.6 identifies the principles and one of the objectives of the principles related to maintaining a healthy and economically viable community (2.5) is to provide for a choice with respect to secure, adequate and affordable housing including a full range of housing options for seniors (viii).

The design principles identified in Section 2.7 include promoting sustainable development (iv) and providing a variety of housing (v). With regard to housing, the Official Plan states that residential neighbourhoods will contain a mix of lot sizes, housing types and styles, including affordable housing to respond to the needs of the future population by allowing people to age in place in the same neighbourhood.

Section 10.6 of the Plan contains definitions, including a definition for affordable housing which matches the County Official Plan's definition as well as a definition for a garden suite.

Growth and Intensification

Section 1.5 of the Official Plan notes that the Town's allocation to 2031 in the County's Growth Management Strategy based on the Provincial allocation for the Growth Plan for the Greater Golden Horseshoe, is 3,975 additional people and 1,260 additional jobs. The Official Plan states

that the Town already has a land supply designated for development which exceeds the proposed allocations and, as such, no additional land needs to be designated for population and employment uses.

Section 3.2.2 states that no changes to the Town's Urban Settlement Area Boundary are anticipated during the planning period. Major intensification areas identified in the Plan are lands designated as "mixed use areas" within the Built Boundary, "employment area", and vacant or underutilized sites in areas designated "residential area" and not located in "stable residential areas" or in employment areas. This section also notes that intensification would be modest and incremental in lands designated as "stable residential areas", which consist of existing residential neighbourhoods.

Section 3.2.3 outlines the policies related to the County's overall growth management strategy. It notes that the population allocation for the Town is 5,220 to 2031 which means the Town's population by 2031 would be 23,430. The housing mix identified is 65% single detached housing and 35% multiples which include semi-detached, townhouses and apartments.

The Town's intensification target is 39.34% of new residential dwellings to be built within the Built Boundary after 2015 and this is expected to generate a population of 1,665 people. This target will be achieved by establishing minimum density standards for developments in Mixed Use Corridors and other intensification areas; permitting limited intensification in Stable Residential Areas; encouraging the creation of accessory apartments within residential areas; removing barriers to intensification including parking standards and setback requirements; considering community improvement plans to allow for the use of development incentives to encourage redevelopment and infill; considering reducing development charges and other Town fees for intensification projects; using the bonus provisions of the Plan and other tools such as pre-zoning to encourage intensification; and, discouraging downzoning of sites for medium and high density housing.

Section 3.4 contains the policies related to the Residential Area designation. Section 3.4.3.1 includes land use policies for stable residential areas which are physically stable low density residential areas where potential new development or redevelopment is limited. The Plan states that any intensification in these areas will be modest and incremental occurring through the development of vacant lots and accessory apartments.

Section 3.4.3.2 of the Plan contains land use policies related to new residential areas. The Plan states that applications for development in these areas must conform with the Growth Management Strategy and to a list of criteria, including having a mix of development forms and densities. The Plan also states that medium density residential uses are encouraged and shall be mixed with low density development in smaller groups. Applications for new high density residential areas also have to conform to the Growth Management Strategy and include a mix

of development forms and densities and high density residential should be mixed with medium density developments (3.5.3.2).

Section 3.4.3.3 identifies minimum and maximum residential densities for low, medium and high density areas. The maximum height for residential development in stable residential areas is three storeys and four storeys in new residential areas (3.4.3.4). Section 3.5.3.3 identifies the minimum and maximum densities permitted in the high density residential areas and 3.5.3.4 states that the maximum height for residential development in these areas is six storey while the minimum is three storeys.

Section 7.5 contain the development staging policies of the Plan. With regard to infilling and intensification (7.5.1), the Plan states that these are encouraged where lands are designated for the proposed use and full municipal services are available. With regard to undeveloped land (7.5.2), development will be considered premature if it cannot be serviced by the current infrastructure unless the proponent is willing to undertake the construction of all the new infrastructure required without any costs to the Town.

Section 8 of the Plan deals with the development application process, including identifying the required information, pre-consultation and process to evaluate applications. One of the criteria to evaluate applications deals with density reductions and states that down-zoning will be discouraged unless it can be demonstrated that the reduction in density will not significantly affect the Town's ability to achieve its intensification and density targets and/or that the downzoning is compensated for by the creation of additional medium or high density residential development elsewhere in the Town.

Permitted Uses

Section 3.3 identifies land uses which are permitted in all designations except the Environmental Constraint Area designation. These uses include group homes, accessory apartments and garden suites.

With regard to group homes, the Plan states that these are permitted subject to the regulations of the Zoning By-law including distance separation regulations, requirements related to lot size, yard and landscaping, and parking.

Accessory apartments are permitted in single and semi-detached dwellings. Garden suites are permitted on lots with a single or semi-detached dwelling but accessory apartments are not allowed in the principal dwelling where a garden suite exists on the same lot.

Section 3.4.2 identifies the permitted uses in residential areas. These are low density residential uses including single, semi, and duplex dwellings and medium density dwellings such as townhouses, low rise apartments and stacked townhouses.

Section 3.5.2 identifies the permitted uses in high density residential areas which are medium density residential including townhouses, low rise apartments and stacked townhouses; and high density residential such as high rise apartments.

Supportive housing, seniors housing, and large scale group homes are permitted within major institutional areas. Residential uses unrelated to any institutional uses are also permitted subject to the policies of the Plan (3.6.2).

Low, medium and high density residential as well as mixed uses are permitted within the main central area of the Town (3.7.2). In terms of parking in high density residential areas, Section 3.7.7 (iv) states that Council may reduce the parking requirements in the Zoning By-law for a mixed-use development if it can be demonstrated that the parking needs of all uses will be met through sharing of private parking areas or through public parking areas.

High density residential, including a mix of high density residential and office use, is permitted in the shopping node area (3.8.3.1).

Housing Policies

Section 3.2.5 includes policies related to affordable housing and the Plan states that the Town recognizes the need to protect the viability of the community by ensuring there is a healthy supply of affordable rental and ownership housing which contributes to an inclusive community. The Plan identifies the following approaches to encourage the provision of affordable housing.

- i. Streamlining the approvals process to fast track applications for affordable rental and ownership housing;
- ii. Considering reducing development charges and other fees for affordable housing projects;
- iii. Amending the Zoning By-law to permit accessory apartments without an amendment;
- iv. Working with the County and non-profit groups to raise community awareness and acceptance of housing across the housing continuum as well as programs to assist in the rehabilitation of existing units;
- v. Monitoring federal and provincial initiatives related to the provision of affordable housing and participating as appropriate;
- vi. Examining the appropriateness of placing controls on the demolition and/or conversion of existing rental units;
- vii. Establishing an affordable housing target of 10% of any project which in total is in excess of 25 units and allowing these units to be provided on- or off-site;
- viii. Encouraging the use of restrictive mechanisms for affordable housing units to ensure they remain affordable in the long term.

Community Improvement Area

Section 5.6 of the Plan includes policies related to community improvement and provides a framework for the designation of community improvement project areas and the implementation of community improvement plans to promote the maintenance, rehabilitation, redevelopment and revitalization of the physical, social and economic environment of the Town based on the provisions of the Planning Act. One of the objectives identified in adopting a community improvement plan is to encourage the development of an adequate supply of accessible and/or affordable housing which meets the needs of local residents (3.6.3.ix).

Section 5.6.4 states that the Town may designate one or more community improvement project areas which may or may not include the entire Town.

Parking Requirements

Parking requirements are outlined in section 6.6 and state that Council may, by by-law, reduce parking requirements for a mixed use or high density residential development.

Height and Density Bonusing

Section 9.2.6 outlines policies related to height and density bonusing and state that increases in the height and density of medium and high density residential or mixed use developments may be permitted in exchange for the provision of facilities, services and other matters identified in the Zoning By-law. The Town's objectives in using this tool include encouraging the creation of mixed use and/or high density residential development on sites which conform to the policies of the Plan and to encourage the provision of affordable housing. The Plan states that developments cannot be granted more than a 20% increase in height or density and/or an increase that will result in a building of four or more storeys.

Observations

The Town's Official Plan has a good range of policies which support and encourage the development of a range of housing types. However, there are opportunities to further support the development of a more diverse housing stock, including affordable housing. The Town may want to consider the following.

- Encouraging and supporting supportive housing, including housing for frail seniors and for persons with disabilities and mental health issues and supportive housing and group homes as of right in more areas throughout the Town, including residential zones;
- Adding a policy regarding the use of surplus Town-owned land or buildings for affordable housing;
- Adding a policy related to supporting universal physical access in new residential developments; and,

- Adding policies related to the sustainability and energy efficiency of new residential developments.

Cobourg Zoning By-law

The current Zoning By-law for the Town of Cobourg was adopted in October 2003 and revised in March 2004. Section 3 of the By-law includes definitions, including definitions for boarding or rooming houses, dwellings, an emergency care establishment, garden suite, granny suite, group homes, mobile homes, modular homes, nursing homes, retirement homes, and senior citizen's complex.

Permitted Uses

The permitted uses within each zone are identified in of the Zoning By-law and these are outlined in the following table.

Zone	Permitted Uses
Residential 1 (R1)	<ul style="list-style-type: none"> • Group home • Single detached dwelling
Residential 2 (R2)	<ul style="list-style-type: none"> • Group home • Single detached dwelling
Residential 3 (R3)	<ul style="list-style-type: none"> • Group home • Single detached; semi-detached; duplex dwelling; converted dwelling with a maximum of 2 dwelling units on one lot
Multiple Residential 4 (R4)	<ul style="list-style-type: none"> • One semi-detached; duplex; triplex; converted dwelling; four-plex; townhouse, including a townhouse for seniors and/or persons with disabilities; multiple dwelling, including one for seniors and/or persons with disabilities; rooming or boarding house with no more than 10 guest rooms on one lot; apartment dwelling, including apartments for seniors and/or persons with disabilities.
High Rise Residential (R5)	<ul style="list-style-type: none"> • Apartment dwellings, including apartments for senior citizens and/or persons with disabilities; apartment hotel/dwelling; townhouses
Neighbourhood Commercial (NC)	<ul style="list-style-type: none"> • Residential use as a secondary use in a commercial building (dwelling units above the commercial component)

Zone	Permitted Uses
District Commercial (DC)	<ul style="list-style-type: none"> Residential use as a secondary use in a commercial building (dwelling units above the commercial component)
Main Central Commercial (MC)	<ul style="list-style-type: none"> Group home, residential use in a commercial or institutional building (apartments for senior citizens and persons with disabilities; single detached dwelling as a group home)
Institutional (I)	<ul style="list-style-type: none"> Group home, nursing home, residential use for seniors or persons with disabilities operated by a government organization or place of workshop; retirement home (includes a single detached dwelling for group homes)
Rural (RU)	<ul style="list-style-type: none"> Group home (single detached for a group home, one single detached on a lot for agricultural purposes)
Neighbourhood Residential One (NR1)	<ul style="list-style-type: none"> Residential use; accessory use excluding a garden suite; group home (single detached, semi-detached, duplex, converted dwelling with a maximum of two dwelling units, linked dwelling)
Neighbourhood Residential Two (NR2)	<ul style="list-style-type: none"> Accessory use including a garden suite; group home; residential use (single detached, semi-detached, duplex, converted dwelling with a maximum of two dwelling units, linked dwelling, triplex, fourplex, townhouse)
Neighbourhood Mixed Use (NMU)	<ul style="list-style-type: none"> Apartment, retirement home, residential as a secondary use in a commercial building

Minimum Size/Area

All the zones identified in the Zoning By-law have regulations related to minimum dwelling sizes, minimum amenity spaces, maximum number of storeys, and maximum number of dwellings allowed on each lot.

Granny Flat

A granny flat/suite is a suite of rooms contained within a single, detached dwelling intended for occupancy by a senior member of the household. The suite may contain full sanitary facilities but does not contain a kitchen or cooking facilities.

Section 5.26 states that a granny flat or suite is permitted within a residential dwelling if the floor area of the suite does not exceed 30% of the gross floor area of the residence or is 75 m² (whichever is less); it does not contain a kitchen; is only used by a senior family member and cannot be rented out to the general public; and a building permit is obtained for the temporary

use of the suite for no more than ten years. In addition, Council may require the owner to enter into a written agreement with the municipality.

Garden Suites

A garden suite is defined as a one-unit detached residential structure with bathroom and kitchen facilities that is ancillary to an existing residential structure and that is designed to be portable.

Section 5.25 states that a garden suite is permitted if it is to be used by a senior member of the owner of the primary residence and that no portion of the garden suite can be rented out to the general public. The By-law also requires a temporary use by-law to be approved by Council and Council may require the owner of the garden suite to enter into an agreement with the municipality.

Accessory Dwelling Units and Coach Houses

By-law number 013-2017 amends the Zoning By-law by including definitions and regulations for accessory dwelling units/ second units. An accessory dwelling is defined as one additional dwelling unit that is located within a single detached, semi-detached, or townhouse dwelling or in a non-residential building. A coach house is defined as one additional dwelling unit on a lot that is located within an accessory building or structure.

The By-law (013-2017) states that the maximum density provisions for residential zones do not apply to accessory dwellings or coach houses. The By-law identifies requirements for these dwelling types, including a maximum floor area of 100 m². Accessory dwellings cannot exceed 45% of the total floor area of the building whereas a coach house cannot exceed 40% of the total floor area of the main building. A maximum of two bedrooms is permitted and one non-tandem parking space is required. These dwelling types cannot be located on property where there is a converted dwelling, duplex, garden suite or coach house.

Group Homes

The By-law identifies two types of group homes. Group Home – Type 1 refers to a residential care facility in a single housekeeping unit in a dwelling where no more than 6 residents and must have a valid license or funding approval from the Province. A group home – type 1 may also locate in a two-unit dwelling (duplex or semi-detached) if the group home is the sole occupant of both dwellings and there are no more than six residents in the entire building.

Group Home – Type 2 is a residential care facility in a single housekeeping unit in a dwelling with no more than ten residents and which has a valid license or funding approval from the Province.

Section 5.23 contains regulations related to group homes and states that Group Homes – Type 1 are permitted in any residential, institutional, main central commercial or rural zone while Group Homes – Type 2 are permitted in any institutional, main central commercial, or rural zone. The By-law also states that no new group home in any zone can be located within 120 metres (390 ft.) of any established group home.

A Group Home – Type 2 has to be located in a single detached dwelling. A Group Home – Type 1 has to be located in either a single detached dwelling or a two-unit dwelling if the group home occupies both units and the total number of residents does not exceed six.

Rooming and Boarding Homes

An amendment to the Zoning By-law (By-Law 030-2014) defines boarding or rooming houses as a building or portion thereof in which lodging is provided in more than two guest rooms or for more than four persons in return for remuneration or the provision of services or for both and in which the guest rooms do not have both bathrooms and kitchen facilities for the exclusive use of the occupants of the guest rooms.

Supportive Housing

The By-law defines an emergency care establishment as an institutional use that provides a means of immediate, temporary accommodation and assistance for generally less than a week. These are different from group homes as they have a shorter length of stay and their capacity usually exceeds ten residents.

The By-law also defines a nursing home which is a building for residents who require nursing, medical care and treatment, and meals.

A retirement home is a building where the majority of residents are 65 years or older and who each have a private or semi-private residence room⁴ and which has common eating, sanitary and recreation facilities. Residents are ambulatory and do not require ongoing bed care but may receive some minor nursing, medical or similar care.

A senior citizen's complex is an apartment or other multiple dwelling complex designed for and occupied by residents 65 years and older and/or some who have physical disabilities.

The Zoning By-law also refers to apartments for seniors and persons with disabilities and permits this use in several zones.

⁴ A residence room is defined as a dwelling unit which does not contain full kitchen facilities but may have a kitchenette and has access to a common eating facility.

Parking Standards

Section 6.1.1 identifies the parking requirements of all land uses throughout the Town. Apartment dwellings require 1.25 to 1.5 spaces per dwelling depending on where they are located in the Town. Senior citizen's dwellings, retirement homes, rest homes and group homes each require 0.5 spaces per dwelling unit or bed. Townhouses or multiple unit dwellings require 1.5 spaces per dwelling unit. A rooming or boarding house required 2 spaces per dwelling plus one additional space for each guest room. Dwelling units in a mixed use development requires one space per unit. Detached and semi-detached dwellings require two spaces per unit while converted dwellings require one space per unit. All other residential uses require two spaces per unit. In addition, residential uses in the NR1, NR2 and NMU zones require 0.25 spaces per unit of on-street visitor parking although no on-site parking spaces are required. A nursing home requires one space for every four patient beds.

The By-law also states that residential uses in the Downtown Area require only 50% of the parking requirements outlined above.

Mixed Use Developments

Several zones permitted a mix of commercial and residential uses.

Observations

The Town is currently undertaking a review of its Zoning By-law with a timeline for approval by Council anticipated in 2020. This presents the perfect opportunity for the Town to consider incorporating the recommended actions in this Strategy, including ensuring the Zoning By-law is in line with current provincial legislation, including the More Homes More Choice Act, as well as the policies of the Town's and County's Official Plans. The Town may want to consider the following updates and revisions.

- Updating the regulations to allow for a mix of lot sizes and dwelling types based on the design principles in the Town's Official Plan.
- Revise regulations related to a minimum distance between an existing and new group home as minimum distance by-laws and restrictions create barriers to meeting the needs of population groups who require this type of dwelling.
- Rooming houses are a good form of affordable housing, particularly for single individuals with low incomes. As such, the Town may want to look into expanding areas where boarding or rooming houses are permitted.
- Alternatively, the Town may want to remove all references to group homes and rooming and boarding houses and, instead, include a definition and policies related to shared housing forms to remove the stigma attached to these dwelling types. Similarly, the Town may want to investigate opportunities to expand the areas where these housing forms are permitted.

- Revise regulations related to accessory dwelling units and coach houses to permit a maximum of two accessory dwellings (i.e. one accessory/secondary unit and one coach house or garden suite) for each property in appropriate locations throughout the Town and monitor regulations to ensure that if these dwellings are being rented out, they are rented on a long-term basis. This builds on the housing policies in the Town's Official Plan as well as current provincial legislation.
- Revisit minimum dwelling sizes to ensure these do not go beyond requirements of the Ontario Building Code. Minimum dwelling sizes which go beyond the requirements of the Building Code act as barriers to the development of more affordable units.
- Revisit parking requirements to explore options to reduce the requirements for units with access to public transit, units for seniors and persons with disabilities, and for affordable housing units.

Cobourg Strategic Plan (2019-2022)

The Town's Strategic Plan for 2019 – 2022 was adopted by Council in April 2019. The Strategic Plan includes a vision for the Town, which is:

Cobourg...a vibrant, inclusive community where everyone has access to meaningful opportunities and experiences.

The Plan also includes a mission statement which is:

The Town of Cobourg is committed to open and accountable governance and the provision of quality, accessible programs and services in a sustainable manner.

This mission will be achieved through the following pillars/objectives.

- People – The Town supports and cares for the social and physical wellbeing of its citizens.
- Places – The Town protects, preserves and promotes its natural assets, heritage, arts, culture and tourism.
- Programs – The Town provides efficient and effective corporation, community, business and recreational services for its residents, businesses and visitors.
- Partnerships – The Town engages in strong, sustainable public-private partnerships to improve the quality of life for everyone.
- Prosperity – The Town plans for, markets and develops assets for economic resiliency and financial security.

The Plan also identifies strategic actions and desired outcomes for each of these objectives. Some actions which are relevant to this housing strategy include the following.

- Create a housing strategy that is in alignment with Northumberland County's housing strategy
- Invest in programs, services and infrastructure to make Cobourg more accessible.
- Continue to explore communications priorities including social media and public engagement tools.
- Explore feasibility of partnerships to develop a social services community hub for community health priorities such as food security, mental health, drug addiction, and homelessness.
- Work with transit authorities in the area to integrate transit services, including accessible and active transportation services.
- Facilitate meaningful collaboration with Cobourg citizens.
- Develop a policy for establishing shovel-ready development lands.
- Coordinate funding opportunities to optimize community development capital and special projects funding.

The desired outcomes which are relevant for this housing strategy include the following.

- People are able to find attainable housing in Cobourg.
- There is a broad variety of housing types available for ownership and rental.
- A barrier-free Cobourg that is accessible to citizens of all abilities, including those with disabilities.
- A community that prioritizes biking, walking and public transportation as a means to mitigate the effects of climate change.
- People will be well informed, know what is going on in the Town and how to get information.
- Information will be easier and faster to access through a variety of means.
- People will be informed with the facts.
- Public trust and confidence in the Town's processes and procedures will be enhanced.
- Partnerships will be a key component of how the Town works and does business.
- Resources will be maximized.
- More jobs are located in Cobourg.
- Cobourg is recognized for its strong and healthy downtown.

Observation

The Town's Strategic Plan includes actions and outcomes which are highly supportive of the recommendations in this housing strategy and ensuring that Cobourg is a healthy, complete and inclusive community.

Downtown Vitalization Community Improvement Plan (CIP)

The Town currently has a Downtown Vitalization CIP which aims to address the community improvement needs in Downtown Cobourg and help to achieve the vision for the Downtown. The Plan includes eight funding opportunities which are meant to encourage private sector investment, rehabilitation and adaptive reuse redevelopment and construction activity in Downtown Cobourg. The following are the funding opportunities outlined in the Plan and these can be used individually or stacked together for a particular project.

- Study Grant Program
- Façade Improvement Grant/Loan Program
- Building Improvement Grant/Loan Program
- Residential Grant/Loan Program
- Vitalization Tax Increment Grant Program
- Brownfields Tax Assistance Program
- Vitalization Development Charge Grant Program
- Fees Grant Program


The Residential Grant/Loan Program provides a grant equal to \$15 per sq.ft. of residential space rehabilitated or created to a maximum grant of \$15,000 per unit and a maximum of 4 units per property/project (maximum grant is \$60,000 per project).

One of the goals of the Vitalization Tax Increment Grant Program as well as the Vitalization Development Charge Grant Program is to support larger scale projects that incorporate exemplary urban design, environmental sustainability, and affordable housing. Under the Tax Increment Grant Program, an annual grant between 50% and 100% of the increase in municipal property taxes for up to ten years after project completion is available. Under the Development Charge Grant Program, a grant equal to between 50% and 100% of the Town's Development Charges which are generally payable for "catalytic projects"⁵ is available.

Observation

There is an opportunity to build on the Town's CIP to provide incentives for the development of housing units which are affordable to households with low and moderate incomes.

⁵ Catalytic projects refer to larger scale projects that would help to transform Downtown Cobourg and can include currently underserved uses, higher density housing, and affordable housing.

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor and Council	
FROM:	Desta McAdam, MCIP, RPP	
TITLE:	Senior Planner – Development	
DATE OF MEETING:	January 27 th , 2020	
TITLE / SUBJECT:	Detailed Plans for Draft Plan of Subdivision Clearance: East Village -- Phase 5 Engage Engineering / JMCD Holdings	
REPORT DATE:	January 13 th , 2020.	File #: SUBCL-03-19 14T-190001

1.0 STRATEGIC PLAN
N/A

2.0 PUBLIC ENGAGEMENT

The Planning Act R.S.O 1990, c.P. 13, as amended does not prescribe any statutory public notice or engagement requirements for applications to clear conditions of Draft Plan of Subdivision Approval, as these particular applications are recognized as being a detailed, technical review of matters relating to a draft approved subdivision development, including servicing, grading, stormwater management, landscaping, utility coordination, and agency conditions to name a few.

However, Section 51 (20) of the Planning Act, RSO 1990, c.P.13, as amended prescribes statutory notice requirements for a complete Draft Plan of Subdivision applications and amendments to an approved Draft Plan of Subdivision, and for the scheduling of a public meeting or open house.

The application for Draft Plan of Subdivision was received in December 2018. The Notice of Complete Application was circulated on January 31, 2020 and the Public Meeting was held June 24, 2019. The applicant also voluntarily convened a Public Information Open House on April 30, 2019. Council granted draft approval of the Draft Plan on September 9, 2019 and a Notice of Decision was

published on September 24th 2019. No appeals were lodged with the Municipality.

Additionally, the Planning Department provides written notice of complete applications to clear conditions of Draft Plan of Subdivision to Council, and approval of all Subdivision Agreements are considered by Council in open session prior to final approval. Any persons on record as submitting comments to the Town during the initial Draft Plan of Subdivision approval process will be notified of receipt of the application for Clearance of Draft Plan of Subdivision Conditions.

3.0 RECOMMENDATION

The following actions are recommended:

a) That the application be received by Council and referred to the Planning Department for a report.

4.0 ORIGIN

In December 2019, the Planning Department received a complete application for Clearance of Draft Plan of Subdivision Conditions from Engage Engineering on behalf of JMCD Holdings for an 11.87 hectare parcel of vacant land located at the north-west corner of King Street East and Willmott Street, south of the CNR/CPR railway lines, known as East Village -- Phase 5 (the "Subject Lands").

5.0 BACKGROUND

The Subject Lands consist of an 11.87 ha parcel of vacant land located on the northwest corner of King Street East and Willmott Street. The approved Draft Plan of Subdivision provides conditional approval for the eastward expansion of the existing, final approved East Village Subdivision lands (Phases 1-4) over the Subject Lands. See **Schedule "A"** Key Map.

The Subject Lands are designated as "Residential Area" and "High Density Residential Area – Special Provision" in the Town of Cobourg Official Plan (2017), and zoned "Multiple Residential 4 Exception 29 Holding [R4-29(H)] Zone", "Multiple Residential 4 Exception 31 Holding [R4-31(H)] Zone", "High Density Residential 5 Exception 16 Holding [R5-16 (H)] Zone," and "Open Space (OS) Zone" in the Zoning By-law in the Comprehensive Zoning By-law No. 85-2003.

The application provides technical details relating to the development of East Village, Phase 5, which will consist of up to 333 dwelling units, with associated streets, park space, and stormwater retention area. See **Schedule "B"** Draft Plan of Subdivision.

The following plans and reports have been submitted in support of the applications:

- Draft Plan of Subdivision, prepared by RFA Planning Consultant Inc., September 2019;
- Development Site Plan, prepared by RFA Planning Consultant Inc., September 2019;
- Detailed Design Drawings, prepared by Engage Engineering, December 2019;
- Landscape and Planting Plans, prepared by Landmark Landscape Architects & Consulting Arborists, December 2019;
- East Village Stormwater Management Report, prepared by Engage Engineering, December 2019;
- Sanitary Sewer Design Sheet, prepared by Engage Engineering, dated December 2019;
- Electrical Drawings, prepared by Kirkland Engineering Ltd., dated January 2020;
- Geotechnical Investigation Report, prepared by GHD, dated February 2018 & Update to Groundwater Levels, prepared by GHD, dated March 2019;
- Environmental Noise Analysis Update, prepared by Valcoustics Canada Ltd., dated December 2018;
- Traffic Impact Assessment Update, prepared by Tranplan Associates, dated December 2018.

6.0 ANALYSIS

This memo is for application receipt notification purposes only and there is subsequently no staff analysis at this time. The application package is being circulated to the Development Review Team and applicable agencies/committees for review and comment before being brought back to Council for consideration.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no anticipated negative financial implications imposed on the Municipality as a result of the applications. The Owner has submitted the requisite \$23,200.00 in application fees and deposits.

8.0 CONCLUSION

The application package is being circulated to the Development Review Team and applicable agencies for review and comments before being brought back to Council for consideration.

9.0 POLICIES AFFECTING THE PROPOSAL

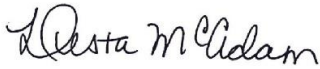
The primary policies affecting this application relate to the Residential Area policies, High Density Residential – Special Provision policies, as amended by OPA 78, and the Community Design and Improvement policies of the Cobourg Official Plan.

10.0 COMMUNICATION RESULTS

This Report is intended to advise Council of the application, and to recommend that Council receive the application, and refer the application to the Planning Department for a report prior to final approval consideration by Council.

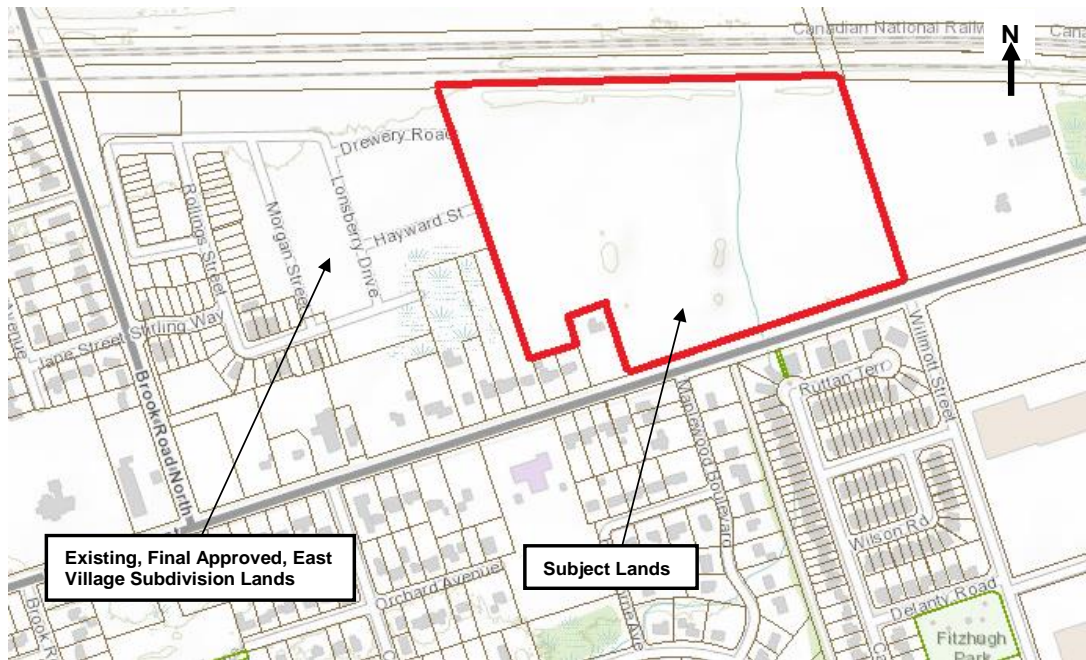
Please contact the Planning Department if you have any questions or concerns.

Respectfully submitted,

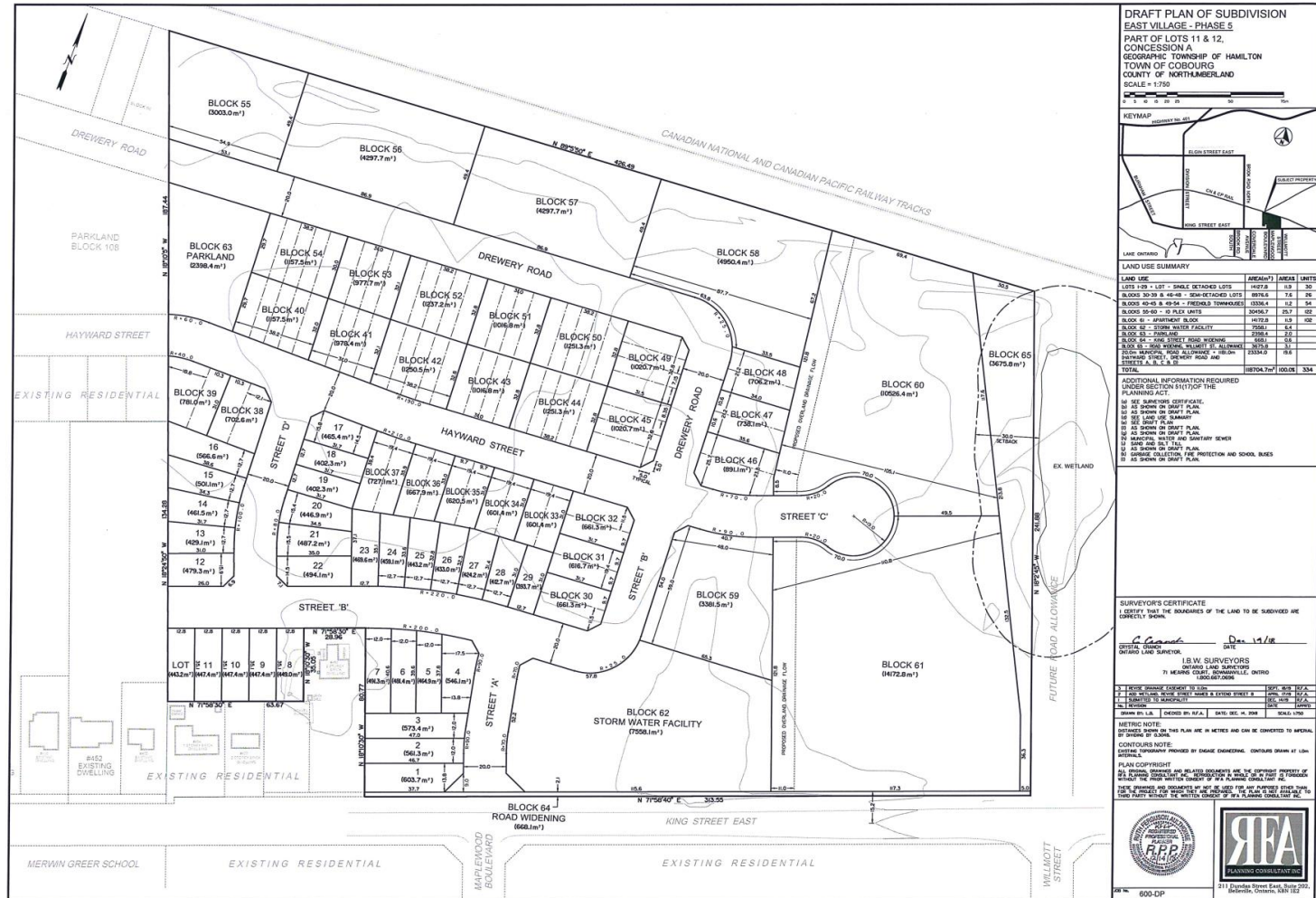
A handwritten signature in black ink, reading "Desta McAdam". The signature is written in a cursive, flowing style.


Desta McAdam, MCIP, RPP
Senior Planner - Development

SCHEDULE 'A'
KEY MAP



SCHEDULE "B" **DRAFT PLAN OF SUBDIVISION**



 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	COMMITTEE OF THE WHOLE REPORT	
TO:	Mayor and Council	
FROM:	Desta McAdam, MCIP, RPP	
TITLE:	Senior Planner - Development	
DATE OF MEETING:	January 27 th , 2020.	
TITLE / SUBJECT:	Severance Agreement 866 Ontario Street Katharine Ann Spavins	
REPORT DATE:	January 14 th , 2020.	File #: B-02/19

1.0 **CORPORATE STRATEGIC PLAN OBJECTIVE**

N/A

2.0 **RECOMMENDATION**

THAT the By-law attached to this Report as *Figure 3* be endorsed and be presented to Council for adoption which authorizes the Mayor and Municipal Clerk to execute a Severance Agreement with Katharine Ann Spavins for the development of a new residential lot on the property known municipally as 163 Sydenham Street, subject to the finalization of details by municipal staff and applicable agencies.

3.0 **PUBLIC ENGAGEMENT**

An application for Consent to Sever a new residential lot for 163 Sydenham Street was submitted to the Committee of Adjustment on January 15, 2019, and approved February 20, 2019 with a number of conditions.

With regard to this application, the Municipality followed the statutory notice requirements of the Planning Act R.S.O 1990, c.P. 13, as amended, including providing notice by personal service or ordinary service mail to every land owner within a 60 m radius of the area to which the application applies, and publication in a newspaper that is of sufficient circulation in the area which the application applies. Following the public Hearing held by the Committee of Adjustment to

consider the application, which included the consideration of a Planning staff report and agency comments, a Notice of Decision was provided to the applicant.

4.0 **ORIGIN AND LEGISLATION**

On February 20, 2019, the Owner was granted Provisional Consent to sever a new 461.4 m² residential lot from the property known municipally as 163 Sydenham Street, see *Figure 1: Location Map*.

One of the conditions of the Consent requires that a Severance Agreement be registered over the property to address matters including but not limited to, servicing; grading; drainage; driveways and access; tree identification and protection; heritage conservation; urban design and landscaping; and, building height. In accordance with the provisions of the Planning Act, if the conditions of the Consent are not satisfied within one (1) year of the decision (February 20, 2020), the Consent lapses and the Owner would need to re-apply.

Section 53(12) of the Planning Act, R.S.O. 1990, c.P. 13, as amended, authorizes the Municipality to enter into Agreement(s) with the proponent as a condition of approval for the Consent.

5.0 **BACKGROUND**

The Subject Lands are designated 'Stable Residential Area' in the Town of Cobourg Official Plan (2017), and zoned Residential 3 (R3) Zone in the Town of Cobourg's Comprehensive Zoning By-law #85-2003. The Subject Lands are also located within the West Residential Heritage Conservation District as designated by By-law under Part V of the Ontario Heritage Act.

On February 20, 2019, the Committee of Adjustment approved a Consent to sever a new 461.4 m² residential lot from 163 Sydenham Street with a total of five (5) conditions, one of which is:

1. That a Severance Agreement be registered on title of the Severed Parcel in accordance with Section 51 of the Planning Act prior to the stamping of the deed that requires the owner or subsequent owners to address any municipal and/or agency comments and items including but not limited to servicing; grading; drainage; driveways and access; tree identification and protection; urban design and landscaping; heritage conservation; and, a stipulation that the dwelling on the Severed Parcel shall not exceed 2-storeys in height;

The other conditions associated with the Consent relate to the payment of cash in lieu of parkland for the Severed Parcel, the creation of an additional parking space on the Retained Lands, and that all infrastructure servicing the Retained

Lands crossing over the Severed Parcel has been relocated, all to the Town's satisfaction.

Since Provisional Consent approval, the proponent has provided submissions to the Municipality with the intent to clear the conditions of the Consent, and a request to enter into a Severance Agreement with the Municipality.

ANALYSIS

6.0 The following attachments are included in this Report for reference purposes:

Figure 1 – Location Map

Figure 2 – Reference Plan

Figure 3 – Agreement Authorization By-law

The following are the key points associated with the proposal:

- The property known as 163 Sydenham Street is approximately 831.2 m² in lot area with frontage on both Sydenham Street and Durham Street. See Figure 1: Location Map.
- Provisional Consent was granted by the Committee of Adjustment on February 20, 2019, which permitted the creation of a 461.4 m² lot with 20.11 m frontage on Sydenham Street and 21.31 m frontage on Durham Street. See Figure 2: Reference Plan.
- As a condition of Consent, the applicant was required to enter into and register a Severance Agreement with the Town to address matters including but not limited to: servicing; grading; drainage; driveways and access; tree identification and protection; urban design and landscaping; heritage conservation; and, a stipulation that the dwelling on the Severed Parcel shall not exceed 2-storeys in height.
- In accordance with Planning Act regulations, if conditions to a Provisional Consent are not fulfilled within one year of the decision (February 20, 2020), the Consent lapses.
- The Severance Agreement stipulates that the Municipality will not approve any development or issue any Building Permits on the Severed Lands until the Municipality's Director of Planning & Development or his/her designate is satisfied that all of the Municipality's requirements for development and construction have been fulfilled in accordance with the relevant policies, guidelines, regulations and standards of the Municipality (Official Plan, Urban and Landscape Design Guidelines, Zoning By-law, Engineering Design Guidelines and Standards), including the submission

and approval of such plans, reports and/or other documentation addressing matters such as but not limited to: urban design; driveway(s) and access; servicing; grading; tree identification and preservation; landscaping; and, a financial security deposit.

- The Severance Agreement also stipulates that the Municipality will not approve any development or issue any Building Permits on the Severed Lands until the Municipal Council is satisfied that the Municipality's requirements for heritage conservation have been fulfilled in accordance with the relevant policies, guidelines, regulations and standards of the Municipality relating to heritage conservation (Official Plan, Heritage Master Plan), including the submission and approval of a such plans, reports and/or other documentation prepared by a qualified heritage professional, or other approved professional, which address the requirements for a Heritage Permit, as determined by Municipality.
- The subject proposal conforms to the applicable policies of the Official Plan, particularly the Residential Area and Community Design policies, complies with Comprehensive Zoning By-law #85-2003, and satisfies Condition #1 of the Consent Decision.
- Based on the above, the technical matters associated with the proposed new lot creation are now more carefully defined and/or satisfied, and therefore Planning staff are in a position to recommend approval of a Severance Agreement.

7.0 **FINANCIAL IMPLICATIONS/BUDGET IMPACT**

There are no anticipated negative financial implications imposed on the Municipality as a result of granting final approval of the subject request. Development Charges will be applied to the vacant lot at the Building Permit Stage. All legal, registration and other costs incurred by the Municipality shall be borne by the Owner.

8.0 **CONCLUSION**

It is the opinion of the Planning Department that the submission made by the Owner to clear Condition #1 of the Consent for the land area known municipally as 163 Sydenham Street satisfies this condition of approval, subject to the finalization of details by planning staff and applicable agencies, and the registration of the Severance Agreement.

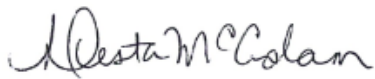
9.0 **POLICIES AFFECTING THE PROPOSAL**

The Cobourg Official Plan is the primary municipal policy affecting this proposal, and it is the opinion of Planning staff that the proposal conforms to the Plan.

10.0 **COMMUNICATION RESULTS**

THAT the By-law attached to this Report as *Figure 3* be endorsed and be presented to Council for adoption which authorizes the Mayor and Municipal Clerk to execute a Severance Agreement with Katharine Ann Spavins for the development of a new residential lot on the property known municipally as 163 Sydenham Street, subject to the finalization of details by municipal staff and applicable agencies.

Yours very truly,
THE CORPORATION OF THE TOWN OF COBOURG



Desta McAdam, MCIP, RPP
Senior Planner - Development

Reviewed by:



Glenn J. McGlashon, MCIP, RPP
Director of Planning & Development



FIGURE 1: LOCATION MAP

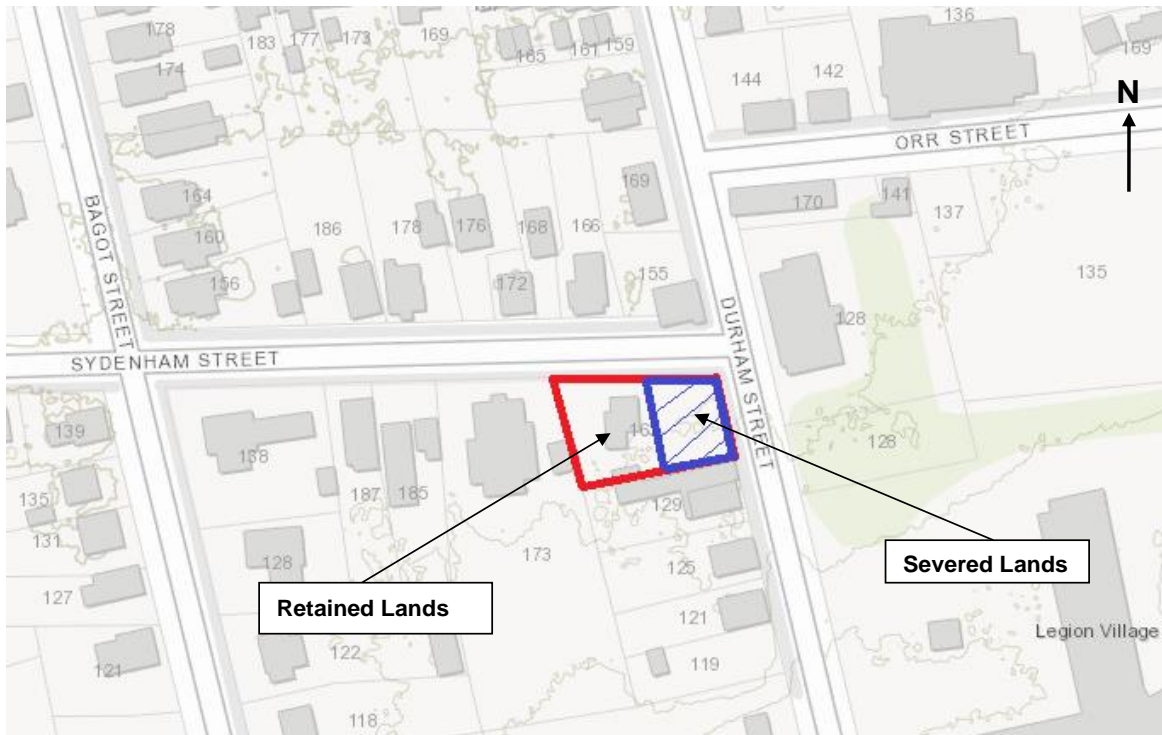


FIGURE 2: DRAFT REFERENCE PLAN

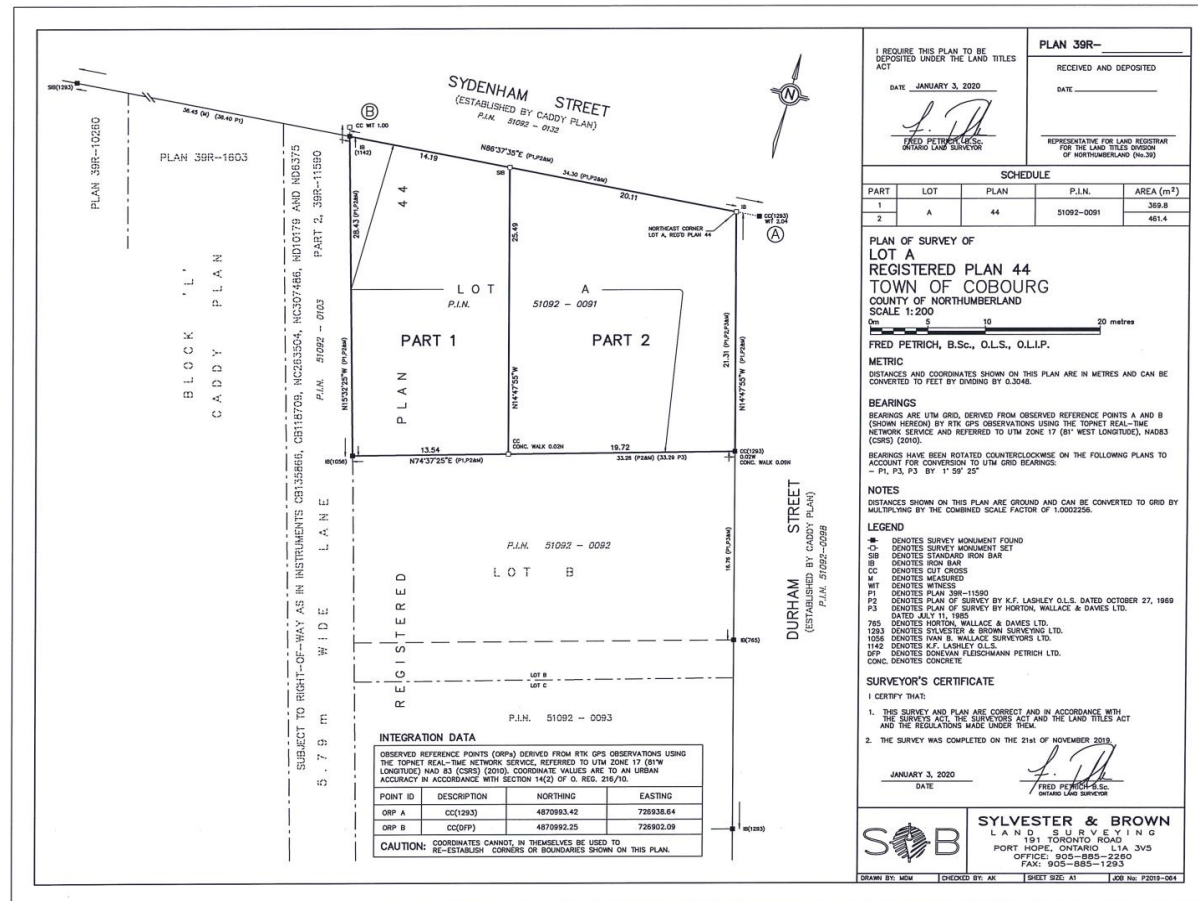



FIGURE 3: AGREEMENT AUTHORIZATION BY-LAW

 <p>COBOURG</p>	THE CORPORATION OF THE TOWN OF COBOURG
	BY-LAW NUMBER _____-2020

A BY-LAW TO AUTHORIZE THE EXECUTION OF A SEVERANCE AGREEMENT WITH KATHARINE ANN SPAVINS AND THE CORPORATION OF THE TOWN OF COBOURG (163 SYDENHAM STREET).

WHEREAS the Committee of Adjustment for the Town of Cobourg granted Consent to sever from the Subject lands one (1) new residential lot by virtue of application B-02-19 along with one (1) retained lot;

AND WHEREAS as a condition of the Consent, the Committee of Adjustment required the Owner to enter into an agreement with the Municipality in accordance with the provisions of the *Planning Act*, R. S. O. 1990, c. P. 13, as amended, and in particular Section 53(12) and 51(26) which provides in part that a municipality has the authority to enter into one or more agreements in dealing with matters subject to Subdivision of Land and Consent to Sever;


NOW THEREFORE the Municipal Council of the Corporation of the Town of Cobourg enacts as follows:

1. THAT the Mayor and Municipal Clerk are hereby authorized and instructed to execute on behalf of the Corporation a Severance Agreement with Katharine Ann Spavins for the development of one (1) residential lot on the property known municipally as 163 Sydenham Street, subject to the finalization of details by municipal staff and applicable agencies.
2. THAT this By-law shall come into force and effect upon final passing hereof, and shall expire two (2) years from the date of passing.

By-law read and passed in Open Council this 3rd day of February, 2020.

MAYOR

MUNICIPAL CLERK

	THE CORPORATION OF THE TOWN OF COBOURG
	COBOURG HERITAGE ADVISORY COMMITTEE
TO:	Brent Larmer, Municipal Clerk/Manager of Legislative Services
FROM:	Adriane Miller, Secretary
MEETING DATE:	January 15, 2020
SUBJECT:	Natural Heritage Waterfront Park

The following Motion was adopted at the January 15, 2020 Cobourg Heritage Advisory Committee Meeting:

Moved by Member F.Pope

THAT the Cobourg Heritage Committee supports the concept of a Natural Heritage Waterfront Park including the Ecology Garden, West Beach, West Headland and West Harbour as proposed by the delegation from Willow Beach Field Naturalists on September 11, 2019.

CARRIED



Corporation of the Town of Cobourg
NOTICE OF HEARING OF
THE COMMITTEE OF ADJUSTMENT

SUBJECT LANDS: 415 King Street West, Cobourg

FILE NO: A-08/19

The Town of Cobourg Committee of Adjustment has received an application for minor variances from Glover & Co. Inc. & AMR Investments Inc., in accordance with Section 45 of the Planning Act, R.S.O. 1990, c.P. 13, as amended. The purpose and effect of the proposed minor variances is to facilitate the redevelopment of the existing building on the Subject Property for multi-residential purposes, including the construction of two (2), 2-storey additions on the north and south sides of the building. Please see the key map below.

The applicant is seeking the following variances:

- To reduce the required exterior (west) side yard on Tremaine Street at the south-west corner of the proposed southerly addition from 5.93 m to 4.6 m, a variance of 1.33 m;
- To reduce the required rear (south) yard from 7 m to 5 m at the south-east corner of the proposed southerly addition, a variance of 2 m; and
- To increase the number of permitted residential dwelling units in the proposed development from twenty-five (25) units to twenty-six (26) units, a variance of one (1) additional unit.

A Hearing will be held by the Committee of Adjustment on **January 28th, 2020** in Victoria Hall, 55 King Street West, 3rd Floor Committee Room at **4:00 p.m.**

If you have any comments regarding the proposed variances, signed written submissions will be accepted by the Secretary-Treasurer, prior to or during the Hearing. Such written submissions will be available for inspection at the Hearing by any interested person.

If you wish to be notified of the decision of the Committee of Adjustment in respect of the proposed variance, you must make a written submission to the Town of Cobourg Committee of Adjustment, care of the Secretary-Treasurer, c/o Adriane Miller, Secretary-Treasurer, Victoria Hall, 55 King Street West, Cobourg, K9A 2M2, or amiller@cobourg.ca.

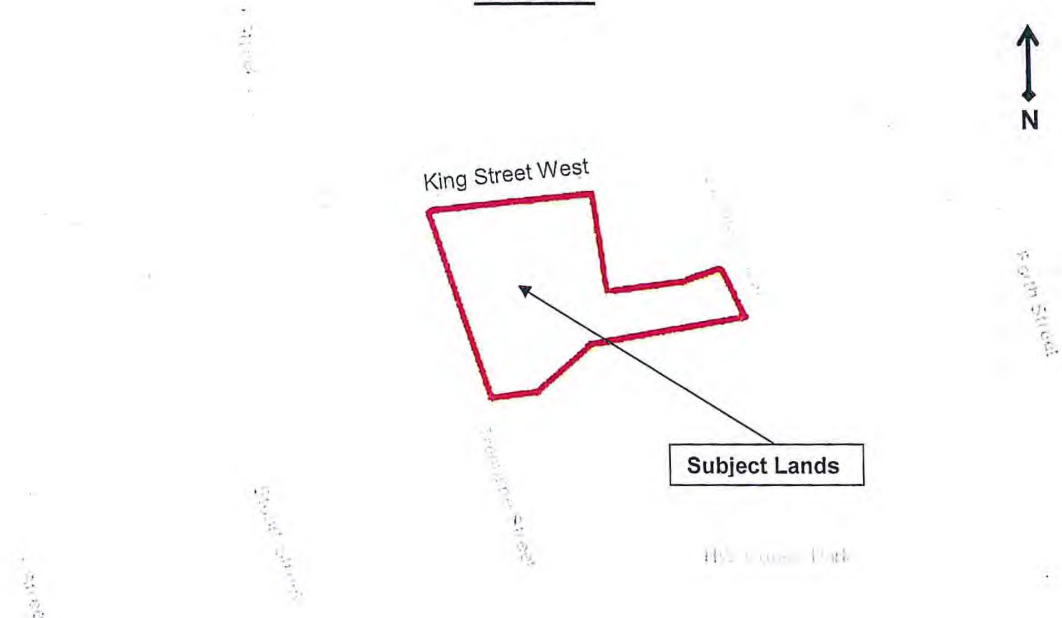
For more information about this matter, please contact the Town of Cobourg Planning Department at 905-372-1005.


DATED at Cobourg this 9th day of January, 2020

Adriane Miller, Secretary-Treasurer

ZONE: Multiple Residential 4 Exception Sixteen
Holding (R4-16 [H]) Zone &
Environmental Constraint (EC) Zone

KEY MAP



 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Committee of Adjustment	
FROM: TITLE:	Desta McAdam Senior Planner - Development	
DATE OF MEETING:	January 28 th , 2020.	
TITLE / SUBJECT:	Application for Minor Variance: 415 King St W (Glover & Co. Inc. and AMR Investments Inc.)	
REPORT DATE:	January 24 th , 2020	File #: A-08/19

1.0 STRATEGIC PLAN
N/A

2.0 RECOMMENDATION

The following actions are recommended:

THAT the requested minor variances including:

- To reduce the required exterior (west) side yard on Tremaine Street at the south-west corner of the proposed southerly addition from 5.93 m to 4.6 m, a variance of 1.33 m (*or to 4.43 m, a variance of 1.5 m, based on further review of the applicant's request*);
- To reduce the required rear (south) yard from 7 m to 5 m at the south-east corner of the proposed southerly addition, a variance of 2 m; and
- To increase the number of permitted residential dwelling units in the proposed development from twenty-five (25) units to twenty-six (26) units, a variance of one (1) additional unit.

be permitted subject to the following conditions:

1. That, prior to Site Plan Approval being granted by the Municipality, the Owner provide confirmation by a qualified professional engineer to the Ganaraska Region Conservation Authority demonstrating there will be no offsite flood impacts to adjacent properties as the result of the proposed

development to the satisfaction and approval of the Ganaraska Region Conservation Authority;

2. That, prior to Site Plan Approval being granted by the Municipality, the Owner demonstrate that the proposed building shall be protected from flooding (floodproofed) to the level of the Regional Storm Flood Plan to the satisfaction and approval of the Ganaraska Region Conservation Authority;
3. That windows and/or balconies shall not be permitted on any part of the south building elevation that is less than 7 m from the rear lot line, as measured from the building foundation;
4. That a 1.83 m closed board privacy fence be erected along the rear (south) property line abutting 180 Tremaine Street within thirty (30) days of the first Occupancy Permit being granted by the Building Department for the proposed development;
5. All conditions are subject to the specifications and approval of the Town of Cobourg, but at no cost to the Municipality.

3.0 PUBLIC ENGAGEMENT

Section 45 (5) of the Planning Act, R.S.O. 1990, c.P. 13, as amended, prescribes statutory notice requirements for minor variance applications. The Planning Act requires that at least ten (10) days before the day of the hearing, notice shall be given by either:

a) personal service or ordinary service mail to every land owner within a 60 m radius of the area to which the application applies and by posting a notice on the frontage of the subject lands; or

b) publication in a newspaper that is of sufficient circulation in the area which the application applies.

The statutory notice requirements of the Planning Act have been fulfilled for this application. The notice of application is also posted on the Town of Cobourg website.

4.0 ORIGIN

The Subject Property is an irregular, 7,502.3 m² vacant land parcel with 60.95 m frontage along King Street West and 96 m frontage along Tremaine Street. The Subject Property is currently improved with a building that has been historically used for industrial and commercial land uses. See **Schedule "A"** Key Map.

The area of the Subject Property in which the existing building is located is zoned Multiple Residential Exception 16 Holding (R4-16 [H]) Zone. The R4-16 (H) Zone permits a residential apartment building consisting of up to twenty-five (25) dwelling units total on the site, and provides other site specific zone regulations

for the Subject Property. The Holding (H) Symbol will not be removed until final plans for the residential development are approved through the Site Plan Approval Application process, and registered in a Development Agreement with the Municipality and Lakefront Utility Services Inc.

The applicant has submitted a development concept for the Subject Property that proposes the construction of two new, modest two-storey building additions on the north and south sides of the building. The proposal slightly varies from the current, approved land use regulations for the Subject Property.

Particularly, the proposed south building addition is proposed to be located partially within the required rear (south) yard, and required exterior (west) side yard for the property. Additionally, the overall proposed development consists of twenty-six (26) dwelling units. See **Schedule “B”** Concept Development Plan and **Schedule “C”** Building Elevations.

Accordingly, in order to facilitate the development of the new development concept, the applicant is seeking the following variances:

- To reduce the required exterior (west) side yard on Tremaine Street at the south-west corner of the proposed southerly addition from 5.93 m to 4.6 m, a variance of 1.33 m;
- To reduce the required rear (south) yard from 7 m to 5 m at the south-east corner of the proposed southerly addition, a variance of 2 m; and
- To increase the number of permitted residential dwelling units in the proposed development from twenty-five (25) units to twenty-six (26) units, a variance of one (1) additional unit.

5.0 ANALYSIS

In the analysis of this application, a number of points have been reviewed:

1. Provincial Policy Statement (PPS) & Places to Grow Act

The Planning Act R.S.O. 1990, c.P.13, requires that decisions of local approval authorities shall be consistent with matters of Provincial Interest in carrying out decisions on applications such as consents and/or minor variances. Items of Provincial Interest are outlined in the Provincial Policy Statement (PPS) and Places to Grow Act and include:

- promoting efficient, cost-effective and financially sustainable development and land use patterns;
- promoting the redevelopment of brownfield sites;
- identifying appropriate locations and promote opportunities for intensification and redevelopment where this can be accommodated taking into account existing building stock or areas, including brownfield sites;
- ensuring that sufficient land is designated and approved to accommodate projected residential growth;

- directing growth and development to urban settlement areas with full municipal services
- ensuring that an appropriate range of housing types and densities are provided to meet the requirements of current and future residents;
- ensuring that necessary infrastructure and public service facilities are or will be available to meet projected needs;
- promoting land use patterns and densities which are transit-supportive;
- avoiding development and land use patterns which may cause environmental and/or public health and safety concerns;
- conserving significant built heritage resources.

The Subject Property has already, through previous planning processes, been determined as a desirable, and appropriate location for residential infill development within the urban serviced area of the municipality. The current development concept will make use of a presently underutilized, former industrial/commercial brownfield property, and reuse an existing building that would otherwise be left vacant and in derelict condition, and be prone to vandalism. See **Schedule “D”** Site Photos for a visual example of the current building condition. The proposed variances will support the creation of a more diverse housing supply through the construction of twenty-six (26) new rental dwelling units, make use of existing urban infrastructure available, and contribute towards a more transit supportive land use pattern along a collector road.

With respect to heritage conservation, the property is not designated under the Ontario Heritage Act, nor is it listed on the Register of Properties Having Cultural Heritage Value. Additionally, the property is not *adjacent* to existing identified or designated cultural heritage resources as defined in the Provincial Policy Statement, although there are existing cultural heritage resources in close proximity to the subject property.

With respect to public health and safety, the Cobourg Creek is immediately east of the Subject Property; accordingly the eastern portion of the subject property is designated and zoned Environmental Constraint Area, and the Subject Property is regulated by the Ganaraska Region Conservation Authority (GRCA). The GRCA have been circulated the Notice, and have provided comments on the application.

In the comments submitted in **Schedule “E”** attached, the GRCA states that their primary concern is the protection of life and property from the flood hazard, and that their concerns for new construction include maintaining setbacks to address channel bank erosion, sediment control during construction, no negative impact to Regulatory Storm Flood Plain and to ensure no degradation to water quality.

The comments from the GRCA acknowledge that although the GRCA has previously consulted with the applicant regarding the redevelopment of the Subject Property, the development concept they considered in pre-consultation with the applicant did not include a south building addition. As a floodproofing measure, the applicant has previously proposed to grade the area surrounding the building to remove the structure from the flood hazard. The GRCA notes that fill placement and development can have an

impact on the floodplain in terms of storage, conveyance and the water level. The proposal considered in this application does not indicate any fill placement that would effectively remove the structure from the floodplain; accordingly, GRCA must be satisfied that this can be accomplished.

Based on the above comments, the GRCA stated that they have no objection to the minor variance, provided that the following items are addressed to the satisfaction of the Authority:

1. That confirmation is provided by a qualified professional engineer demonstrating there will be no offsite flood impacts to adjacent properties as the result of the proposed development; and
2. That it is demonstrated the proposed building shall be protected from flooding (floodproofed) to the level of the Regional Storm Flood Plain.

The GRCA also provided a note to the applicant, and confirmation that a Development Permit from the Authority is required for the development.

Based on the comments received from the GRCA, it is recommended that the two conditional items referenced by the GRCA above be added as Conditions of approval to the minor variance applications, since they directly relate to proposal considered by the variance application. Additionally, the proposed development will be subject to more detailed technical review through the Site Plan Approval process where matters relating to grading, stormwater, and floodplain management, including floodproofing measures are more closely evaluated. Finally, it is confirmed that a Development Permit from the GRCA will be required for the proposed development prior to the issuance of a Building Permit in accordance with Provincial Regulations.

Additionally, the Subject Property is a former industrial property (munitions manufacturer, then matting factory), and is considered a brownfield site. Required remediation works to address the site's historical industrial uses have been addressed by the applicant. A Record of Site Condition has been filed with the Province, verifying that the required environmental assessment and remediation works have been completed for the Subject Property, and confirming the site's safety for the intended residential use in accordance with the Official Plan and applicable Provincial legislation.

Finally, a Noise Report will be required in support of the Site Plan Approval Application that will provide recommendations for the development of the Subject Property, based on the property's location within 500 m of a railway right-of-way.

The rationale provided for the proposed increase in density from twenty-five (25) to twenty-six (26) units, and for the proposed variances to permit an addition to provide more building area, relates to the applicant's need to offset the costs of the above-mentioned environmental remediation works as well as the adaptive retrofit requirements to bring the building up to current Ontario Building Code standards, and the requirements of the

Provincial Policy Statement regarding situating development outside of the flood hazard area.

Given the above discussion, and the recommended Conditions of approval requiring the applicant to ensure that the proposed development has no offsite flood impacts and is floodproofed to the GRCA's satisfaction, it is my opinion that the proposal maintains the general intent and purpose PPS and Places to Grow Act.

2. Northumberland County Official Plan

The Official Plan for the County of Northumberland was approved by the Ontario Municipal Board on November 23, 2016 and is now in full force and effect. The purpose of this upper-tier Official Plan is to provide a policy basis for managing growth and change that will support and emphasize the County's unique character, diversity, civic identity, urban and rural lifestyles and natural and cultural heritage and to do so in a way that has the greatest positive impact on the quality of life in the County.

The County OP aims to focus growth in Urban Areas, and to support the establishment of complete communities. The policies contained within the County Official Plan encourage the provision of a range of housing types to accommodate persons with diverse social and economic needs, and support opportunities for various forms of residential intensification, where appropriate. The Northumberland County OP also encourages the redevelopment of brownfield properties and the provision of incentives to achieve brownfield redevelopment.

The subject property is located within the Built Boundary of the Urban Area, as designated in the County Official Plan. The proposal will facilitate appropriate and timely residential infill development that is also a brownfield redevelopment project, as supported by the Northumberland County OP.

Based on the above discussion, it is my opinion that this proposal supports the policies of the Northumberland County Official Plan by facilitating appropriate residential infill development within the urban serviced area of the municipality.

3. Official Plan

The subject property has two land use designations in the approved Town of Cobourg Official Plan (2017). The area in which proposed variances are located is designated "Residential Area," and the remaining vacant, open space to the east of the existing building on the Subject Property is designated "Environmental Constraint Area." See **Schedule "A"** Key Map.

The Residential Area designation recognizes established residential areas and ensures that new uses are generally compatible with the existing character and density of these areas, and provides for the creation of new residential areas which are generally compatible with the character and density of the existing residential areas. The Subject

Property is outside of the “Stable Residential Area” boundary, and therefore, would be considered as a “New Residential Area” in the Official Plan land use policies.

The land use policies of this designation encourage medium density residential development that is inter-mixed with low density development in smaller groups; primarily street-oriented in design; and located adjacent to collector and arterial roads, park and greenland areas and/or as a physical transition between high and low density residential development.

The proposal only considers minor changes to the existing land use regulations applicable to the property, which already permit a two-storey medium density residential development on the site. Specifically, reductions to the required rear and exterior side yards, and an increase in residential density to twenty-six (26) units maximum (still within the medium density range at 34.66 u/ha), are requested.

The Subject Property is located along King Street West between Burnham Street (both collector roads) and William Street, an arterial road, and provides a linkage in the form of a Right-of-Way over the Subject Property’s existing driveway to future Municipal parkland (H.W. Cooley Park), immediately southeast of the Subject Property. The proposed development will have an attractive, street-oriented appearance along Tremaine Street, and the two-storey building height along the Tremaine street frontage will provide an appropriate physical transition between the proposed medium development and the low density residential properties to the north, west and south. The eastern face of the building will have the appearance of a three-storey building given the grade change from west to east.

The rear (south) yard for the Subject Property immediately abuts a lower residential density land use (single detached dwelling) at 180 Tremaine Street. To maintain compatibility between land uses, a certain level of buffering should be provided in favour of the abutting dwelling sharing this property boundary. To help buffer the proposed development on the Subject Property from 180 Tremaine Street, and prevent any future trespass on the neighbouring private property, it is recommended that a 1.83 m high closed board privacy fence be installed along the rear (south) lot line of the Subject Property. The fence construction should be completed within 30 days of first Occupancy being granted for the proposed residential development.

Urban and Landscape Design Guidelines

The Cobourg Urban and Landscape Design Guidelines (“the Design Guidelines”) were adopted by Council in September 2010 and are now in effect. The general design policies in the current, approved OP should be read together with the Design Guidelines when evaluating development applications, including minor variance applications.

Section 4.5.2 Residential Buildings provides a general outline of principles for residential design. These principles speak to creating strong public face with attractive and animated building frontages that incorporate large windows and front porches, creating dual

frontages on corner lots, and also ensuring creative, high quality and diverse design that is context sensitive.

Section 4.5.2.4 Residential Setbacks states that residential properties should provide appropriate front, side and rear yard setbacks to control lot coverage and drainage, provide adequate private open space, situate buildings in close proximity to the right-of-way and ensure adequate separation between adjoining buildings. Furthermore, Section 4.5.2.3 Residential Orientations states the buildings should be oriented to frame the street, and that dwellings on corner and flanking lots should be designed so both exposed facades are oriented towards the street.

Overall, the proposed concept development plan included in **Schedule “B”** and conceptual building elevations in **Schedule “C”** appears very responsive to the Urban Design Guidelines. The proposed development will create a strong public face along both street frontages, and will provide for an active, pedestrian oriented streetscape appearance along the Tremaine Street frontage. The building design also will include large windows, inset balconies, and will be constructed of quality, brick building material.

The proposal demonstrates that an appropriate outdoor open space can still be provided on the Subject Property if the proposed variances are granted. In addition to the recommended fence along the rear (south) property line, opportunities to enhance the vegetative buffering between the proposed south building addition and the neighbouring residential property at 180 Tremaine Street should be explored and presented in a Landscape Plan during the Site Plan Approval process. Additional details relating to site planning matters, not specifically related to the variance application, would be considered at the Site Plan Approval application stage.

Overall, the proposal reflects a desirable residential infill development opportunity, and would contribute to the residential intensification targets established within the Official Plan for the municipality. The recommended condition for the Owner to install a 1.83 m high closed board privacy along the rear (south) lot line of the Subject Property should help maintain a clear distinction and buffer between the Subject Property and the immediate abutting property located at 180 Tremaine Street.

Based on the above discussion, and the recommended condition, it is my opinion that the proposal maintains the general intent of the policies of the Official Plan (2017) and the Town’s Urban and Landscape Design Guidelines.

4. Zoning By-law

The subject property is located in a Residential 4 Exception 16 Holding [R4-16 (H)] Zone and an Environmental Constraint (EC) Zone. The west portion of the Subject Property, where the existing structure is located, was rezoned to the R4-16 (H) Zone in the early 2000’s to permit the redevelopment of the former industrial/commercial Subject Property into a medium density residential development. The R4-16 (H) Zone includes site specific

regulations pertaining to maximum building height, maximum number of units, and regulations acknowledging the property's location within the Cobourg Creek floodplain.

The request to increase the site-specific maximum permitted residential density by one (1) additional unit reflects the trend towards supporting compact, urban built form and more sustainable land use patterns, and ensures that land within the urban serviced area is efficiently utilized so that housing demands can be met. The applicant's request for one additional unit on the Subject Property, for a total of twenty-six (26) dwelling units, is a minor increase and maintains the intent of the site specific regulations of the R4-16 (H) Zone, which is to reasonably limit residential density on the site so that it remains compatible with the surrounding low density residential land uses. The overall residential density for the Subject Property would be approximately 34.66 units/hectare, which is still well below the residential density permitted in the General Use Regulations for the R4 Zone, which permits residential densities up to 50 units/hectare.

With respect to the request to reduce the rear and exterior side yards, it is acknowledged that the subject Property is particularly unique in that it is a corner lot with two street frontages, the lot is irregular in shape, and the lot's capacity for redevelopment is constrained by the Environmental Constraint Zone/Area immediately to the east of the existing structure.

The intent of the Zoning By-law minimum rear yard requirement is to provide for adequate open space/amenity areas and separation between land uses. The minimum rear yard requirement also generally preserves a standard of privacy between neighbouring residential rear yards. The intent of the Zoning By-law minimum exterior side yard requirement, using the established building line as a minimum, is to maintain some consistency in building setbacks along a street line, while acknowledging that there is often a playful articulation in building setbacks along a streetscape.

With respect to the request to reduce the required rear (south) yard from 7 m to 5 m: Only the most southeasterly corner of the proposed south building addition encroaches into the required rear yard for the Subject Property. The majority of the proposed rear (south) yard for the subject property still either maintains or exceeds the minimum requirements of the Zoning By-law. Additionally, the proposed building, specifically within this the encroaching area at the southeast corner, does not appear to have any south facing windows or balconies, and does not appear to create any undue privacy concerns for the neighbouring residential property to the south at 180 Tremaine Street. A condition restricting windows and/or balconies on the south elevation of the building that is encroaching into the required rear yard for the property has been incorporated into the recommendations of this Planning Report, in addition to a condition for a board fence.

With respect to the request to reduce the required exterior side (west) yard from 5.93 m to 4.6 m, a variance of 1.33 m: When observing the existing streetscape context, which includes the existing former industrial/commercial structure, it is clear that the existing west building wall already extends in an angular fashion from the intersection of King

Street West and Tremaine Street, southwest towards the Tremaine Street right-of-way. See **Schedule “D”** Site Photos, particularly Photo #1. The proposed addition will continue along the same trajectory established by the existing building, and in my opinion reflects a natural, consistent progression of the west building elevation toward Tremaine Street. Municipal community design policies encourage new residential developments to be street-oriented, and positioned close to the Municipal Right-of-Way, and the proposed south addition maintains these design policies.

In summary, when observing the positioning of the former industrial building being reused in the residential project on the Subject Property, the siting of the proposed south addition, which is subject to the two requested yard variances, appears logical and reasonable with minimal adverse impacts being anticipated on the streetscape or adjacent properties, subject to certain conditions.

Based on the above discussion, it is my opinion that the proposal maintains the general intent and purpose of the Zoning By-law.

5. Minor/Desirable

It is important to note that the determination of “minor” in the context of a variance application such as this, is not a numeric exercise. The requested variances are assessed individually with respect to potential impact on surrounding land uses, and evaluated comprehensively with consideration to the overall proposed development.

The subject variances are intended to facilitate a development concept that includes two (2) additions to the existing structure, at the north and south ends of the building. This minor variance application is one step forming part of a larger, ambitious proposal to re-develop the derelict former industrial/commercial brownfield property into a productive residential use in accordance with the provisions of the Provincial Policy Statement, Official Plan, the intent of the Zoning By-law and all other applicable guidelines and legislation.

Overall, the variances when considered both individually and together, appear to be minor and desirable for the appropriate development of the Subject Property, provided the recommended Conditions of approval can be satisfied. Former brownfield sites such as the Subject Property are important to the community, as they represent an opportunity for regeneration of otherwise contaminated, derelict lands into productive use. In this case, the proposal will facilitate the development of an additional twenty-six (26) new rental dwelling units within the urban serviced area of the Municipality, which is a highly desirable outcome.

Based on the above discussion, it is my opinion that the proposal is minor and desirable for the ongoing use and development of the Subject Property. The property is still subject to Site Plan Control, where more detailed, technical aspects of the development will be comprehensively reviewed prior to final approval of the development by Council.

6. The requested minor variances do not appear to create a traffic hazard or perpetuate an existing traffic problem.

7. The Subject Property is partially located in an Environmental Constraint and in an area regulated by the GRCA. Conditions have been recommended in this report to ensure that the proposed development is not impacted by the floodplain hazard on the Subject Property and that there are no off-site impacts associated with the development.

8. The condition for a 1.83 m high privacy fence along the Subject Property's rear (south) yard will help ensure that appropriate buffering is provided between the Subject Property and the neighbouring residence at 180 Tremaine Street. Other site planning matters will be addressed in the future Site Plan Approval Application process and prior to consideration of final approval by Council.

Planning staff is in receipt of a written submission from the Owners of 180 Tremaine Street (immediate neighbour to the south of the Subject Property) confirming no objections to the three proposed minor variances.

Planning staff are also in receipt of a written submission from a resident at 175 Tremaine Street confirming no objections to the proposed apartment building. The written submission also highlights a site planning concern for the property in relation to visitor parking provisions and location of the main entrance for the building on Tremaine Street. The resident has requested that the builder consider locating visitor parking and the main entrance for the building on the east side of the property.

Comments from the GRCA are attached as **Schedule "E."**

As of the writing of this Report, no further Department or Agency comments have been received. The Committee of Adjustment will be informed of any formal comments or public submissions submitted on or before the meeting date.

NOTE: Please be advised that the applicant has very recently notified the Planning Department that the foundation for the proposed south building addition will protrude by an additional 17 cm into the required exterior side yard for the Subject Property. See Schedule "F" Revisions to Concept Development Plan (Exterior Side Yard Setback).

The applicant has explained that since the existing structure doesn't have a brick shelf, the foundation for the proposed addition will protrude out 17 cm toward Tremaine Street to support the new brick and maintain a consistent brick face. The brick on the existing structure will be supported by an 'angle-iron' ledge attached to the existing foundation. To permit the applicant's desired construction approach, the minor variance request to reduce the required exterior side (west) yard would need to be adjusted by 17 cm to request a 4.43 m exterior side yard, a variance of 1.5 m (as opposed to the original application request of 1.33 m).

In spite of the 17 cm adjustment to the requested exterior side yard variance, the proposal still appears to meet the intent of applicable policy and regulations subject to the recommended Conditions of approval. The brick face along the length of the existing building and the proposed building will match. Therefore, the planning opinions and recommended conditions expressed in this report are still relevant. However, the Committee of Adjustment must consider if the revised request on behalf of the applicant to change the requested exterior side yard from 4.6 m to 4.43 m (a change of 0.17 m/17 cm) is minor or is significant enough to warrant a re-notification to the public, and new hearing date.

6.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no new anticipated negative financial implications imposed on the Municipality as a result of these minor variances. The applicant submitted the required \$1,700.00 application fee and deposit.

7.0 CONCLUSION

1. The proposed minor variances do not conflict with matters of Provincial Interest as outlined in the Provincial Policy Statement and the Place to Grow Growth Plan.
2. The proposed minor variances would maintain the general intent and purpose of the Official Plan.
3. The proposed minor variances would maintain the general intent and purpose of the Zoning By-law.
4. The proposed minor variances would be generally desirable and allow for the appropriate development of the subject lands.
5. The proposed variances would be considered minor.

8.0 POLICIES AFFECTING THE PROPOSAL

The policies affecting this application relate to the policies of the Provincial Policy Statement, and Cobourg Official Plan, particularly the Residential Area policies.

9.0 COMMUNICATION RESULTS

The following actions are recommended:

THAT the requested minor variances:

- To reduce the required exterior (west) side yard on Tremaine Street at the south-west corner of the proposed southerly addition from 5.93 m to 4.6 m, a variance of 1.33 m (*or to 4.43 m, a variance of 1.5 m, based on further review of the applicant's request*);
- To reduce the required rear (south) yard from 7 m to 5 m at the south-east corner of the proposed southerly addition, a variance of 2 m; and

- To increase the number of permitted residential dwelling units in the proposed development from twenty-five (25) units to twenty-six (26) units, a variance of one (1) additional unit.

be permitted subject to the following conditions:

1. That, prior to Site Plan Approval being granted by the Municipality, the Owner provide confirmation by a qualified professional engineer to the Ganaraska Region Conservation Authority demonstrating there will be no offsite flood impacts to adjacent properties as the result of the proposed development to the satisfaction and approval of the Ganaraska Region Conservation Authority;
2. That, prior to Site Plan Approval being granted by the Municipality, the Owner demonstrate that the proposed building shall be protected from flooding (floodproofed) to the level of the Regional Storm Flood Plain to the satisfaction and approval of the Ganaraska Region Conservation Authority;
3. That windows and/or balconies shall not be permitted on any part of the south building elevation that is less than 7 m from the rear lot line, as measured from the building foundation;
4. That a 1.83 m closed board privacy fence be erected along the rear (south) property line abutting 180 Tremaine Street within thirty (30) days of the first Occupancy Permit being granted by the Building Department for the proposed development;
5. All conditions are subject to the specifications and approval of the Town of Cobourg, but at no cost to the Municipality.

Approved by:

Desta McAdam

Desta McAdam, MCIP, RPP
Senior Planner – Development

Glenn J. McGlashon

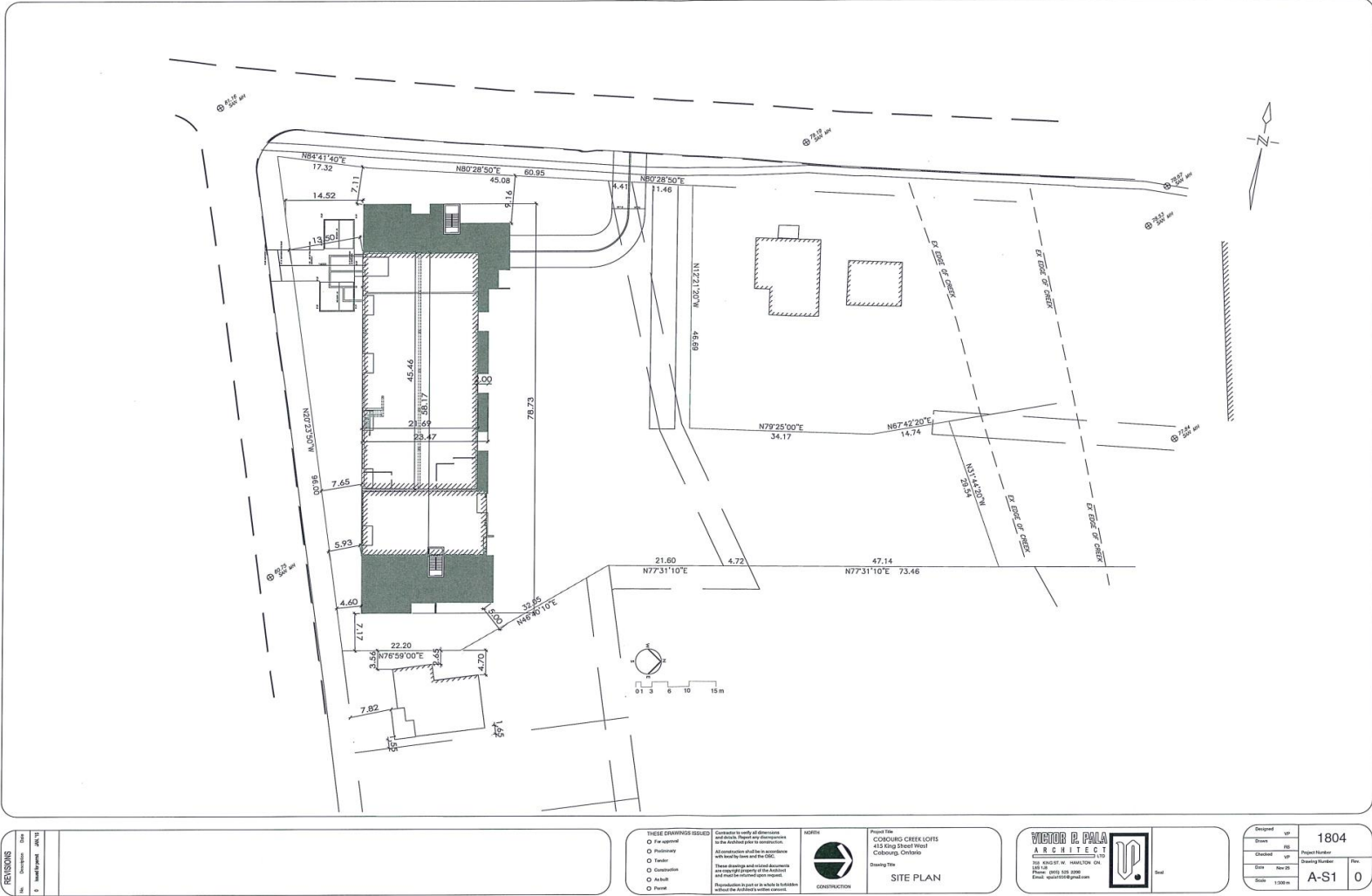
Glenn J. McGlashon, MCIP, RPP
Director of Planning & Development



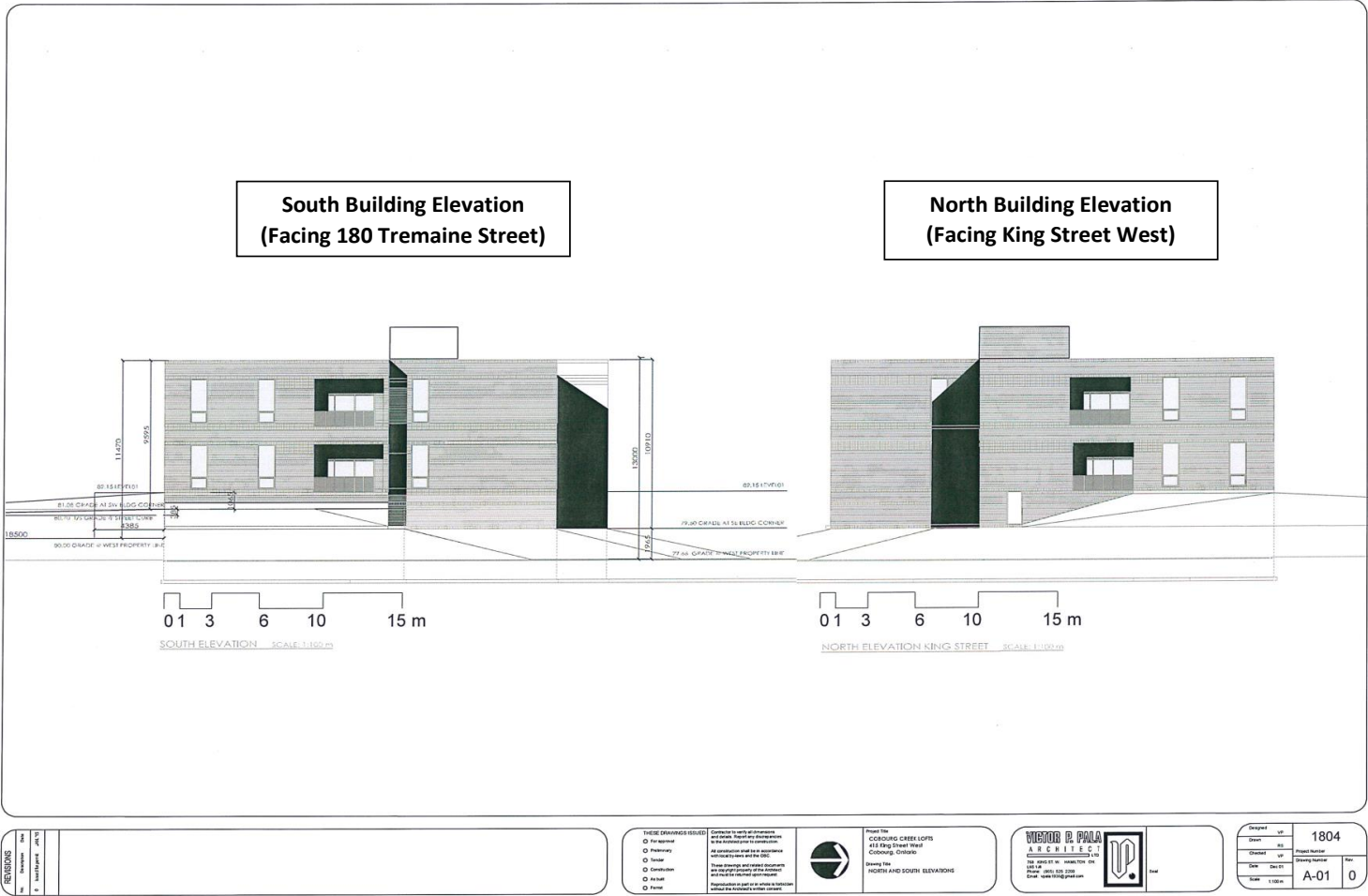
Schedule "A" Key Map



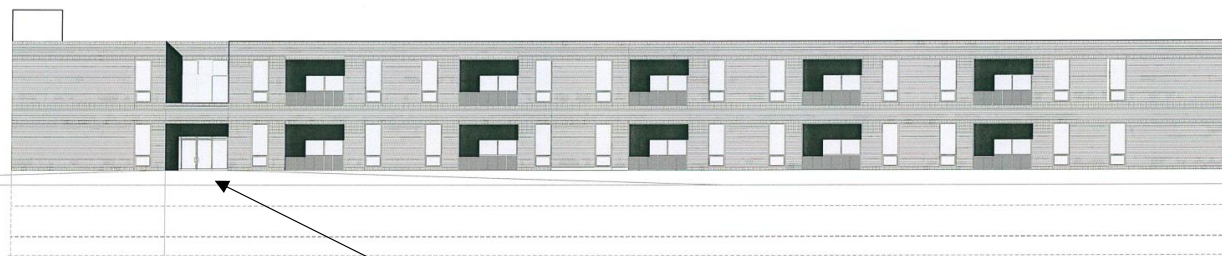
Schedule "B" **Concept Development Plan**



Schedule "C" **Building Elevations**



**West Building Elevation
(Facing Tremaine Street)**



0 1 3 6 10 15 m

Building Entrance
(Accessed from Tremaine Street)

REVISIONS 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 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East Building Elevation



REVISIONS

No.	Date	Description	By	Appr.
1		Issue for construction		

THESE DRAWINGS ISSUED:

- ☐ For approval
- ☐ Preliminary
- ☐ Tender
- ☐ Construction
- ☐ As-built
- ☐ Final

Contractor to verify all dimensions and locations. Report any discrepancies to the Architectural Consultant immediately.

All construction shall be in accordance with building codes and the City of Windsor.

These drawings and related documents are the property of the Architect and shall be returned upon request.

Representation is given for the above in full compliance with the Architect's contract.

Project Title:
CORNING CREEK LODGE
411 King Street West
Cobourg, Ontario

Drawing No:
EAST ELEVATION

VICTOR P. PALA
ARCHITECT

114, 200-111 St. Lawrence St. W.
K1A 1A9, Oshawa, ON L1G 3Y9
Phone: 905-239-1111
Fax: 905-239-1112
Email: v.pala@vparchitect.com

Drawn	1/21	1804
Checked	1/21	Project Manager
Drawn	1/21	Project Manager
Scale	1:100 m	Rev.
		A-01 0

SCHEDULE "D"
Site Photos

Photo #1: Looking south from towards the Subject Property from the intersection of King Street West and Tremaine Street



Photo #2: Looking east towards the existing building on the Subject Property from Tremaine Street



Photo #3: Looking north from outside of the southwest corner of the Subject Property



SCHEDULE "E"
GRCA Comments

Re: File No.: A-08/19
415 King Street West
Town of Cobourg

The Ganaraska Region Conservation Authority (GRCA) is in receipt of Minor Variance application no.: A-08/19. Staff has reviewed this application as per our delegated responsibility from the Province to represent provincial interests regarding natural hazards identified in Section 3.1 of the Provincial Policy Statement (PPS, 2014) and as a regulatory authority under Ontario Regulation [168/06].

Application

The applicant is seeking the following variances:

- To reduce the required exterior (west) side yard on Tremaine Street at the south-west corner of the proposed southerly addition from 5.93m to 4.6m, a variance of 1.33m;
- To reduce the required rear (south) yard from 7m to 5m at the south-east corner of the proposed southerly addition, a variance of 2m; and
- To increase the number of permitted residential dwelling units in the proposed development from twenty-five (25) units to twenty-six (26) units, a variance of one (1) additional unit.

Site Characteristics

The subject property contains the following features:

REGULATED AREA:

The subject property is located entirely within GRCA's Regulated Area. A permit may be required from GRCA for any grading or construction works within this area.

WATERCOURSE:

The subject property is adjacent to Cobourg. Any alteration to a watercourse (i.e: culverts, bridges, ponds etc.) requires a permit issued by GRCA. Our concerns for new construction would include maintaining setbacks to address channel bank erosion, sediment control during construction, no negative impact to Regulatory Storm Flood Plain and to ensure no degradation to water quality.

FLOODPLAIN:

The subject property is located partially within the Regulatory Storm Flood Plain. GRCA notes that a portion of the existing building does fall within the Regulatory Storm Floodplain. A permit is required from GRCA for any development activity in this area.

GRCA's primary concern is the protection of life and property from the flood hazard. GRCA staff have specific criteria and requirements for construction in the flood plain.

Comments

The minor variances proposed are in relation to a new habitable structure and additional dwelling unit within the Regulatory Storm Flood Plain. GRCA has previously reviewed plans that indicate filling and grading will remove the building from the floodplain. It is noted that the plan submitted for this minor variance application (Drawing No. A-S1 – Site Plan prepared by Victor P. Pala dated Jan. '15) differs from a previous submission (Concept Site Plan & Site Grading Plan by DG Biddle & Associates Ltd., Dec. 2018) that does not indicate an addition at the rear part (southern) portion of the building. In order to remove the structure from the flood hazard, the building was proposed to grade the area surrounding the building. Fill placement and development can have an impact on the floodplain in terms of storage, conveyance and the water level. The drawing provided shows a new proposal and does not indicate any fill placement that would effectively remove the structure from the floodplain. GRCA must be satisfied that this can be accomplished.

Recommendation

GRCA has no objection to the approval of the minor variance, provided the following items are addressed to the satisfaction of the Authority:

1. That confirmation is provided by a qualified professional engineer demonstrating there will be no offsite flood impacts to adjacent properties as the result of the proposed development; and
2. That it is demonstrated the proposed building shall be protected from flooding (floodproofed) to the level of the Regional Storm Flood Plan.

Note to applicant

Be advised that these comments have been provided in reference to variances proposed only and cannot be considered a clearance for any additional development that may be included on the drawing provided.

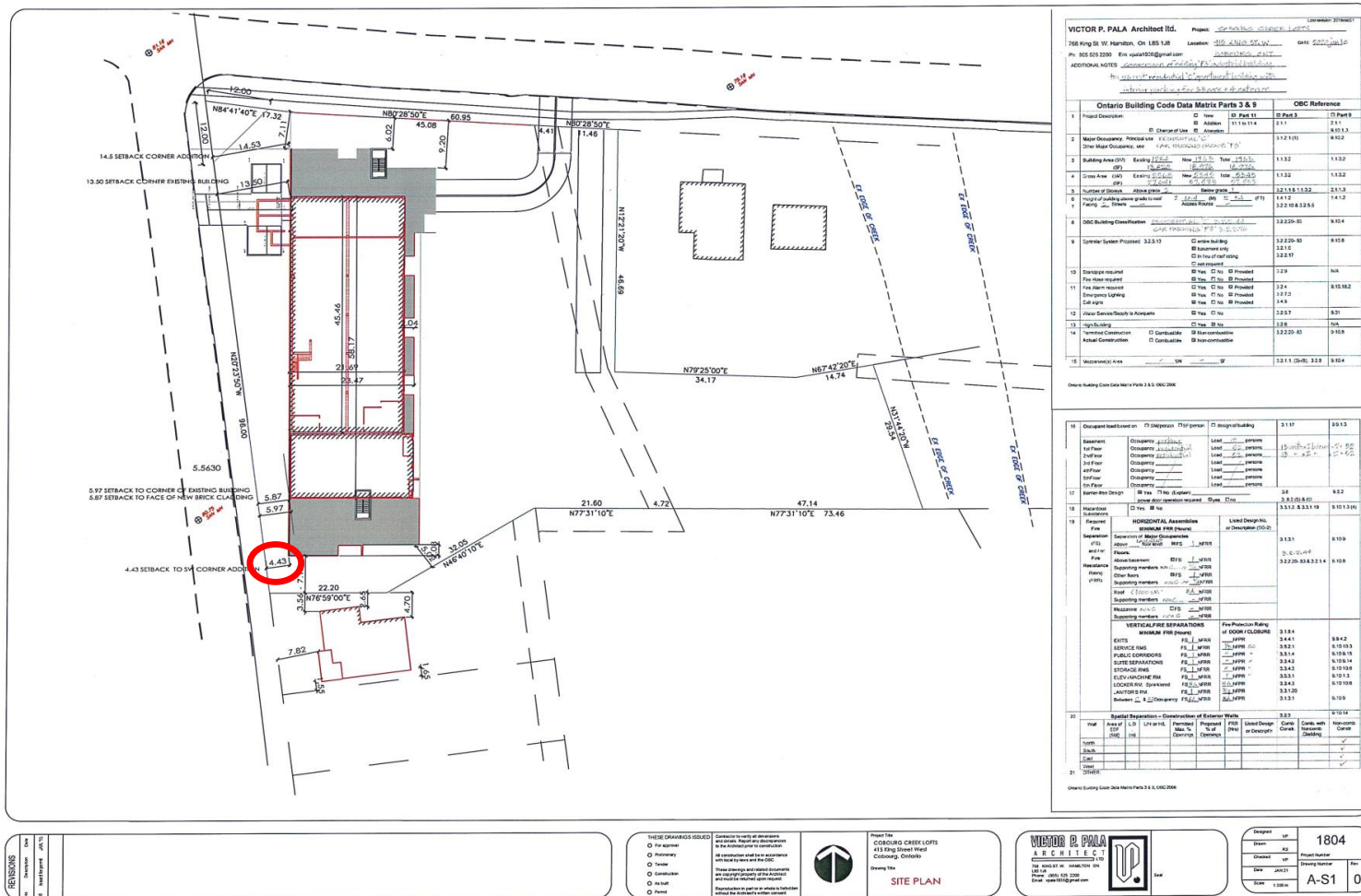
Please note that a permit from the Authority is required for the development as proposed.

Please contact me if you have any questions.

Regards,

Ken Thajer, MCIP, RPP
Planning and Regulations Coordinator

Revisions to Concept Development Plan (Exterior Side Yard Setback)





Corporation of the Town of Cobourg

NOTICE OF HEARING OF THE COMMITTEE OF ADJUSTMENT

SUBJECT LANDS: 30 James Street West, Cobourg

FILE NO: A-09/19

The Town of Cobourg Committee of Adjustment has received an application for minor variance from Catherine Taylor, in accordance with Section 45 of the Planning Act, R.S.O. 1990, c.P. 13, as amended. The purpose and effect of the proposed minor variance is to permit the establishment of one (1) additional dwelling unit in the existing, primary building on the property known as 30 James Street West, for a total of three (3) dwelling units on one lot. No exterior building alterations are anticipated as a result of this variance application. Please see the key map below.

The applicant is seeking the following variance:

- To permit the establishment of one (1) additional dwelling unit in the existing, primary building on the Subject Property for a maximum of three (3) dwelling units on one lot.

A Hearing will be held by the Committee of Adjustment on **January 28th, 2020** in Victoria Hall, 55 King Street West, 3rd Floor Committee Room at **4:00 p.m.**

If you have any comments regarding the proposed variance, signed written submissions will be accepted by the Secretary-Treasurer, prior to or during the Hearing. Such written submissions will be available for inspection at the Hearing by any interested person.

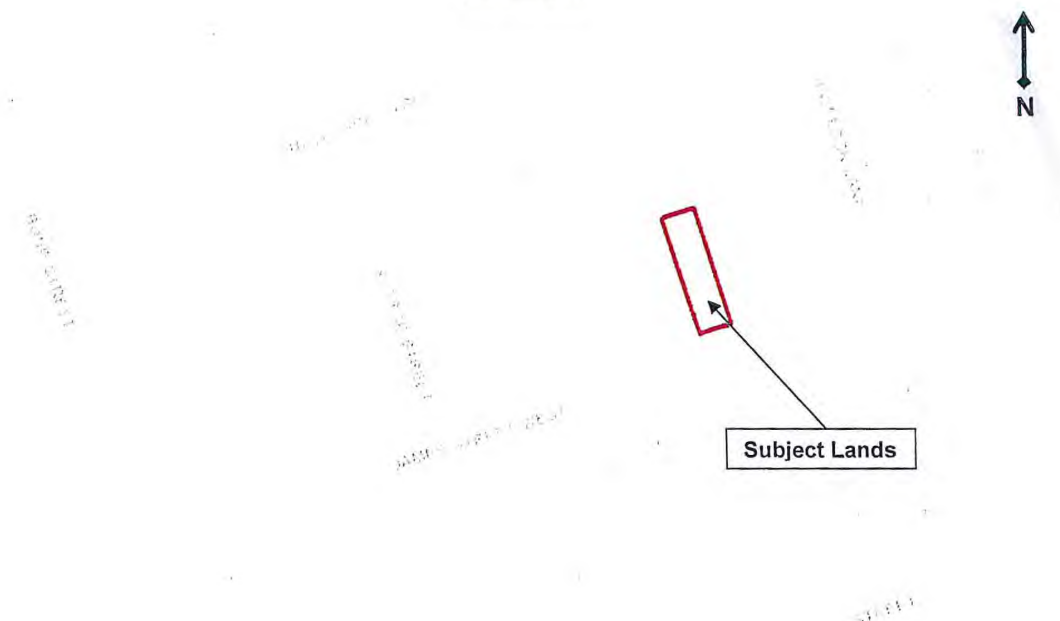
If you wish to be notified of the decision of the Committee of Adjustment in respect of the proposed variance, you must make a written submission to the Town of Cobourg Committee of Adjustment, care of the Secretary-Treasurer, c/o Adriane Miller, Secretary-Treasurer, Victoria Hall, 55 King Street West, Cobourg, K9A 2M2, 905-372-1005, or amiller@cobourg.ca.


For more information about this matter, please contact the Town of Cobourg Planning Department at 905-372-1005.

DATED at Cobourg this 9th day of January, 2020
ZONE: Residential 3 Special Policy 82.3 (R3 Sp.
82.3) Zone

Adriane Miller, Secretary-Treasurer
Committee of Adjustment

KEY MAP



 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Committee of Adjustment	
FROM: TITLE:	Desta McAdam Senior Planner - Development	
DATE OF MEETING:	January 28 th , 2020.	
TITLE / SUBJECT:	Application for Minor Variance: 30 James Street West (Catherine Taylor)	
REPORT DATE:	January 24 th , 2020	File #: A-09/19

1.0 STRATEGIC PLAN
N/A

2.0 RECOMMENDATION

The following actions are recommended:

THAT the application regarding the requested minor variance to permit the establishment of one (1) additional dwelling unit within the existing, primary building for a maximum of three dwelling units on one lot, be deferred until further information can be provided to the satisfaction of the Ganaraska Region Conservation Authority (GRCA).

3.0 PUBLIC ENGAGEMENT

Section 45 (5) of the Planning Act, R.S.O. 1990, c.P. 13, as amended, prescribes statutory notice requirements for minor variance applications. The Planning Act requires that at least ten (10) days before the day of the hearing, notice shall be given by either:

a) personal service or ordinary service mail to every land owner within a 60 m radius of the area to which the application applies; or

b) publication in a newspaper that is of sufficient circulation in the area which the application applies.

The statutory notice requirements of the Planning Act have been fulfilled for this application. The notice of application is also posted on the Town of Cobourg website.

4.0 ORIGIN

The subject property known as 30 James Street West is an established residential property, improved with one half of a semi-detached building. The subject property is approximately 9.14 m (30 ft) in frontage, and approximately 373.46 m² (4,020 ft²) in lot area. See **Schedule “A”** Key Map.

In 2017, the proponent received a Building Permit to convert the front portion of the existing building’s main level into a separate, self-contained, one-bedroom dwelling unit. At the time the Building Permit was granted, the Planning Department was of the understanding that the approval was related to the construction of a second dwelling unit on the Subject Property for a total of two dwelling units.

It was not known at the time that a second dwelling unit had already been created (without a Permit) by a previous Owner. During the inspection process, the Building Department discovered the existing second dwelling unit, and brought the matter to the attention of the Planning Department.

The building on the Subject Property is currently divided into three dwelling units, with the main two-bedroom unit on the second level, and two one-bedroom units occupying the main level. See **Schedule “B”** Floor Plans submitted by Applicant.

The subject property is located in a Residential Three Special Policy 82.3 (R3 sp. 82.3) Zone, and the R3 Zone only permits up to two dwelling units on one lot. If the Planning Department had been aware of the existence of a second (unauthorized) dwelling unit on the Subject Property, the Building Permit would not have been approved and a planning (minor variance) application would have been triggered to consider the creation of a third unit.

Therefore, the applicant is now seeking the following variance:

- To permit the establishment of one (1) additional dwelling unit in the existing, primary building on the Subject Property for a maximum of three (3) dwelling units on one lot.

5.0 ANALYSIS

The Subject Property is located within a Special Policy Area. The Special Policy Area is an overlay designation in both the Zoning By-law and Official Plan, and this designation applies to areas within the Town that have historically existed in the floodplain, and where site specific policies apply in order to address the property's location within the floodplain.

Special Policy Areas are also regulated by the Ganaraska Region Conservation Authority (GRCA). The GRCA has delegated responsibility from the Province to represent provincial interests regarding natural hazards identified in Section 3.1 of the Provincial Policy Statement (PPS, 2014) and as a regulatory authority under Ontario Regulation [168/06].

The GRCA was circulated the Notice of the Minor Variance application, and since that time, the Planning Department and the GRCA have been in contact regarding the application. The GRCA has expressed concern in regard to the Special Policy Area policies as they apply to the proposal.

Presently, the GRCA has determined that more information is needed in order to determine if the proposed minor variance is appropriate, as per the Special Policy Area and applicable GRCA policies and regulations. Accordingly, the GRCA has issued a recommendation to defer the decision for this application. See **Schedule "C"** GRCA Comments.

Based on the comments and recommendation provided by the GRCA in their comment letter dated January 24, 2020, I have also recommended that the Committee's consideration of this application be deferred until more information can be provided to the GRCA.

The GRCA is the expert authority under Provincial legislation with regard to the application of Special Policy Area and related policies for new development. As such, their position on this proposal is critical to forming my own planning opinion on the matter.

6.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no new anticipated negative financial implications imposed on the Municipality as a result of these minor variances. The applicant submitted the required \$1,700.00 application fee and deposit.

7.0 CONCLUSION

Based on the formal comments received by the GRCA, I am recommending that the minor variance application to consider the request to permit the establishment of one (1) additional dwelling unit within the existing, primary building for a maximum of three dwelling units on one lot, be deferred until further

information can be provided to the satisfaction of the Ganaraska Region Conservation Authority (GRCA).

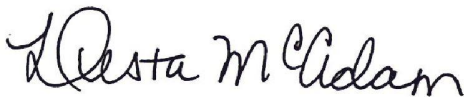
8.0 POLICIES AFFECTING THE PROPOSAL

The policies affecting this application relate to the policies of the Provincial Policy Statement, the GRCA policies and regulations, and the Cobourg Official Plan, particularly the Residential Area and Special Policy Area policies.

9.0 COMMUNICATION RESULTS

It is recommended that the applicant contact Ken Thajer, Planning and Regulations Coordinator at the GRCA, to discuss the additional information required to satisfy their review.

Approved by:



Desta McAdam, MCIP, RPP
Senior Planner – Development



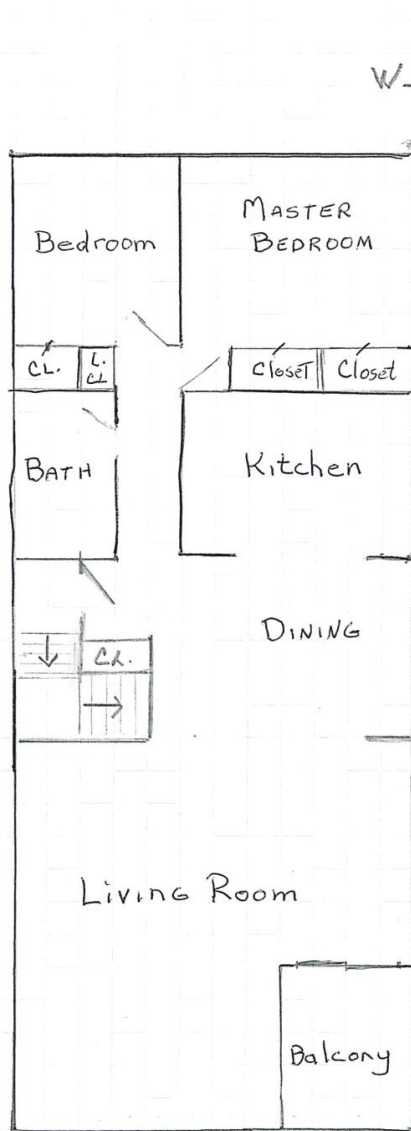
Glenn J. McGlashon, MCIP, RPP
Director of Planning & Development



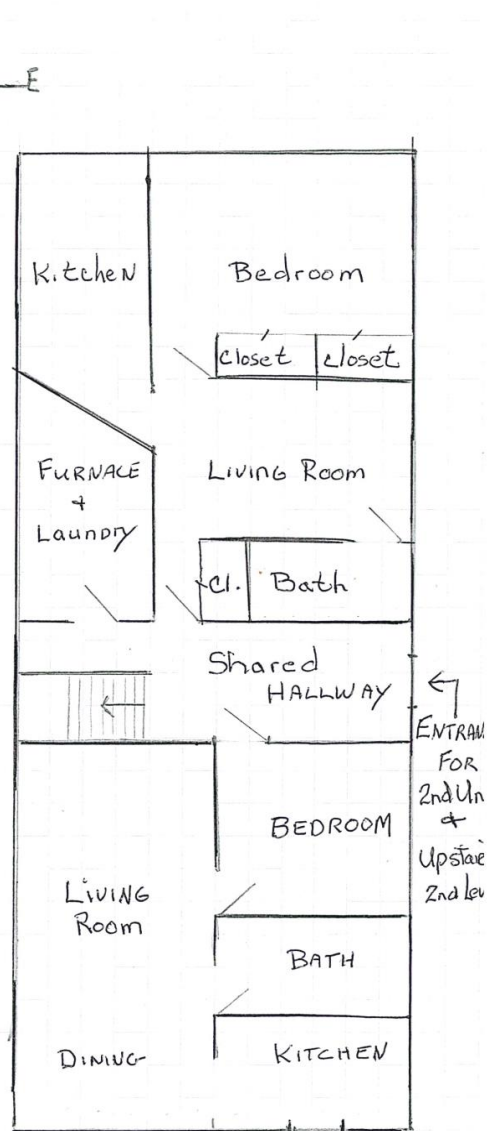
Schedule "A" Key Map



Schedule "B"
Floor Plans Submitted by Applicant



2ND LEVEL
 MAIN UNIT
 1380 sq. ft.



1ST LEVEL
 2 UNITS
 approx. 600 sq. ft each
 Shared Hall + Laundry

SCHEDULE "C"
GRCA Comments

Re: File No.: A-09/19
30 James Street West, Town of Cobourg

The Ganaraska Region Conservation Authority (GRCA) is in receipt of Minor Variance application no.: A-09/19. Staff has reviewed this application as per our delegated responsibility from the Province to represent provincial interests regarding natural hazards identified in Section 3.1 of the Provincial Policy Statement (PPS, 2014) and as a regulatory authority under Ontario Regulation [168/06].

Application

The applicant is seeking the following variances:

- To permit the establishment of one (1) additional dwelling unit in the existing, primary building on the Subject Property for a maximum of three (3) dwelling units on one lot.

Site Characteristics

The subject property contains the following features:

REGULATED AREA:

The subject property is located entirely within GRCA's Regulated Area. A permit may be required from GRCA for any grading or construction works within this area.

FLOODPLAIN:

The subject property is located partially within the Regulatory Storm Flood Plain. GRCA notes that a portion of the existing building does fall within the Regulatory Storm Floodplain. A permit is required from GRCA for any development activity in this area. GRCA's primary concern is the protection of life and property from the flood hazard. GRCA staff have specific criteria and requirements for construction in the flood plain.

Comments

The location of the existing residential structure falls entirely within the Regulatory Storm Floodplain associated with Midtown Creek. The structure also falls within the Special Policy Area associated with Midtown Creek. Currently, GRCA is in receipt of a hand drawn sketch showing the 2 units on the 1st level and the main unit on the 2nd level that was provided as part of the minor variance submission. GRCA does not have any elevation details that indicate how much flooding the building would be susceptible under Regulatory Storm Flood conditions.

A Special Policy Area is not intended to allow for new or intensified development and site alteration, if a community has feasible opportunities for development outside the

flood plain. The minor variance proposes increasing the number of dwelling units contrary to the Municipal Zoning By-law. GRCA is tasked with managing risk to people and property within the flood plain and one of the metrics for this is managing the number of dwelling units.

Based on the Special Policy Area, all new buildings and structures or additions to existing building or structures, wherever possible, shall be protected from flooding to the level of the Regulatory Flood unless otherwise specified (in the Special Policy Area). A lesser level of protection may determined by the Town of Cobourg in consultation with the GRCA. The Special Policy Area only indicates accessory buildings, structures and uses that are not intended for human habitation to be exempted from floodproofing measures subject to the approval of the GRCA and the Town of Cobourg. In this instance, the application proposes a new habitable unit.

The subject lands fall entirely within a GRCA Regulated Area. The creation of a new residential unit within an existing building meets the definition of development in the Conservation Authorities Act and would therefore require the written permission of the GRCA (ie: a permit). Through GRCA's permitting process, a proposed new residential unit would, at a minimum, require appropriate protection from flooding.

On this basis, further information is required to determine if the proposed unit is appropriate as per the Special Policy Area. If it is established that the dwelling unit is appropriate through consultation between GRCA and the Town of Cobourg, technical requirements can be determined.

Recommendation

GRCA recommends this application be **DEFERRED**.


Please contact me if you have any questions.

Regards,

Ken Thajer, MCIP, RPP
Planning and Regulations Coordinator

2216 County Road 28
Port Hope, ON L1A 3V8
905.885.8173 x. 245 / 905.885.9824 fax

kthajer@grca.on.ca / www.grca.on.ca


	THE CORPORATION OF THE TOWN OF COBOURG
	COBOURG HERITAGE ADVISORY COMMITTEE
TO:	Brent Larmer, Municipal Clerk/Manager of Legislative Services
FROM:	Adriane Miller, Secretary
MEETING DATE:	January 15, 2020
SUBJECT:	Heritage Conservation Awards

The following Motion was adopted at the January 15, 2020 Cobourg Heritage Advisory Committee Meeting:

Moved by Member N. Beatty:

THAT the Heritage Advisory Committee nominate the owners of 465 George Street and 216 Church Street to receive the 2019 Heritage Conservation Award in recognition of their porch restoration projects.

FURTHER THAT the owners be formally recognized at the February 18th Committee of the Whole (CoW) meeting.

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor and Council	
FROM:	Laurie Wills	
TITLE:	Director of Public Works	
DATE OF MEETING:	January 27, 2020	
TITLE / SUBJECT:	Unfinished Business: 25-11-19 Wheels Transit Options for Boarding/Disembarking (Public Works)	
REPORT DATE:	January 16, 2020	File #:

1.0 STRATEGIC PLAN

People Action 5: Invest in programs, services and infrastructure to make Cobourg more accessible.

2.0 PUBLIC ENGAGEMENT

Option 2 was brought before the Accessibility Advisory Committee and a supporting motion was put forth for Council's consideration on January 6, 2020.

3.0 RECOMMENDATION

THAT Council endorse Options 2 and 3 for consideration in the 2020 budget deliberations AND FURTHER THAT Option 1 be referred to the Accessibility Advisory Committee for further consideration upon receiving confirmation of transit funding for rolling stock.

4.0 ORIGIN

On November 25, 2019 Council directed Staff to provide a report on any procedural, contractual or budgetary requirements needed to sustain a true door to door level of service including driver assistance as required.

5.0 BACKGROUND

In November, 2019 an incident occurred where an employee of a Town contractor was injured on the job while pushing a wheel chair. The incident led to the driver no longer being able to physically push, pull or lift riders as may have been past practice for that particular driver.

Wheels members expressed concern for those who had come to rely on the attendant type service that was being practiced albeit without the Town's direction. The driver injury incident prompted Staff to review the Town of Cobourg's Wheels transit service existing policy

regarding driver assistance expectations. The policy has remained in draft format and driver assistance has not been clearly defined, nor is it defined in the Accessibility for Ontarians with Disabilities Act (AODA). Staff are currently researching municipal policies for comparison purposes and will prepare an updated draft Wheels Transit Service Policy and application form for the AAC review and Council approval.

The AODA defines the requirements of a specialized transit service as providing an 'origin to destination' service for those who, due to their disability, cannot get to a conventional transit stop or use the conventional transit system.

The Town of Cobourg, as well as many other municipalities, refer to the service as 'door to door' which was brought into question at the November 25, 2019 Council meeting when it was interpreted in a more literal context whereby drivers should be expected to act as attendants or Personal Support Workers (PSW) for those who are not capable of getting to the transit vehicle at the curbside, board/disembark, and/or transport themselves to their destination once they are off of the transit vehicle.

6.0 ANALYSIS

A comparison of 10 other municipal specialized transit policies has been prepared and is included as an attachment to this report. None of the comparison municipal policies indicate that drivers are to be personal attendants or that the Town's transit service is responsible for transporting a rider from their origin to destination regardless of the effort required ie. pushing, pulling, lifting as necessary, nor does the AODA specifically require this level of service of a municipal transit system.

However, in order to improve riders' ability to board and disembark the bus on their own accord, the following are summaries of options for Council's consideration. A more detailed breakdown is included as an appendix to this report.

Option 1: Purchase a New Vehicle to use as main Wheels bus

Should Cobourg be successful in receiving Federal funding (Provincial already confirmed) for rolling stock, the Town will be able to purchase a new Wheels vehicle that may have enhanced accessible features. The Town is a part of the Metrolinx procurement initiative whereby we can receive discounts on available vehicles through multiple purchases with other municipalities.

The vehicle options do not include a lift, the reason being that available vehicles with lifts, do not have ramps as well. The Town has many more members who require a ramp more so than a lift. A rider is not permitted to stand on a lift but they also may not be able to use the steps. Lifts are also prone to mechanical failure under which circumstances would render the vehicle inaccessible. Should a mechanical ramp fail, there is a manual option to deploy the ramp.

Option 2: Retro Fit Current Vehicle - InQLine Assist Winch

The InQLine Assist Winch is a contraption that can be added to a vehicle to assist with loading/unloading mobile devices using a winch system. This product has been added to transit vehicles in places such as Barrie and Toronto and it has been reported to be a success for assisting with loading and unloading of riders.

Although adding the winch will provide loading/unloading assistance, riders who are not capable of getting to the vehicle or to their destination after disembarking will still require a hand-to-hand* attendant at minimum.

*A Hand-to-hand attendant is not required to ride the bus with the Wheels member but instead is someone who is available to attend to the member for travelling to the bus, boarding / disembarking, and travelling all the way to their destination beyond the first accessible entry way. This can be a different person on either end of the trip and is not always required for both parts of the trip ie. rider may only need an attendant at the destination but not at the origin.

Option 3: Retro Fit Current Vehicle - Grab and Stability Bar

Wheels members have noted to staff that the first available grab bar is located too far inside the vehicle and they find it difficult to pull themselves up the ramp. Adding one additional grab bar as well as a stability pole at the entrance way will provide better opportunities for riders to safely board and disembark the Wheels vehicle.

Option 4: Attendants as Town Employees (Personal Support Workers-PSW)

The AODA does not require that a municipal transit system provide driver attendants for riders regardless of the physical effort required to board/disembark a rider. Drivers are to assist within reason which typically means they should escort a rider from their home to the bus and from the bus to the nearest accessible entrance at their destination.

Upon investigation of what qualifications a personal attendant might need and what they might be paid as an employee, it was determined that this job would be considered a Personal Support Worker (PSW). The average PSW in Ontario is paid \$18/hour. In order for the Town to provide this service during regular operating hours Monday to Friday 6:00 am to 8:00 pm, we would require three (3) shifts and four (4) FTE's to cover lunches, breaks, vacation and sick time. The Town would also have to hire a transit manager to hire, train, schedule and manage four (4) employees. The Town would also have to provide office space for five (5) new employees. The costs associated with this service, that no other municipality is providing, would be in excess of \$300,000 annually.

Currently we have three (3) riders who inexplicitly need an attendant to board/disembark as well as get to/from their origin/destination, therefore it would not be recommended that the Town subsidize such a service that would more appropriately be considered a medical transportation service.

Option 5: Community Care - Subsidizing Service

Community Care provides accessible transportation services for the rural areas of Northumberland bringing riders into Cobourg for all reasons. Typically they do not provide service within Cobourg due to their being an accessible municipal transit system in place. Should their service be required within Town limits, the cost is \$16 each way or \$32 round trip. Community Care does have several vehicle options that include lifts which may be more convenient or preferred for some riders however the proposed winch retrofit will provide this same loading/unloading assistance for the Town's Wheels bus as a lift would provide.

Community Care is also not always capable of transporting all riders-some riders require medical transportation services such as Voyager which is typically covered for persons residing in a long term health care facility. For those who require an attendant on the bus or a hand-to-hand attendant, Community Care services are the same as Cobourg Wheels' service so it would not be logical to subsidize a more expensive ride with Community Care. Should a rider choose to use Community Care because they prefer a lift after they have tried the winch

system, this will be their choice to pay extra for that service.

Option 6: Uber/Lyft - Subsidizing Rider Usage

Due to the Town of Innisfil using Uber as their conventional transit service, the Town has received many inquiries as to whether this system could work for the Town of Cobourg. The Town of Innisfil has a secondary agreement with a local taxi company to provide accessible transit services. In addition, the Canadian Red Cross also provides a specialized transit system in the area for those who cannot use the conventional system. Unfortunately, Cobourg does not have either of these transit options so for the purpose of this Option, Uber is not a viable option for accessible transit.

It is important to note though that the typical cost per ride for Innisfil's conventional transit was \$5.62-\$7.44 and is rising due to the increasing demand for the service. Cobourg's average cost per ride is under \$6.00 which is also well below the average of \$10.74 for Ontario populations under 50,000. Cobourg's average cost per ride for Wheels is ~ \$22.00 which is also well below the average of \$27.85 for Ontario populations under 50,000.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

To implement Options 2 and 3, the budgetary requirement will be \$5,500.00.

8.0 CONCLUSION

THAT Council endorse Options 2 and 3 for consideration in the 2020 budget deliberations.

Staff will prepare an updated draft Wheels Transit Service Policy and application form for the AAC review and Council approval.

Staff will also bring Option 1 to the Accessibility Advisory Committee for further consideration upon receiving confirmation of transit funding for rolling stock.

12.0 AUTHORIZATION/SIGNATURES

Approved By:

Ian Davey, Treasurer/Director of Corporate Services

Department:

Finance

Wheels Comparison with other Municipalities


Municipality Name	Type of Vehicle	Use Taxi Cab Services Yes/No	Capacity of Vehicle	Assist Passenger Yes/No	Written Policy Posted	Application Yes/No	Time on Bus
Barrie Transit	Transit van side ramp, passenger van side ramp, Low floor front ramp	No	2 W/C 2 AMB, 1 W/C 2AMB, 3W/C 3 AMB	No	Yes	Yes	60 mins
Belleville Transit	Rear lift/front step, rear ramp	Yes	8 PAX 2 W/C	No	No	Yes	90 mins
Cobourg Transit	Commercial Van with ramp at front 5% grade	No	12 PAX 3 W/C	Yes	Draft	Yes	30 mins
Durham Transit	Transit van side ramp, Low floor front ramp	Yes	2 W/C 2 AMB, 1 W/C 2AMB, 3W/C 3 AMB, 12 PAX 3 W/C	No	Yes	Yes	45 mins
Hamilton (Darts)	Darts - van taxis, pax van with rear ramp, Transit van side ramp and Transit van rear ramp	Yes	VAN 1 W/C OR 2 AMB, MID VAN 2 W/C OR 4 AMB, LARGE 3 W/C OR 4 AMB	Yes No more then 1 step	Yes	Yes	90 mins
Kawartha Lakes (Limo)	Low floor, front ramp	Yes	8 AMB OR 2 W/C AND 3 AMB	Yes no steps	Yes	Yes	90 mins
Kingston (Access)	Low floor, front ramp	No	10 PAX OR 8 AMB AND 2 W/C	No, must has attendant or support worker	Yes	Yes	60 mins
London	Rear live front steps	No	8 AMB AND 2 W/C	No	Yes	Yes	90 mins
Niagara Region	pax van rear ramp, rear lift front stairs	Yes	VAN 1 W/C 2 AMB, MID 2 W/C 6 AMB	Yes no steps w/c 2 for walker, 5 for Amb	Yes	Yes	90 mins
Peterborough Transit	Lift side van, front steps	No	9 PAX 6 AMB AND 2 W/C	Yes	Yes	Yes	60 mins
TTC	Transit side ramps, low floor ramp rear and front, van pull out ramp, low floor	Yes	MAX 4 W/C AND 2 AMB, 12 AMB	No	Yes	Yes	30 mins

Wheels Options

#	TITLE	DESCRIPTION	COSTS	BENEFITS	CONSEQUENCES
1	Purchase a New Vehicle to use as main Wheels bus	Bus #1. ARBOC Spirit of Freedom - 183" Wheelbase (Cobourg Transit's Unit), Ramp slope = 1:5, Capacity: 5 PMD's + 4 seats or 3 PMD's + 10 seats Bus #2. ARBOC Spirit of Freedom - 191" Wheelbase, Ramp Slope = 1:5, Capacity: 5 PMD's + 4 seats or 3 PMD's + 10 seats Bus #3. ARBOC Spirit of Independence - 165" Wheelbase, Ramp Slope 1:5, Capacity: 1 PMD + 7 seats or 3 PMD's + 3 seats Bus #4. ARBOC Spirit of Independence - 175" Wheelbase, Ramp Slope = 1:5.75, Capacity: Up to 5 PMD's or 15 seats, 3 PMD's + 6 seats, 4 PMD's + 4 seats Bus #5. Creative Carriage Community Shuttle - 158" Wheelbase, Ramp Slope = 1:5.7 or 1:5, Capacity: 3 PMD's + 3 seats or 7 seats	Bus #1. \$165,000 Bus #2. \$153,000 Bus #3. \$147,500 Bus #4. \$136,900 Bus #5. \$115,000	Bus #1 - Consistant for riders to have two of the same bus for when maintenance required. Bus #2 - Newer model of current Wheels, same capacity, cheaper, and less incline. Bus #3 - Least capacity, cheaper than 1 and 2, shorter, flat floor. Bus #4 - Cheaper than 1, 2 and 3, flat floor, more spacious than Bus #3. Bus #5 - Cheapest option, smallest, flat floor, less bus movement, same capacity as Bus #3.	Bus #1 - Current Wheels bus model will soon be obscelete. Most expensive. Floor grade incline known to be not ideal. Bus#2 - Slightly longer than Bus #1, possible issues with length of bus in tight areas, still has sloped floor. Bus #3 - Smaller than Bus #2, reduced passenger capacity. More expensive than Bus #5 with same capacity. Bus #4 - Slightly less capacity than Bus #1 &2. Bus #5 - Least capacity, flat floor, difficult to offload riders if wheel chairs in aisle, seats require a step up to access.
2	Retro Fit Current Vehicle - InQLine Assist Winch	Install a winch system to assist with boarding/disembarking for riders who are not capable of boarding/disembarking by their own accord. Current Town Wheels bus can be retrofitted. Requires professional installation and wiring.	Approximately \$4,500 to retrofit Town bus.	All riders will be able to load/disembark the Wheels bus without an attendant.	Additional cost. Riders may be able to load/disembark without attendant but may still require assistance to get to the bus and get to their destination after disembarking the bus. Riders who are immobile will still require a 'hand-to-hand' attendant.
3	Retro Fit Current Vehicle - Grab and Stability Pole	Current Wheels bus retro fitted with a grab bar and stabilizing pole to provide additional hand placements for passengers. Rider must still be able to pull themselves onto the bus using the grab bars. Must be professionally installed to provide lasting stability and ensure the safety of passengers.	Approximately \$200-\$400 plus installation ~ \$1000.	Increase opportunity for riders to mobilize onto and off of the bus safely.	Additional cost.
4	Attendants as Town Employees (Personal Support Workers-PSW)	Town to provide a full time attendant for all riders during regular transit hours Monday to Friday. -Proposed operating hours: Monday to Friday 6:00am to 8:00pm only, no weekends -35 hrs per week x 4 FTE (8 hour shifts plus 1 hr lunch, 3 shifts required to cover breaks and lunch, 4th person required to cover vacation, sick time) -Full time Transit Manager required to hire, train, schedule and manage employees -Office overhead and location required for manager and 4 employees to report to and break.	Average PSW in Ontario is paid \$18.00 per hour (jobbank.gc.ca). -35 hrs per week x 4 FTE (8 hour shifts plus 1 hr lunch, 3 shifts required to cover breaks and lunch, 4th person required to cover vacation, sick time)= \$175,000 inc. benefits (unionized positions) -Full time Transit Manager required to hire, train, schedule and manage employees=\$110,000 inc. benefits -Office overhead and location required for manager and 4 employees to report to/break. Total annual~\$285,000 plus office expenses	-No change in equipment required. -Riders no longer required to have an attendant assist with boarding/disembarking or riding the bus.	-Level of service is extreme. Not provided by any other municipality. -Town employee would be required to ride the bus to each pick up and drop of location to act as a Personal Support Worker for a rider from their door to their destination. PSW would still not be required to transport a rider into a building on either end of the trip. -Rider will still be required to transport themselves from an accessible door, to their ultimate destination. -Town will be exposed to liability risk due to training/qualification requirements of employing health services employees since Town does not currently provide health services. -High MSD injury risk. -High turn over in employment is expected=high training costs. -Will require the Town to hire a Transit Manager. -Will reduce LOS for PW Director by adding full transit department

Wheels Options

5	Community Care - Subsidizing Service	Community Care currently provides transportation into Cobourg from rural areas only, not within Cobourg typically so as not to duplicate services. Town could subsidize Community Care if they have a vehicle that is more accomodating for certain riders. Town currently has 3 members that have special transportation needs for dialysis that Wheels service cannot accomodate (requiring an attendant). Total of 12 round trips per week.	-Community Care costs \$32 per round trip. -Town charges \$4 per round trip. - Option is for Town to subsidize \$28 per trip for life sustaining services only ie. Dialysis -12 per week @ \$28 = \$336 per week x 52 weeks = \$17,472 per year for 3 members	-More flexibility of vehicle capability as some Community Care vehicles have lifts. -Frees up more trip availability for Wheels Service. -No other costs to Town associated with retrofitting bus or hiring additional staff.	-High costs associated for Town to be subsidizing individual medical costs that could otherwise be covered by healthcare related funding. -CC has many services that are volunteer based and have limited funding, there may be times that trips can not be completed depending on resource availability, ie. could be inconsistant. -Option could present discrimination and human rights liability risk for staff having to determine why someone would qualify to use this service instead of Wheels. -CC also not capable of transporting all riders (same as Town) due to physical limitations. -CC already taxed with dialysis demands from outside of Cobourg.
6	Uber/Lyft - Subsidizing Rider Usage	Innisfil is currently using Uber for conventional transit and Barrie Taxi for accessible service. Canadian Red Cross also operates a transit service for seniors and those with disabilities and is not subsidized by Town (min. age of 65). Travel costs vary with Red Cross (unknown).	-2017 Costs for conventional transit \$640K for 7 months (\$5.62/trip). No accessible taxi bookings with Barrie Taxi. -2018 Costs for conventional transit \$640K (\$7.44/trip). No accessible taxi bookings with Barrie Taxi. -2019 \$900,000 budget. Increased rates and capped number of subsidized rides to 30 as anticipated \$1.2 -1.5 M in costs (over budget allowance). -Cobourg costs per trip: ~\$6 conventional, ~ \$22 Wheels -Ontario average (pop<50k): \$10.74 conventional, \$27.85 specialized	-No longer required to have Town owned vehicles or operations contract. Only transit administrator required ie. Town employee remains as status quo. -Since no bookings with Barrie-Taxi for accessible vehicles, riders are either managing with Uber vehicles or using Red Cross.	-Innisfill 2018 - 86,000 trips. Typical annual ridership in Cobourg is over 110,000. Population is twice that of Cobourg. -Costs per ride are higher than Cobourg. -Uber provides little to no documentation of tracking and usage to the Town of Innisfil. -Cobourg does not have accessible taxi service to rely on nor Canadian Red Cross to provide accessible transit therefore would still have to operate an accessible service.

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor and Council	
FROM:	Bill Peeples	
TITLE:	Environmental Services Manager	
DATE OF MEETING:	January 27, 2020	
TITLE / SUBJECT:	Awarding of Contract for Biosolids Haulage	
REPORT DATE:	January 10, 2020	

3.0 RECOMMENDATION

THAT Council award the contract for Biosolids Haulage to Enviroland Services for the 2020 and 2021 haulage seasons. Enviroland proposed the lowest cost at \$11.00 per cubic meter and met all of Town's acceptance criteria.

4.0 ORIGIN

Environmental Services 2020 and 2021 Operating Budgets

5.0 BACKGROUND

The solid portion of the sewage is processed in an anaerobic digester at 35oC for approximately 60 days. Once the digestion process is complete, the biosolids are transferred to a storage tank and held until it can be applied to farmland as a soil conditioner. The Town does not own the equipment necessary to transport and land-apply the biosolids, so it is necessary to contract a hauler to conduct this service on the Town's behalf. A tendering process is carried out to find the most qualified hauler at the best possible price.

6.0 ANALYSIS

Biosolids are a recyclable, nutrient-rich by-product produced during the sewage treatment process. It is coveted by area farmers as a crop enhancing soil conditioner. The treatment facilities have no viable use for the biosolids, so it is given to local farmers free of charge. This allows the Town to dispose of its solid material in an environmentally friendly manner, while concurrently providing area farmers with free fertilizer.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

The Town issued a tender for the removal of the biosolids from the two Wastewater Treatment Plants. Bidders were asked to provide a haulage price per cubic meter, based on an estimated total haulage volume of 10,000 m³ per season. The following bids were received:

Contractor	2020 price (\$/m³)	2021 price (\$/m³)	Proper Bonding Submitted
Wessuc Inc.	\$12.77	\$12.96	Yes
Environland Services Inc.	\$11.00	\$11.00	Yes
Bartel's Environmental Services	\$19.89	\$19.89	No*
Revolution Environmental Solutions	\$12.45	\$12.45	Yes

**Bid Bond was insufficient based on the bid amount. The bid was therefore disqualified.*

Four (4) bids were received for the tender. The two lowest bids were provided by Enviroland Environmental (\$11.00/m³) and Revolution (i.e. Terrapure) Environmental Solutions (\$12.45/m³). The Bartels bid did not include the required amount for bonding and had to be disqualified.


8.0 CONCLUSION

Enviroland Services submitted the lowest bid (\$11.00/m³) and satisfied all of the Town's acceptance criteria. They are therefore considered the most cost effective bid.

12.0 AUTHORIZATION/SIGNATURES

Approved By:

Bill Peebles, Manager of
Laurie Wills, Deputy Director of Public Works
Ian Davey, Treasurer/Interim CAO


	COMMUNITY SERVICES DIVISION MEMORANDUM	
	PARKS & RECREATION ADVISORY COMMITTEE	
TO:	Brent Larmer, Municipal Clerk	
FROM:	Jodi Ware-Simpson, Secretary	
DATE OF MEETING:	January 7, 2020	
REPORT TITLE/SUBJECT:	Motion to Council Regarding the Urban Forest Management Plan – Community Stewardship Coordinator	

The following motion was approved at the January 7, 2020 meeting of the Parks and Recreation Advisory Committee:

Moved by Member Mutton:

THAT *the Parks and Recreation Advisory Committee recommends that the position of Community Stewardship Coordinator be explored to support the realization of the Urban Forest Management Plan following the update to be provided by the Town Arborist.*

Carried

	COMMUNITY SERVICES DIVISION MEMORANDUM	
	PARKS & RECREATION ADVISORY COMMITTEE	
TO:	Brent Larmer, Municipal Clerk	
FROM:	Jodi Ware-Simpson, Secretary	
DATE OF MEETING:	January 7, 2020	
REPORT TITLE/SUBJECT:	Motion to Council Regarding the Urban Forest Management Plan – Tree Canopy	

The following motion was approved at the January 7, 2020 meeting of the Parks and Recreation Advisory Committee:


Moved by Member Body:

THAT In 2019 more trees were cut down than planted resulting in a reduction in the urban tree canopy.

The Parks and Recreation Advisory Committee recommends that Council increase the budget for tree planting to \$100,000 in 2020.

FURTHER THAT an extra \$50,000 be allocated for replacement of trees removed due to the Emerald Ash Borer.

Carried

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT Committee of the Whole Meeting	
TO:	Mayor and Council Members	
FROM:	Brent Larmer	
TITLE:	Municipal Clerk/Manager of Legislative Services	
DATE OF MEETING:	Monday January 27, 2020	
TITLE / SUBJECT:	Joint Animal Control Municipal Service Board – Notice of Agreement Termination.	
REPORT DATE:	January 6, 2020	File #:

1.0 STRATEGIC PLAN

Town of Cobourg Strategic Plan:

Programs:

The Town provides efficient and effective corporate, community, business and recreational services for its residents, businesses and visitors.

5. Review and assess appropriateness of agreements with third party contracts

2.0 PUBLIC ENGAGEMENT

Not Applicable.

3.0 RECOMMENDATION

THAT Council receive the report from the Municipal Clerk/Manager of Legislative Services regarding the Joint Animal Municipal Services Board for information purposes; and

FURTHER THAT Council provide notice on the Town's option to withdraw from the Board and terminate participation in the Joint Animal Control Municipal Service Board program by providing twenty-four (24) months written notice

pursuant to section 30.4 of the Joint Animal Control Municipal Services Board Agreement; and

FURTHER THAT Council direct the Municipal Clerk to send correspondence to the Joint Animal Control Municipal Services Board to inform the Board that the two (2) year notice has been established by the Town of Cobourg to take effect on the dated of the final resolution passing; and

FURTHER THAT Council direct the Municipal Clerk to provide a report to Council within the two (2) year notice period and prior to the exiting of the agreement to explain and provide an overview on the proposed operational model by the Town's By-law Enforcement Department in order to provide all Animal Control Enforcement internally for the residents of the Town of Cobourg.

4.0 ORIGIN

The Town of Cobourg, officially entered into a Joint Municipal Service Agreement pursuant to Section 202(1) of the Municipal Act, 2001, S.O. 2001, Chapter 25, through By-law No.025-2013 with four (4) Northumberland County Municipalities being, Municipality of Port Hope, Township of Hamilton, the Township of Alnwick/Haldimand and the Town of Cobourg.

5.0 BACKGROUND

Throughout the years the management and administration of Animal Control Services has evolved over time within the Town of Cobourg. Pursuant to section 11, 103 and 105 of the *Municipal Act, 2001*, as amended.

Historically, prior to 2003, the Town of Cobourg administered the program on behalf of all municipal partners and meetings were convened by the Board of Management as required to handle various matters. In 2003, the administration of the program was transferred from Cobourg to Hamilton Township while the payroll component, continued to be provided by Port Hope, and Hamilton Township owned the lands for the facility and all capital / operating costs continued to be shared by the joint municipal partners on a per capita basis. Municipal partners were intended to take turns in assuming the administrative role over time so no one partner was burdened.

In March 2003 a legal agreement was developed and identified the capital and operating cost sharing formula was based on 2005 Census information., but the agreement did not clearly define the operational roles and responsibilities of the joint municipal partner contributions of Hamilton Township, the Shelter of Hope personnel and the Joint Animal Control Board of Management. It was identified by the Municipal Clerks and CAO's at the time that the operational involvement of the Board appeared to be contrary to the governance structure put in place by agreement in 2003.

There was concurrence by the existing 2003 Board that a Working Group comprised of staff representatives of the four (4) municipal partners be struck to review the Joint Animal Control program governance model in May of 2011. Part of the review entailed an operational audit to fully understand and appreciate how the administration of the program was being effected, to understand the operational function of Shelter of Hope staff and in kind contributions of Municipal partners.

Further, the 2003 Agreement approved by the Town of Cobourg Council through By-law No. 28-2003 which terminated on December 31, 2012. There was agreement from the Municipal Working Group and concurrence of the Board, that a review of the Joint Animal Control Program be conducted, and further, an operational audit be effected and through a subsequent gap analysis, identify areas for remediation. This review was approved by Council with an extension to the 2003 Agreement of one (1) year to permit a recommendation of all four (4) municipalities for a new agreement.

The following governance model options were discussed at the time by the working group:

- Status Quo of a general agreement between municipalities;
- Municipal Service Corporation;
- Municipal Services Board; and
- Contracting out to private enterprise.

In 2012 all Member municipal Council's received a presentation regarding the review of the Joint Animal Control program in terms of efficiencies, the sustainability of the program and a proposal to consider a different Municipal Service board governance model. Based on favourable feedback from all of the Member Municipal Councils on the Municipal Service Board governance model, the Staff Advisory Committee in consultation with the Municipal Solicitor prepared an Agreement to establish oversight and responsibility for the Shelter of Hope as a Board of Management. All of the partner municipalities including the Township of Alnwick/Haldimand, Township of Hamilton, Town of Cobourg and Municipality of Port Hope passed by-laws authorizing executing of the Agreement in April 2013. In order to accomplish the objectives of the new Agreement, the existing Board of Management was dissolved and Council representative members were appointed or re-appointed to fill the new positions.

The established Board, resulting from the signed agreement is responsible for the oversight of the Municipal Animal Services (formerly know through the previous name the 'Shelter of Hope') as a Board of Management.

The Joint Municipal Service Board agreement also sets out terms and conditions for personnel, administration, finances, and requests for service from other municipalities, an exit clause with conditions and governance standards. The Treasurer for Hamilton Township through the existing agreement is appointed as the Treasurer for the Board, the Municipal Clerk from each municipality shares the responsibility on a rotating basis the recording secretary duties and the Municipal Staff Advisory Committee is available to provide expertise and advice to the Board as required.

6.0 ANALYSIS

As noted in this report, the Town of Cobourg has consistently since the early 2000's engaged an external board/agency to provide animal control services for the Town of Cobourg. This approach has also been in partnership with surrounding Northumberland County municipalities which has helped to support the Joint Animal Services Program while reducing the cost of providing the service through financial partnerships and investments specifically in a capital asset which is the Municipal Animal Services Pound located on Theater Road in the Township of Hamilton. All member municipalities since the Board was formed have contributed to the annual operating and capital budget of the Board through a cost sharing formula based on total population of all parties based on Canada Census information on the date of the agreement, this costing formula can be referenced on schedule "A" of the Agreement and is explained in more detail in the financial section of this report. In addition to the yearly financial contribution of the Member Municipalities, the Board has the autonomy to enter into service agreements with additional surrounding municipalities for animal pick-up only. Currently the Board has two (2) existing service agreements with the Township of Cramahe and Alderville First Nations.

Currently, if you calculate the populations of the existing Member Municipalities and service agreements, the Board has approx. 60,600 customers to provide Animal Control Services across a wide distance of travel to and from each municipality's jurisdiction depending on the location of the animal control activity.

Since the Agreement was drafted and approved in 2013 by each individual Member Municipality, there has been no amendments or updates to the contents and provisions of the agreement. The current agreement reached its expiry date of five (5) years in 2018 and pursuant to the 'Term' provision of the Agreement – there is an automatic renewal for a further five (5) year period unless the agreement is terminated in accordance with the termination clause as outlined in section 30.8 of the agreement.

It is the conclusion of the Town of Cobourg Staff that the current agreement and the terms outlined within the agreement are no longer providing a significant benefit to the Town of Cobourg residents and is not delivering effective and efficient services when it comes to providing animal control enforcement services, although the Town does recognize that the Service of pound and

running the Pound Facility continues to be a benefit to the Town when dealing with the adoption and boarding of domestic animals.

Below is a brief description of some of the underlying issues that the Town of Cobourg is facing in regards to the existing Joint Animal Control Services Agreement. There are several main functions that the Services Agreement provides responsibility to Municipal Animal Services, Animal Control By-law, Animal Licensing, Enforcement and Management of the Pound Facility.

Discussion:

1. Animal Control By-law and Enforcement:

Pursuant to Section 11 of the *Municipal Act*, 2001, as amended all lower-tier municipalities have the powers to license and regulate animals within their municipal boundaries. As part of the agreement, the Town of Cobourg is one of three (3) municipalities that Municipal Animal Services provides Animal Enforcement Services for as established through the Agreement. As part of the *Municipal Act* requirements, each member municipality must have their own respective Municipal Council's pass and approve their own Animal Control By-law and submit the Set Fines to the province for approval.

Because of the legal requirement for the Town of Cobourg to maintain its own municipal by-law, the Municipal Animal Services and Joint Animal Control Municipal Services Board prefers that each municipality pass and approve the same Municipal By-law for consistency in enforcement for the Municipal Animal Services Enforcement Officers to enforce. Over the past few years the Town has found this practice to be difficult as the Town of Cobourg is unique to other Northumberland County municipalities and has a large urban center and differs from the more rural municipalities that are part of the current agreement. For example the Town has been approached on several occasions to add more regulations with cats and other exotic and non-exotic animals, but the Board has remained firm on their intention to stick to the mandate of the agreement to control Domestic Animals such as Dogs and Cats minimally.

Additionally, to the above requirement when it comes to Municipal By-laws, each municipality is responsible for setting out the enforcement regime of its various by-laws. This means that even when the Town is in an agreement with the Joint Animal Control Municipal Services Board, the Town is ultimately responsible to see through the enforcement process of an provincial offence that is issued under the Town's By-laws. For example, once a ticket is issued, if the defendant wishes to challenge the ticket in court, the Town is responsible to schedule witnesses, have officers attend, generate the crown brief and also hire a Municipal Prosecutor to conduct the trial and attend court. This process and the way it currently is set up tends to complicate the provincial offences process and sometimes even interferes with the successful delivery of the administrative of

justice as the investigation and preparation of materials is not accurately kept and fails the citizens that the animal control processes wishes to protect and bring justice for.

The Town has found an increased number of Animal Control complaints in the Town of Cobourg over the past few years and Municipal Animal Services can become easily overwhelmed through providing Municipal Enforcement for four (4) municipalities under the pressures of the demanding procedures and processes that fall under the Provincial Offences regime. This large jurisdictional mandate that Municipal Services currently has unfortunately persistently at times causes a decrease in the level of service that the residents of Cobourg receives for animal control. This year alone Cobourg By-law Enforcement services has received over thirty (30) Animal Control specific complaints that have successfully been dealt with by internal Town of Cobourg Enforcement Staff, causing an unnecessary duplication of services.

In addition to the increased number of Municipal By-law complaints and offences, in the last two (2) years there has been a few instances that have been required to escalate to a provincial statute offence under the *Dog Owners Liability Act*. This specific piece of legislation requires a more in-depth and specific level of expertise as offences issued under this act require the issuing of a Part III Summons which requires that an Information be laid in front of a Justice of the Peace and an automatic court hearing prosecuted under the Crown Attorney's Office. This process is reserved for the more serious offences and bites to persons which applies to the entire province of Ontario. The Town of Cobourg has proceeded through this stream independently on our own on two occasions which took a tremendous amount of work and effort, which in our understanding should be completed through a service agreement that we have entered into, but the expertise and experience is not available. This again demonstrates an efficiency issue that the Town currently is paying for a service that cannot be met.

It is also important that the Town and staff are accountable to its citizens and ratepayers. On occasion the Town will receive calls from members of the public informing staff of a situation that has not been dealt with or is still in the process of an investigation. When these calls are received by the Town, staff are not up to speed with the issue or are even aware and has to defer a response to a third party agency being Municipal Animal Services. This is not well received from callers and is not efficient or effective customer service. Staff would like to provide exceptional customer service and being able to control and provide delivery of a direct service to residents would be in the Town's best interest.

In summary, the Town of Cobourg has the in-house expertise, experience resources and ability to maintain and provide direct and full Animal Control Enforcement Services for its residents.

2. Licensing

The Town of Cobourg has always been responsible to set its own rates and collection of fees for Dog Tag Licensing. Dog Tag licensing is a way that the Town can collect a fee to contribute to the cost of enforcement and animal control services. Licensing is also an efficient way to help control the dog population and to have readily available information on dog owners if they act in any way that is against the provisions of the Animal Control By-law. The Town has consistently maintained the same fees for Dog Tags for many years and has been supplied Dog Tags from the Municipal Animal Services. Within the last Two (2) years Municipal Animal Services has redesigned the Tags for all four (4) member municipalities to no longer say 'Town of Cobourg' just Municipal Animal Services. This has been problematic to the Town as Dog Owners are confused and Dogs cannot be identified by Animal Control or the public as to which municipality the dogs are from if a dog turns up as a lost dog. This significantly impacts the amount of time and efficiency that it takes to reunite a dog with its owner.

The Town recently with the approval from Municipal Council and separate from the Joint Animal Control Board and the Member Municipalities is providing a more convenient and innovative way to license Dogs within the Town of Cobourg. The Town has entered into an agreement with DocuPet to outsource the licensing of Dogs at no cost to taxpayers and with improvements and advancements to dog owners who purchasing licences. As previously provided to Council in a report, the fees are now matched with other municipalities and residents no longer have to come to Town Hall to buy dog tag they can purchase a tag anytime, anywhere more conveniently. In addition to this program, residents have access to a lost dog network portal to get dogs home safer and are able to monitor and create their own doggy profile.

This new process is a depiction of the advancements that can be made when the Town of Cobourg maintains control of Animal Control Services independently with the goal of advancing the level of service at a lower cost to residents.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

As part of this report, there is no direct financial or budget impacts for the Town of Cobourg to provide notice of withdraw from the Board under the provisions of the Joint Animal Control Municipal Services Agreement.

As part of the existing agreement that the Town entered into in 2013, there is a provision stated in section 30.6 that the exiting Member Municipality shall continue to be responsible for all operating costs only during the twenty-four (24) month notice period. Any proposed capital project costs during the notice period will be apportioned between the remaining Member Municipalities.

In addition to the above, exiting Member Municipality shall forfeit all capital contributions made to and including the date of the written notice exercising the option to withdraw.

This means that the Town of Cobourg will be responsible for supporting and providing our budget requirement for two (2) years after notice is given.

Over the past six (6) years from 2014 to 2020 the Town of Cobourg has approved the following Budget Amounts:

Year	Budget	Actuals
2014	\$79,417	\$80,702.00
2015	\$88,000	\$85,714.65
2016	\$88,000	\$87,959.00
2017	\$94,100	\$93,465.00
2018	\$97,204	\$97,204.00
2019	\$99,148	\$99,147.64
2020	\$101,032	TBA
TOTAL Six (6) Years:		544,192.29

As noted, within the recommendation, Town Staff will be providing an update and an operational plan to Municipal Council in order to assume the full responsibilities of Animal Control Services and Enforcement within the Town of Cobourg. This report will provide budget amounts and costing related to the needs for the Town to deliver the service directly to residents. It is anticipated that there will be savings as well there would be a consistent budget amount that should not fluctuate over time drastically and the budget approval will be fully in the hands of the Town's Municipal Council to approve and not at the hands of the Joint Animal Control Board.

8.0 CONCLUSION


It is the recommendation of Staff that Council direct the Municipal Clerk to send correspondence to the Joint Animal Control Municipal Services Board to inform the Board that the two (2) year notice has been issued by the Town of Cobourg to take effect on the dated of the final resolution passing of this resolution; and

FURTHER THAT Council direct the Municipal Clerk to provide a report to Council within the two (2) year notice period and prior to the exiting of the agreement to explain and provide an overview on the proposed operational model by the Town's By-law Enforcement Department in order to provide all Animal Control Enforcement internally effectively, efficiently and affordable for the residents of the Town of Cobourg.

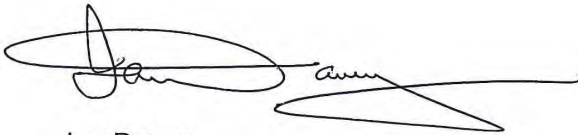
9.0 POLICIES AFFECTING THE PROPOSAL

Not Applicable

10.0 AUTHORIZATION/SIGNATURES

A handwritten signature in black ink, appearing to read 'Brent Larmer', with a stylized, flowing script.

Brent Larmer
Municipal Clerk
Manager of Legislative Services

A handwritten signature in black ink, appearing to read 'Ian Davey', with a large, circular loop at the beginning and a long, horizontal stroke extending to the right.

Ian Davey
Interim CAO/Treasurer/Director of Corporate Services



THE CORPORATION OF THE TOWN OF COBOURG

BY-LAW NUMBER 025-2013

A BY-LAW TO AUTHORIZE THE EXECUTION OF THE AGREEMENT TO CREATE A JOINT MUNICIPAL SERVICE BOARD, KNOWN AS THE JOINT ANIMAL CONTROL MUNICIPAL SERVICES BOARD, FOR THE PURPOSES OF ADMINISTERING AND MANAGING A JOINT ANIMAL CONTROL PROGRAM, IN ACCORDANCE WITH SECTION 196 OF THE MUNICIPAL ACT, 2001 S.O. 2001.

NOW THEREFORE the Municipal Council of the Corporation of the Town of Cobourg enacts as follows:

WHEREAS pursuant to Section 9 of the *Municipal Act, 2001* S.O. 2001, Chapter 25, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS pursuant to Sections 8(1) of the *Municipal Act, 2001*, S.O. 2001, Chapter 25, these powers shall be interpreted broadly so as to confer broad authority on municipalities; (a) to enable them to govern their affairs as they consider appropriate; and (b) to enhance their ability to respond to municipal issues.

AND WHEREAS pursuant to Section 202(1) of the *Municipal Act, 2001*, S.O. 2001, Chapter 25, two or more municipalities may enter into agreements to establish a joint municipal service board and to provide for those matters which, in the opinion of the participating municipalities, are necessary or desirable to facilitate the establishment and operation of the joint municipal service board;

AND WHEREAS the role of the Joint Municipal Service Board, to be known as the Joint Animal Control Municipal Services Board (JACMSB), is to support the Member Municipalities in the management of their animal control activities, all generally in accordance with the Strategic Plan and the Business Plan as they may be modified and approved by the Municipalities from time-to-time;

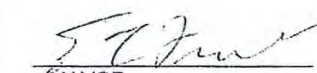
AND WHEREAS Municipal Council has reviewed the terms of the Joint Municipal Services Board, at their meeting of March 25, 2013 and recommend that the Town of Cobourg participate as a member of the Joint Municipal Services Board;

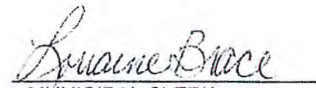
NOW THEREFORE the Municipal Council of the Corporation of the Town of Cobourg enacts as follows:

1. THAT the Council of the Corporation of the Town of Cobourg hereby authorize the Mayor and Clerk to execute the Agreement to create a Joint Municipal Service Board, known as the Joint Animal Control Municipal Services Board, attached hereto as Schedule "A" to this By-law.

2. That the Mayor and Municipal Clerk are hereby authorized and instructed to execute an agreement between the Town of Cobourg, Township of Alnwick-Haldimand, Township of Hamilton and Municipality of Port Hope to establish a Joint Animal Control Municipal Services Board.
3. That this By-law shall come into force and effect on the date of passage contingent upon ratification by all Member Municipalities.
4. That any By-law or By-laws, or parts of any By-law or By-laws that are inconsistent with this By-law be hereby deemed repealed.
5. That By-law No. 28-2003 and By-law 99-2012 be hereby repealed.

READ a first, second and third time and finally passed in Open Council this 1st day of April, 2013.


MAYOR


MUNICIPAL CLERK

PH JHC

**AGREEMENT TO CREATE A
JOINT MUNICIPAL SERVICE BOARD**

THIS AGREEMENT made this 9th day of April , 2013

BETWEEN:

THE CORPORATION OF THE MUNICIPALITY OF PORT HOPE
(Hereinafter called "Port Hope")
PARTY OF THE FIRST PART,

THE CORPORATION OF THE TOWN OF COBOURG
(Hereinafter called "Cobourg")
PARTY OF THE SECOND PART,

THE CORPORATION OF THE TOWNSHIP OF HAMILTON
(Hereinafter called "Hamilton")
PARTY OF THE THIRD PART,

THE CORPORATION OF THE TOWNSHIP OF ALNWICK / HALDIMAND
(Hereinafter called "Alnwick/Haldimand")
PARTY OF THE FOURTH PART,

1. WHEREAS the Parties hereto (herein collectively called "the Member Municipalities") have cooperated for several years to jointly address animal control issues;
2. AND WHEREAS the Member Municipalities recognize the advantages of continuing to work together to jointly address animal control issues;
3. AND WHEREAS the Member Municipalities wish to establish a joint municipal service board pursuant to Section 202 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended from time to time in accordance with the terms of this Agreement to continue the coordination of animal control activities and such other duties and responsibilities that may be assigned by the Member Municipalities from time-to-time;
4. AND WHEREAS the joint municipal service board shall be formally known as the Joint Animal Control Municipal Service Board (herein referred to as "the Board");
5. AND WHEREAS the Member Municipalities agree to pass by-laws for entering into this Agreement pursuant to Sections 20 and 202 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended from time to time which provides that a municipality, may enter into an agreement with one or more municipalities to

jointly provide, for their joint benefit any matter which all of them have the power to provide within their own boundaries;

6. AND WHEREAS the Board will develop a strategic plan (herein referred to as "the Strategic Plan"), as a guide to the mission and priorities for the Board going forward;
7. AND WHEREAS the Board will produce a business plan (herein referred to as "the Business Plan") for a rolling five year horizon, which is intended to provide an estimate of the cost of the operation of the Board and the proportion of the cost to be paid by each of the Member Municipalities (herein referred to as "the Funding Formula"), it being understood that the Business Plan will be revised from year-to-year and as actual costs become known and the Business Plan review shall be undertaken in October of each year;
8. AND WHEREAS the Board is intended to remain in place, subject to any changes in its mandate that the Member Municipalities deem advisable from time-to-time.

NOW THEREFORE each of the Member Municipalities, in consideration of the premises and other good and valuable consideration, the receipt and sufficiency of which is acknowledged by each of the parties hereto, and recognizing the mutual benefits of cooperating on matters of common interest with respect to animal control issues, herein agree to the following:

1.0 Definitions

- 1.1 **Board** – shall mean the Joint Animal Control Municipal Service Board;
- 1.2 **Board Member** – shall mean a member of the Board;
- 1.3 **Council** – shall mean the elected Council of each of the Member Municipalities;
- 1.4 **Domestic Animals** – shall mean only dogs and cats;
- 1.5 **Funding Formula** - shall mean the method of establishing each Member Municipality's financial contribution to both the operating and capital budget annually based on per capita as determined by Census Canada data, as amended from time to time, to establish a sum of money or other resources to be set aside for the specific purpose of operating, maintaining the Shelter of Hope Facility and the joint animal control program on behalf of the Member Municipalities (Schedule "A").

- 1.6 **Member Municipalities** - shall mean collectively the Corporation of the Municipality of Port Hope, the Corporation of the Town of Cobourg, the Corporation of the Township of Hamilton and the Corporation of the Township of Alnwick/Haldimand.
- 1.7 **Municipal Representative** – shall mean the Council appointed representative to the Board for the particular Municipality;
- 1.8 **Municipal Staff Advisory Group** – shall mean municipal staff representing Human Resources, Clerks and Treasurers having expertise in these areas and who shall provide advice as required and requested by the Board from time to time;
- 1.9 **Recording Secretary** – shall mean the Recording Secretary appointed by the Board from time to time;
- 1.10 **Shelter of Hope Facility** - shall mean the current municipal animal shelter located in the Township of Hamilton and shall include the land and all buildings and structures associated with the facility. The Shelter of Hope Facility is also referred to in this Agreement as "the Shelter";
- 1.11 **Shelter Manager** – shall mean the individual appointed by the Board to give effect to policy set by the Board and to manage day to day operations of the Shelter of Hope Facility, manage the Board approved annual operational and capital budget, make recommendations to the Board on personnel matters and future budget requirements.

2.0 Joint Municipal Service Board

- 2.1 The Member Municipalities hereby establish a joint municipal service board, which shall be known as the Joint Animal Control Municipal Service Board (herein called the "Board").
- 2.2 The Board shall be responsible to oversee the operation, management and control of the Joint Animal Control Program subject to the limits and conditions set out in this Agreement.

3.0 General

3.1 The Board shall have the following powers and authorizations, in addition to the other provisions of this Agreement, to ensure the following activities are carried out:

- i) to administer, operate and manage a joint animal control program for the Member Municipalities;
- ii) to employ and/or terminate the employment of such persons as the Board deems necessary or advisable to assist in the administration of the Board and the operation and management of the joint animal control program;
- iii) to call for tenders/request for proposals and award contracts for the provision of animal control services including without limitation pound keeping services within the approved budget;
- iv) subject to the prior approval of a majority of the Member Municipalities, to enter into one or more contract(s) with an outside municipality, corporation, person or other legal entity that is not a party to this Agreement to provide animal control services;
- v) to prepare and approve an annual budget setting out, inter alia, the estimated operating and capital costs, and establishing the proportionate contribution for each of the Member Municipalities in accordance with the terms of this Agreement. The budget as recommended by the Board shall be submitted to the Clerk of each of the Member Municipalities on or before the 15th day of October in each and every year. The Councils of each of the Member Municipalities shall be required to ratify and approve the budget no later than March 31st in the following calendar year.
Notwithstanding anything in this Agreement to the contrary, the said budget shall be deemed to have been approved and ratified and shall be binding on all of the Member Municipalities provided that the Councils of a majority of the Member Municipalities ratify and approve the said budget. The parties hereto acknowledge and agree that in the event that a majority of the Member Municipalities do not ratify and approve the said budget, then the budget shall not be approved and shall be resubmitted to the Board for revision and resubmission to the Member Municipalities for approval;
- vi) to maintain reasonable records and statistics concerning all aspects of the joint animal control program so as to permit each of the parties hereto the ability to assess the administration, operation and management by the Board of such services;
- vii) to keep detailed records and to provide annually, prior to May 15 in each and every year, a detailed accounting of the expenditures and transactions made by the Board during the immediately preceding

- calendar year to each of the parties hereto and all such expenditures, transactions and account shall be audited in accordance with the requirements of the Municipal Act;
- viii) to collect from each of the parties hereto each party's share of the costs as provided for in this Agreement;
 - ix) to pay such monies as are properly due and owing by the Board in accordance with the approved budget;
 - x) to adopt and maintain policies with respect to the hiring of employees by the Board and the procurement of goods and services by the Board;
 - xi) to arrange for such insurance coverage, legal and accounting services as may be necessary or advisable from time to time;
 - xii) to ensure appropriate and proper accounting in the name of the Board consistent with acceptable municipal accounting practices and as permitted under the Municipal Act;
 - xiii) to keep minutes of its meetings, which minutes shall be circulated in a timely manner to the Clerk of each of the Member Municipalities for distribution to members of the Councils of the Member Municipalities; and
 - xiv) to maintain books, records and accounts of all actions, proceedings and matters within the Board's authority, which books, records and accounts shall be made available to the Councils of the Member Municipalities upon request of the Council of any Member Municipality.

3.2 The Board shall be responsible to ensure that the following are provided to the Member Municipalities as part of the joint animal control program:

- 3.2.1 Animal control and pound keeper;
- 3.2.2 Maintain the Shelter in a clean and hygienic condition;
- 3.2.3 Provide an exercise area where Domestic Animals can be outdoors;
- 3.2.4 Provide separate housing for cats and dogs;
- 3.2.5 Provide quarantine facilities when required;
- 3.2.6 Retain identified/unidentified Domestic Animals for the applicable minimum period;
- 3.2.7 Collect required fees under the Board's Fees and Charges Bylaw;
- 3.2.8 Provide veterinarian services as required 24 hours a day/7 days a week;
- 3.2.9 Provide for humane euthanizing of Domestic Animals due to illness or temperament;
- 3.2.10 Cremation or burial of Domestic Animal cadavers in accordance with applicable legislation; and
- 3.2.11 Provide shelter with alarm for fire and break in and climate control.

- 3.3 Recognizing that the Shelter of Hope will always strive to maintain the following hours, the Shelter may have to adjust hours based on staffing and/or emergencies. Staff shall notify the Member Municipalities when the Shelter will be closing early to public access. Subject to the foregoing, the Shelter will always strive to maintain the following hours, however, these hours may be amended from time to time as approved by the Board and communicated to the Member Municipalities:

Monday - Friday: 10:00 a.m. - 5:00 p.m.

Saturday: 9:00 a.m. - 1:00 p.m.

Sundays & Statutory Holidays: Closed

- 3.4 It shall be the responsibility of the Shelter Manager to notify Member Municipalities of any information the Shelter Manager receives with respect to Domestic Animals at large and shall notify the appropriate Member Municipality when a Domestic Animal is claimed by a resident.
- 3.5 The Shelter Manager shall ensure that all applicable fees are paid in respect of impounded Domestic Animals prior to releasing the animal to its owner including costs incurred by a municipality relating to the care of the animal prior to the delivery of the animal to the Shelter.
- 3.6 The Shelter Manager will ensure that the owner of an impounded Domestic Animal is provided with all information provided by the Shelter regarding any veterinarian reports, medical treatments or medicines that the Domestic Animal has received.
- 3.7 The Board shall ensure that the Shelter of Hope provides Member Municipalities with any and all documents required for Court purposes including but not limited to certified copies of log books, ledgers, sign in/out forms etc.
- 3.8 The Board shall ensure that the Shelter of Hope will be committed to providing an environment free of discrimination and harassment, in which all individuals are treated with respect, dignity, are able to contribute fully and to create and maintain a safe workplace free from violence by the development of guidelines and preventative measures that will prohibit/prevent violent behaviour and will provide support and protection to all employees, visitors and contractors at the Shelter.
- 3.9 The parties to this Agreement hereby agree that the joint animal control program services authorized by this Agreement shall only be made available within the municipal boundaries of the Member Municipalities. For greater

certainty no animals outside of the municipal boundaries of the Member Municipalities shall be picked up and/or housed as part of the joint animal control program except as may be authorized in accordance with the provisions of Section 21 of this Agreement.

4.0 Composition and Procedures of the Board

- 4.1 The Board shall consist of one Member from the elected Council of each Member Municipality. Each Board member shall be appointed by Resolution of the Council of the Member Municipality. Each Board member shall be a voting member.
- 4.2 Should the Board Member no longer be eligible as the elected Member of Council of a Member Municipality, his / her seat on the Board shall be declared vacant upon the passing of a resolution of the appointing Council declaring a vacancy.
- 4.3 Board Members may be replaced at the pleasure of the appointing Municipal Council.
- 4.4 Board Members do not have authority to resign their seat on the Board. Only the appointing Council may declare the Municipal representative's seat as vacant, or replace the member's seat with another individual appointed by resolution of Council.
- 4.5 The voting members of the Board are:
 - 4.5.1 The Board Member appointed by his/her respective Member Municipality;
 - 4.5.2 The Mayors of all Member Municipalities or his/her designate shall be a member *ex-officio* of the Board. However, the Mayor or his/her designate shall only have voting privileges in the absence of the Council appointee, and where both the Mayor and Council appointee are present, only the Council appointee's (ie the Board Member's) vote shall be recognized and counted.
 - 4.5.3 Each Board member shall have only one (1) vote.

4.6 The non-voting members are:

- 4.6.1 Staff support persons shall be a non-voting member(s) of the Board.
- 4.6.2 The Board may include the following as non-voting members of the Board: the Shelter Manager and/or any member of the Municipal Staff Advisory Group as the Board deems appropriate.

4.7 The Board Members shall serve without remuneration and no Board Member shall directly or indirectly receive any profit from his/her position as such provided that a Board Member shall be paid reasonable expenses incurred by him/her in the performance of his/her duties in accordance with the appointing Municipality's policy.

5.0 Committees

5.1 The Board shall operate under a committee of the whole concept and decisions will be made by the Board as per quorum requirements. The Board may establish sub-committees as it deems appropriate by bylaw including a terms of reference.

6.0 Board By-laws

- 6.1 The Board Members shall manage the business and affairs of the Board, in accordance with the terms and conditions as set out in the applicable Board By-Laws including without limitation a by-law governing the calling of meetings, proceedings and conduct of meetings, fees and charges by-law and a by-law establishing purchasing policies and procedures.
- 6.2 The Board shall on or before June 1, 2013 approve and adopt a rolling five (5) year Business Plan in October of each year.
- 6.3 The Board shall, on or before June 1, 2013 approve and adopt a procedural by-law governing the calling, place and proceedings of the Board in accordance with Section 238 of the Municipal Act, 2001, S.O. 2001, c.25 as amended from time to time.
- 6.4 The Board shall on or before June 1, 2013 approve and adopt by-law establishing a purchasing policy and procedures.

6.5 The Board shall on or before June 1, 2013 approve and adopt a Fee and Charges by-law.

6.6 The Board shall on or before June 1, 2013 approve and adopt a Code of Conduct.

7.0 Chair

7.1 The members of the Board shall elect one Member as Chair of the Board at the inaugural meeting of the Board, at the beginning of the four-year term consistent with the term of the elected Councils of the Member Municipalities. The Board may, at their discretion, conduct an Election of Officers annually, in November of each calendar year to appoint a Chair from the Members of the Board. The Chair shall preside at all meetings of the Board. The Chair or his / her designate, and one of either a designated Board Member or the Recording Secretary, shall sign all formal documents and perform such other duties as are usually incident to the office of Chair of the Board or are required by the Board and shall:

7.1.1 Collaborate with the Board and Municipal Staff Advisory Group representatives as appropriate to perform the Annual Performance Evaluation of the Shelter Manager for consideration of the Board; and

7.1.2 Act as official spokesperson for the Board.

8.0 Support Staff Role and Responsibilities

8.1 The Recording Secretary of the Board shall be a Clerk or designate from each Member Municipality to serve annually on a rotating basis. The Recording Secretary keep a record of all the proceedings of all meetings held by the Board. The Recording Secretary shall have charge of all agendas, minutes, bylaws and resolutions, books, records, and papers of the Board, all of which he/she shall deliver in accordance with the provisions of this Agreement and as and when instructed or authorized by resolution of the Board. The Recording Secretary shall give due notice of all meetings and shall perform such other duties as are incidental to his/her position.

8.2 The Township of Hamilton shall provide all necessary accounting and financial services on behalf of the Board and its Member Municipalities for the Joint Animal Control Program. The Treasurer of the Board shall be the Treasurer of the Township of Hamilton who shall have the authority to receive and disburse funds on behalf of the Board and who shall maintain proper

documentation and records of all revenues and expenditures of the Board, accounts payable and receivables in accordance with accepted municipal accounting practices and audit responsibilities subject to the provisions of this Agreement.

- 8.3 The Shelter Manager shall have the responsibilities as set out in the Board approved Job Description which may be amended from time to time by the Board and shall be responsible for the Staff role and responsibilities as defined in Section 1.11 of this Agreement.

Quorum

- 8.4 A quorum at any meeting of the Board shall consist of fifty per cent plus one (simple majority) of the voting Board Members constituting the Board.
- 8.5 Any question or matter coming before any meeting of the Board may, except as otherwise specifically prescribed by law, be decided by a simple majority of the Members present. In the case of a tie vote, the matter or resolution shall be deemed to have been lost.
- 8.6 Unless a recorded vote is requested, and except as otherwise expressly provided by law, at any meeting of the Board, the vote may be taken by a show of hands.
- 8.7 Notwithstanding vacancies, the remaining Board Members may exercise all the powers so long as a quorum of the Board remains in office.

9.0 Calling of Meetings

- 9.1 Meetings of the Board shall be held from time to time at such place, at such time and on such day as the Chair or any two (2) Board Members may determine, and the Recording Secretary shall call meetings when directed or authorized by the Chair or by any two (2) Board Members. Notice of every meeting shall be given to each Board Member not less than forty-eight hours (excluding any part of a Sunday or statutory holiday) before the time when the meeting is to be held.
- 9.2 Notice of Public meetings shall be advertised in the local newspaper and may include a notice on a designated website.

9.3 The Board shall develop a policy with respect to public communications consistent with the requirements of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended from time to time, set public notification standards regarding the Board agenda, minutes and consideration of policy and public notice shall be required for the approval of a new agreement by each member Municipality.

10.0 Regular Meetings

10.1 The Board may appoint a day or days in any month or months for regular meetings at a place and hour to be named. A copy of any resolution of the Board fixing the place and time of regular meetings of the Board shall be sent to each Board Member forthwith after being passed. Notice for regular and special meetings shall be in accordance with the by-laws of the Board and this Agreement.

10.2 All meetings of the Board shall be open to the public except as provided in Section 239 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended from time to time.

11.0 First Meeting of a New Board

11.1 Each newly appointed Board, and its new members, may without notice, hold its first meeting for the purpose of organization, provided a quorum of Board Members is present.

12.0 Place of Meeting

12.1 Meetings of the Board may be held at an acceptable place and time as determined by the Board and the Board shall provide public notice of the place and time.

13.0 Administration

13.1 The Member Municipalities agree that all projects and activities undertaken will be guided by the Business Plan and principles of cost-effectiveness and efficiencies.

13.2 Each Member Municipality agrees to pay its share of the annual budget of the Board in accordance with the Funding Formula (Schedule "A") for each fiscal year.

13.3 The Board's fiscal year will be the calendar year, January 1 to December 31 of each year.

13.4 All contracting activities will be conducted in an open and fair manner.

13.5 Under section 149.1(1) of the *Income Tax Act*, RSC 1985, any recognized municipality in Canada is a "qualified donee" and, as such, can issue official donation receipts for gifts received. The Township of Hamilton shall issue official donation receipts for eligible donated funds designated in support of the works of the Board and on behalf of the Board.

13.6 This Agreement shall be in effect from the date that it has been approved by by-law of all of the Member Municipalities and shall continue in force until terminated by all of the Member Municipalities pursuant to Section 31 of this Agreement or, with respect to Individual Municipalities, until a Member Municipality has withdrawn in accordance with Section 31 of this Agreement.

14.0 Declaration of Pecuniary Interest

14.1 Every Board Member is bound by the provisions of the *Municipal Conflict of Interest Act*, R.S.O. 1990, c. M. 50 as amended from time to time.

15.0 Code of Conduct

15.1 Board Members, management and agents of the Board shall adhere to the Board's Code of Conduct. Board Members shall sign a Conflict of Interest declaration for the faithful discharge of their duties, in such form and with such surety as the Board may from time to time prescribe.

16.0 Retain Professionals

16.1 The Board shall have the authority from time to time to retain consultants, lawyers and other professionals.

17.0 Auditors

17.1 The Auditor for the Board shall be the Township of Hamilton auditor or another firm as retained by the Board to perform the annual audit for the

Board. The Board's auditor shall prepare a balance sheet and statement of income for the Board and submit it to the Board as soon as possible after the end of every financial year. The costs of the Board Auditor will be proportionally charged back to the Member Municipalities as part of the Annual Budget.

- 17.2 The Audit shall be done in a manner that is in accordance with accepted auditing principles and will be presented to each of the Councils of the Member Municipalities on an annual basis. The Member Municipalities shall receive a copy of annual audited report and management letters prepared for the Board from the Auditors.

18.0 Financial Approval Requirements

Member Municipality Approval Requirements

The approval of a simple majority of the Member Municipalities shall be required for any of the following:

- 18.1 Annual Business Plan: The Board's operating budget, updated five year capital program, revenue budget and associated fees and charges;
- 18.2 Operations and Maintenance budget expenditures/variance may not exceed the overall annual Business Plan as approved through the annual budget unless approved otherwise by Member Municipalities; and
- 18.3 Capital projects shall be as approved by the Member Municipalities through the annual budget process.
- 18.4 Annual operating / capital budgets and Business Plan may be presented to Member Municipal Councils for the purposes of Budget approval.

20.0 New Member Municipalities

- 20.1 The Board shall circulate written correspondence to each Member Municipality seeking approval before taking on any additional municipal partner to the joint animal control program with a business case to identify the associated impacts to the level of service to each Member Municipality, the associated cost and budget implications.
- 20.2 New municipalities shall be subject to a buy-in amount equivalent to the per capita apportionment of the original value construction cost, plus additional capital costs borne by the four original Member Municipalities for the physical

asset of the Shelter of Hope Facility apportioned based on the most recent Census Canada per capita data for the incoming municipality (Schedule "A").

20.3 The most recent Canada Census data shall be used for the purposes of invoicing the Member Municipalities.

21.0 Fee for Service

21.1 Any fee for service agreement or arrangements with outside agencies or municipalities shall be approved by a simple majority of the Board and provision of the service should be full cost recovery [at a minimum] with a goal of generating revenue.

22.0 Financial

22.1 In accordance with the terms of this Agreement, the Board shall set and retain fees received for stray Domestic Animals and pound (adoption) fees for those animals picked up within a Member Municipality's geographic boundaries.

23.0 Annual Business Plan

23.1 The annual business plan shall be prepared in October of each calendar year, consistent with the budget preparation process and shall set out annual objectives, forecasted objectives and strategic goals of the Board.

24.0 Progress Reports

24.1 Semi-annual progress reports on the current Business Plan will be prepared and provided to the Council of each of the Member Municipalities with explanations on potential variances to the operating, maintenance or capital budgets beyond the levels described in Section 19.0 of this Agreement.

24.2 Annual forecasts for future year Business Plans shall be prepared and provided to the Council of each of the Member Municipalities with rationale and business case to support the proposed plan(s).

25.0 Reserves

25.1 The Treasurer shall establish and manage reserve accounts subject to the approval of a majority of the Member Municipalities for contributions and draws against the reserves as identified through the annual budget process.

26.0 Banking Arrangements

26.1 The Treasurer, on behalf of the Board, shall give effect to the banking business of the Board or any part thereof, and shall be transacted at the same banking institution used by the Township of Hamilton, and in such a manner that is consistent with established Board policy and shall be within the authorized delegations of the Board. All such business, or any part thereof, shall be transacted on the Board's behalf by such persons as the Board Members may designate, direct or authorize from time to time by resolution and to the extent therein provided, including, without restricting the generality of the foregoing, the operation of the Board's accounts; the making, signing, drawing, accepting, endorsing, negotiating, allotting, depositing or transferring of any cheques, promissory notes, drafts, acceptances, bills of exchange and orders for the payment of money; the giving of receipts for any orders relating to any property of the Board; the execution of any agreement relating to any banking business and defining the rights and powers of the parties thereto; and the authorizing of any officer of such banker to do any act or thing on the Board's behalf to facilitate such banking business.

27.0 Execution of Instruments

27.1 Leases, licenses, assignments, contracts, obligations and other instruments in writing requiring the signature of the Board may be signed on behalf of the Board by any two individuals authorized by the Board from time to time.

28.0 Assets

~~28.1~~ The Shelter of Hope Facility and all assets related to the Joint Animal Control Program shall be inventoried and an asset valuation prepared at the commencement of this Agreement and for the purposes of creating a current valuation/appraisal.

28.2 The Shelter of Hope Facility shall be held by Hamilton in trust for the Member Municipalities in accordance with the terms of this Agreement.

29.0 Transition of Employees of the Shelter of Hope

29.1 All employees associated with the Shelter of Hope Facility under the respective payroll of the Member Municipality or former board, and under Member Municipality's respective OMERS and WSIB program shall be provided a minimum of 90 days' written notice of the transfer of their employment contracts to the Board:

29.1.1 Two (2) full time equivalent staff

29.2 All contract employees associated with the Shelter of Hope shall receive 90 days' written notice of termination of their current contracts and shall be offered employment as Board employees:

29.2.1 Three (3) part-time staff

29.3 All employees associated with the Shelter of Hope shall be offered employment with the Board on terms and conditions that are substantially similar in the aggregate. All terms regarding length of service shall be respected.

29.4 The Municipality of Port Hope shall continue to provide payroll and benefit administration services to the Board up to but not after December 31, 2013 [recognizing that the Shelter employees are employees of the Board] provided that the Board shall make appropriate arrangements for an external payroll service provider and make application to OMERS and WSIB as soon as possible in order that such arrangements shall take effect no later than December 31, 2013.

29.5 The Board shall apply to OMERS and WSIB to obtain status and to work towards continued OMERS and WSIB benefits for all eligible employees both full time and part-time.

30.0 Term

30.1 The term of this Agreement shall be for a period of five years commencing on the date of execution of the final Member Municipality and adoption of an authorizing bylaws with automatic renewal for a further five-year period unless this Agreement is terminated in accordance with the provisions of this Agreement.

30.2 Operational increases are expected to cover any increase in costs related to use and operation of the Shelter and shall be presented annually as part of the business case to the Member Municipalities for approval as part of the annual Business Plan.

30.3 Capital project proposals shall be presented annually with a business case to the Member Municipalities for approval as part of the annual Business Plan.

Withdrawal and Termination

30.4 Any Member Municipality may at any time, exercise their option to withdraw from the Board and terminate their participation in the joint animal control program by providing a minimum of 24 months written notice to the Board and each of the other Member Municipalities.

30.5 In the event any Member Municipality should exercise their option to withdraw from the Board and terminate their participation in the joint animal control program, the remaining partners shall assume the associated capital and operating costs of the Shelter of Hope Facility based on the necessary adjustment to the apportionment of costs in accordance with the cost sharing provisions of this Agreement.

30.6 The exiting Member Municipality shall continue to be responsible for all operating costs only during the 24 month notice period. Any proposed capital project costs during the notice period will be apportioned between the remaining Member Municipalities. Upon the withdrawal of any party or parties to this Agreement, the withdrawing party or parties shall, upon withdrawal, cease to have any representation on the Board.

The exiting Member Municipality shall forfeit all capital contributions made to and including the date of the written notice exercising the option to withdraw.

30.7 Notwithstanding the withdrawal of any party or parties hereto, this Agreement shall continue in full force and effect unless and until terminated by the remaining parties as contemplated by the provisions of this Agreement.

30.8 This Agreement shall not be subject to any right of termination by any party or parties unless a minimum of 75% of the parties to this Agreement have agreed in writing to the termination of this Agreement. In such event, the termination of this Agreement shall occur on the 31st day of December in the year subsequent to year in which agreement is achieved by a minimum of

75% of the parties to terminate this Agreement unless a minimum of 75% of the parties to this Agreement agree to an earlier termination date.

30.9 Upon final termination of this Agreement, a final accounting shall be prepared and approved by the Board. Where there is an adjustment to be made, all parties agree to honor the amount of the Board approved adjustment.

31.0 Matters not Specifically Addressed in this Agreement

31.1 It is recognized by the Member Municipalities that issues may arise that have not been contemplated in the negotiation and preparation of this Agreement. In the event that any such issue arises, the Member Municipalities hereby agree to use their best efforts to work towards a mutually acceptable solution.

32.0 Resolution - Arbitration

32.1 The parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations between senior management of the Member Municipalities.

32.2 If the matter is not resolved by negotiation within 30 days of receipt of a written 'invitation to negotiate', the parties will attempt to resolve the dispute in good faith through an agreed Alternative Dispute Resolution (ADR) procedure, or in default of agreement, through an ADR procedure as recommended to the parties by the ADR Institute of Canada, Inc.:

234 Eglinton Avenue East, Suite 405
Toronto, Ontario
M4P 1K5

Telephone Number: (416) 487-4447

Fax Number: (416) 487-4429

Email: admin@adrontario.ca

32.3 If the matter has not been resolved by an ADR procedure within 60 days of the initiation of that procedure, or if any party will not participate in an ADR procedure, the dispute may be referred to arbitration by any party. The arbitration shall be governed by both the Arbitration Act 1996 and Rules as agreed between the parties. Should the parties be unable to agree on an arbitrator or arbitrators, or be unable to agree on the Rules for Arbitration, any party may, upon giving written notice to other parties, apply to the President or the Deputy President, for the time being, of the Chartered Institute of Arbitrators for the appointment of an Arbitrator or Arbitrators and for any decision on rules that may be necessary.

33. Notice

33.1 Any notice which is permitted or required to be given pursuant to the provisions of this Agreement shall be in writing and shall be served personally or by registered mail or by fax upon the Municipal Clerk of each of the parties hereto and the other persons and bodies noted hereunder at the addresses hereinafter set forth:

- (a) The Corporation of the Municipality of Port Hope
56 Queen Street
Port Hope, Ontario
L1A 3Z9
- (b) The Corporation of the Town of Cobourg
55 King Street West
Cobourg, Ontario
K9A 2M2
- (c) The Corporation of the Township of Hamilton
P.O. Box 1060
8285 Majestic Hills Drive
Cobourg, Ontario
K9A 4W5
- (d) The Corporation of the Township of Alnwick/Haldimand
10836 County Road 2
P.O. Box 70
Grafton, Ontario
K0K 2G0

or at such other address as may be given by any of them to the others in writing from time to time and such notices shall be deemed to have been received when faxed or delivered, or, if mailed seventy-two (72) hours after 12:01 a.m. on the day following the day of the mailing thereof.

34.0 Headings

34.1 The headings in this Agreement are for the use of reference only and shall not be read or construed so as to abridge or modify the meaning of any provision in the main text of this Agreement.

35.0 Severability

35.1 If any term or provision of this Agreement or the application thereof to any party hereto shall to any extent be held to be void, invalid or unenforceable, the remainder of this Agreement or the application of such term or provision to all parties other than those to whom it was held to be void, invalid or unenforceable, shall not be affected thereby and each term and provision of this Agreement shall be separately valid and enforceable to the fullest extent permitted by law.

36. Time of Essence

36.1 Time shall be of the essence of this Agreement and of every part hereof and no extension or variation of this Agreement shall operate as a waiver of this provision.

37. Estoppel

37.1 No party or parties hereto shall call into question, directly or indirectly, in any proceedings whatsoever in law or in equity or before any administrative tribunal, the right of the parties hereto or any of them to enter into this Agreement or the enforceability of any term(s), agreement(s), provision(s), covenant(s) and/or condition(s) herein contained, and this clause may be pleaded as an estoppel against any such party or parties in any such proceedings.

38. Governing Law

38.1 This Agreement shall be construed in accordance with the laws of the Province of Ontario.

39. Successors and Assigns

39.1 This Agreement shall enure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

IN WITNESS WHEREOF the parties have hereunto affixed their corporate seals
duly attested by their proper officers in that behalf.


SIGNED, SEALED AND DELIVERED
in the presence of:

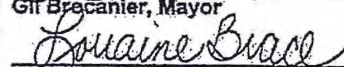
) THE CORPORATION OF THE
) MUNICIPALITY OF PORT HOPE


Linda Thompson, Mayor

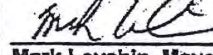

Sue Dawe, Clerk

) THE CORPORATION OF THE TOWN
) OF COBOURG


Gil Breckanier, Mayor

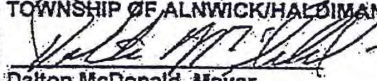

Lorraine Brace, Clerk

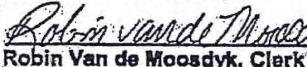
) THE CORPORATION OF THE
) TOWNSHIP OF HAMILTON


Mark Lovshin, Mayor


Kate Surerus, Clerk

) THE CORPORATION OF THE
) TOWNSHIP OF ALNWICK/HALDIMAND


Dalton McDonald, Mayor


Robin Van de Moosdyk, Clerk

SCHEDULE "A"

For purposes of another municipality seeking to "buy in" as a new partner to the joint animal control program, as per Section 20.2 of the Agreement, the following will provide an example [using the example of how the original cost of construction for the animal shelter facility was split] of how the "buy in" would work:

The original cost of construction for the animal shelter facility was \$146,753.92 and was proportionately shared by the four Member Municipalities in the same proportion as their population bore to the total population of all four Member Municipalities as established by the 2001 Canada Census. The proportions used in 2003 at the time of construction were as follows:

Alnwick/Haldimand 12%
Cobourg 35%
Hamilton 22%
Port Hope 31%

The "cost of construction" included all costs associated with development of the site not including land acquisition and included site preparation, entrance costs, servicing costs and the costs associated with the preparation of an agreement.


Sample Calculation for Addition of a New Municipal Partner

Current Agreement (Canada Census figures: 2011 **per capita contribution status quo)	Per Capita Contribution with 5 th partner
Alnwick / Haldimand 6,435 (12%)	11%
Port Hope 16,390 (31%)	28%
Hamilton 10,972 (22%)	19%
Cobourg 18,210 (35%)	32%
TOTAL POPULATION - 52,007	
sample per capita and the associated suggested apportionment for buy in (calculated using original construction costs, assuming 5 th partner at time of construction)	
POPULATION OF HYPOTHETICAL NEW PARTNER - 5950 (10%)	10%
REVISED TOTAL POPULATION - 57,957	100%

**just 4 original municipal partners

New 5th Partner levied \$14,675.39 assuming buy-in at original construction cost in 2003 @ 10% of \$146,753.92

Schedule "A" and associated example are for demonstration purposes regarding Section 20.2 of the Agreement to provide future context.

	THE CORPORATION OF THE TOWN OF COBOURG
	SUSTAINABILITY & CLIMATE CHANGE ADVISORY COMMITTEE
TO:	Brent Larmer, Municipal Clerk/Manager of Legislative Services
FROM:	Robyn Bonneau, Secretary
MEETING DATE:	January 8, 2020
SUBJECT:	Motion to Support other Advisory Committees

The following Motion was adopted at the January 8, 2020 Sustainability & Climate Change Advisory Committee (SCCAC) Meeting:

Moved by Member Randall:

WHEREAS Council declared a Climate Emergency at the Regular Council meeting of December 2, 2019; and

WHEREAS Council approved the Sustainability and Climate Change Advisory Committee's (SCCAC) 2020 Work Plan at their October 21, 2019 Meeting, which Work Plan contained as an Objective to 'Support other Advisory Committees to carry out their mandate through the lens of the Climate Emergency we are facing'; and

WHEREAS Council approved that the SCCAC to 1) meet with each Advisory Committee to discuss the climate emergency we are facing, and invite them to work with the SCCAC to develop guidance on climate crisis measures to consider when fulfilling their mandate; and 2) assist in finding documents to support Advisory Committees to more fully understand the climate mitigation measures application to their mandate;

NOW THEREFORE BE IT RESOLVED THAT Council hereby authorize and request the other Advisory Committees to work with the SCCAC to achieve this objective including:

- have representatives of the SCCAC attend their Advisory Committee meeting to discuss the climate emergency we are facing; and
- work with the SCCAC to develop guidance on climate crisis measures the respective Advisory Committees would consider when fulfilling their mandate; and

FURTHER THAT such authorization and request be made to the following Advisory Committees:

- Accessibility Advisory Committee (ACC);
- Heritage Advisory Committee (HAC);
- Parks and Recreation Advisory Committee (PRAC);
- Planning & Development Advisory Committee (PDAC); and the
- Transportation Advisory Committee (TAC)

CARRIED

Page 1 of 1

Sustainability and Climate Change Advisory Committee 2020 Work Plan

Objective (Identify the objective to be achieved in 2020)	Timeline (Identify target start and completion dates)	Actions and Resources (Describe what actions will be taken to achieve the listed objective and identify what Committee resources, if any, will be necessary (Sub-Committees and/or Committee Member(s) responsible to lead the objective, as appropriate)	Expected Outcome (Outline expected achievements and deliverables from each action item. Ideally, these are measurable indicators of success which can be reported through Annual Reports)	Partners or Stakeholders (Identify opportunities or needs to collaborate with groups or organizations within or outside of the Town)	Alignment to the Strategic Plan (Describe how the Action Item is aligned to the current Town of Cobourg Strategic Plan)
Provide comment and advice on ICSP and assist with community outreach on the ICSP	As requested by Cobourg staff or Council	1. Subject to Council decision to move forward on an Integrated Community Sustainability Plan (ICSP), provide comment on drafts prepared by staff; and 2. Assist with community outreach and consultation	1. Advice reflected in the ICSP; and 2. Cobourg staff feel benefit of assistance from the SCCAC	Planning and Building Department	Mandate: promote the protection, maintenance and awareness of the environment within the community; Strategic Plan: The Town engages in strong, sustainable public private partnerships to improve the quality of life for everyone
Assist with implementing Cobourg's Climate Action Plan	Start date: Early 2020; Completion date: ongoing	1. Together with the Environmental Officer develop overarching principles, goals and objectives to ground the Climate Action Plan mitigation measures; 2. Provide advice on climate action mitigation measures developed by the Environmental Office in 2020; 3. Provide advice to the Environmental Officer on a community outreach plan and communication messaging; and 4. Support the Environmental Officer at outreach and consultation events	1. Guiding principles, goals and objectives are developed and approved by Council; 2. Effective climate action measures are developed and prioritized according to largest energy and GHG reductions; 3. Education and outreach material produced; 4. Initial outreach meetings attended by SCCAC members	Environmental Officer; Sustainable Cobourg; Ganaraska Region Conservation Authority	Committee mandate: The SCCAC shall provide advice and make recommendations on educational and/or outreach to the public regarding climate change. Strategic Plan: the Town protects, preserves and promotes its natural assets.
Support other Advisory Committees to carry out their mandate through the lens of the Climate Emergency we are facing	Start date: Jan 2020; Completion date: ongoing	1. Meet with each Advisory Committee to discuss the climate emergency we are facing, and invite them to work with the SCCAC to develop guidance on climate crisis measures to consider when fulfilling their mandate; and 2. Assist in finding documents to support Advisory Committees to more fully understand the climate mitigation measures application to their mandate	1. Guidance documents developed jointly with each committee; 2. More cross pollination will occur and siloed thinking replaced with information sharing including documents and videos related to global warming; and 3. Advisory committees have appreciation for fulfilling their mandate through the lens of the Climate Emergency we are facing.	Other Advisory Committees; relevant Town departments; Sustainable Cobourg	Committee mandate: The SCCAC shall provide advice and make recommendations on educational and/or outreach to the public regarding climate change. Strategic Plan: the Town protects, preserves and promotes its natural assets.
Review all initiatives that have been referred to the SCCAC by Cobourg Council	Ongoing	Review documents on which Council has asked for SCCAC comment, and prepare a Motion containing SCCAC's comments, and a recommendation if applicable	Motions prepared providing SCCAC comments and recommendation in response to request for same from Council	As appropriate on a case by case basis	Committee Mandate: The SCCAC shall provide advice and make recommendations to Council on other related environmental and climate change matters as referred to the Committee by Council. Strategic Plan: the Town protects, preserves and promotes its natural assets.

Provide response to Delegations from Members of the public	Ongoing	Receive delegations from members of the public and provide appropriate response	The SCCAC is able to provide response it feels is appropriate to the request of the Delegate	As appropriate on a case by case basis	Committee Mandate: The SCCAC shall provide advice and make recommendations to Council on other related environmental and climate change matters as referred to the Committee by Council. Strategic Plan: the Town protects, preserves and promotes its natural assets.
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