

# City of Vaughan Municipal Energy Plan

Ancillary Report:  
Engagement Plan and  
Summary

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# Executive Summary

## Background

Engagement is best understood as a process that involves the public in shared decision-making or influence over decision-making. Meaningful engagement is critical to building mutual understanding, providing information and data, and strengthening weak or poor relationships.

This Engagement Plan was used for the City of Vaughan’s Municipal Energy Plan Review (MEPR) to ensure that interested and affected parties (either internal or external) received opportunities to inform and provide feedback to create the best possible updated Municipal Energy Plan (MEP). The Engagement Plan provided the framework outlining the engagement objectives and techniques, and roles and responsibilities used for the MEPR. Successfully delivering the Engagement Plan helped to establish community support for the implementation of the MEP through its completion.

This Engagement Summary report was finalized in May 2024 to summarize the feedback we received during the active engagement period.

## Key Results

Based on the thematic analysis of the engagement sessions, the following recommendations and considerations were used to inform the MEP:

1. The City should leverage and expand financial, employment, and transit support for all community members, with priority given to equity-denied<sup>1</sup> and vulnerable community members.
2. The City should adopt an equity lens<sup>2</sup> to ensure climate actions are developed to support equity-denied and vulnerable community members. This includes directly working with equity-denied and vulnerable community members throughout projects to address potential co-harms and enhance co-benefits.
3. The City should encourage mixed-use and compact development to enhance access to community amenities and facilitate less travel. In addition, the City should invest in active transportation infrastructure to encourage walking and cycling between destinations.
4. The City should work to raise the community’s awareness of climate change and climate actions by providing education on these topics. The City should recruit community champions and encourage greater participation in climate planning events.

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<sup>1</sup>Equity-denied groups are those who identify barriers to equal access, opportunities and resources due to disadvantage and/or discrimination.

<sup>2</sup>An equity lens is a tool to analyze the impact of the design and implementation of policies, practices, and programs on historically excluded and/or marginalized individuals and groups.

# Engagement Plan Background

This Engagement Plan was used for the City of Vaughan’s Municipal Energy Plan Review (MEPR) to ensure that interested and affected parties (either internal or external) received opportunities to inform and provide feedback to create the best possible updated Municipal Energy Plan (MEP). The Engagement Plan provided the framework outlining the engagement objectives and techniques, and roles and responsibilities used for the MEPR. Successfully delivering the Engagement Plan helped to establish community support for the implementation of the MEP through its completion. Outcomes are the results, often measured by a change in state. They are intangible and measured qualitatively.

## Supporting Strategic Documentation

The MEP builds on the City of Vaughan’s previous initiatives, including the 2017 Municipal Energy Plan, 2019 Green Directions Vaughan Plan, and Sustainability Metrics Program. The MEPR informed the Official Plan Review that the City conducted to update the Vaughan Official Plan to guide the city’s growth and development to the year 2051.

To develop a plan and modelling method for the MEP, SSG compiled and reviewed strategic documents, planning initiatives, and climate modelling for the City of Vaughan, as well as for York Region and other nearby municipalities. Examples, principles, and approaches were drawn from Vaughan’s previous initiatives and current plans, policies, and strategic documents. This increased the MEP’s alignment with these other initiatives, and helped to integrate all of these different but related initiatives, ultimately improving all their chances of success.

## What Is Being Decided and Who Decides?

All projects have decision statements that cover the scope of the project and clearly identify who is making the final decisions related to the project. For this project, the decision-makers are the Vaughan City Council.

There is room for shaping the recommended updated MEP that will go before Council in fall 2024. Opportunities for public engagement were provided at various stages of the project, under defined conditions (outlined in this plan), to influence the plan that goes to Council for adoption.

### ***Vaughan’s MEPR Decision Statement***

By September 2024, the Vaughan City Council will approve an updated Municipal Energy Plan.

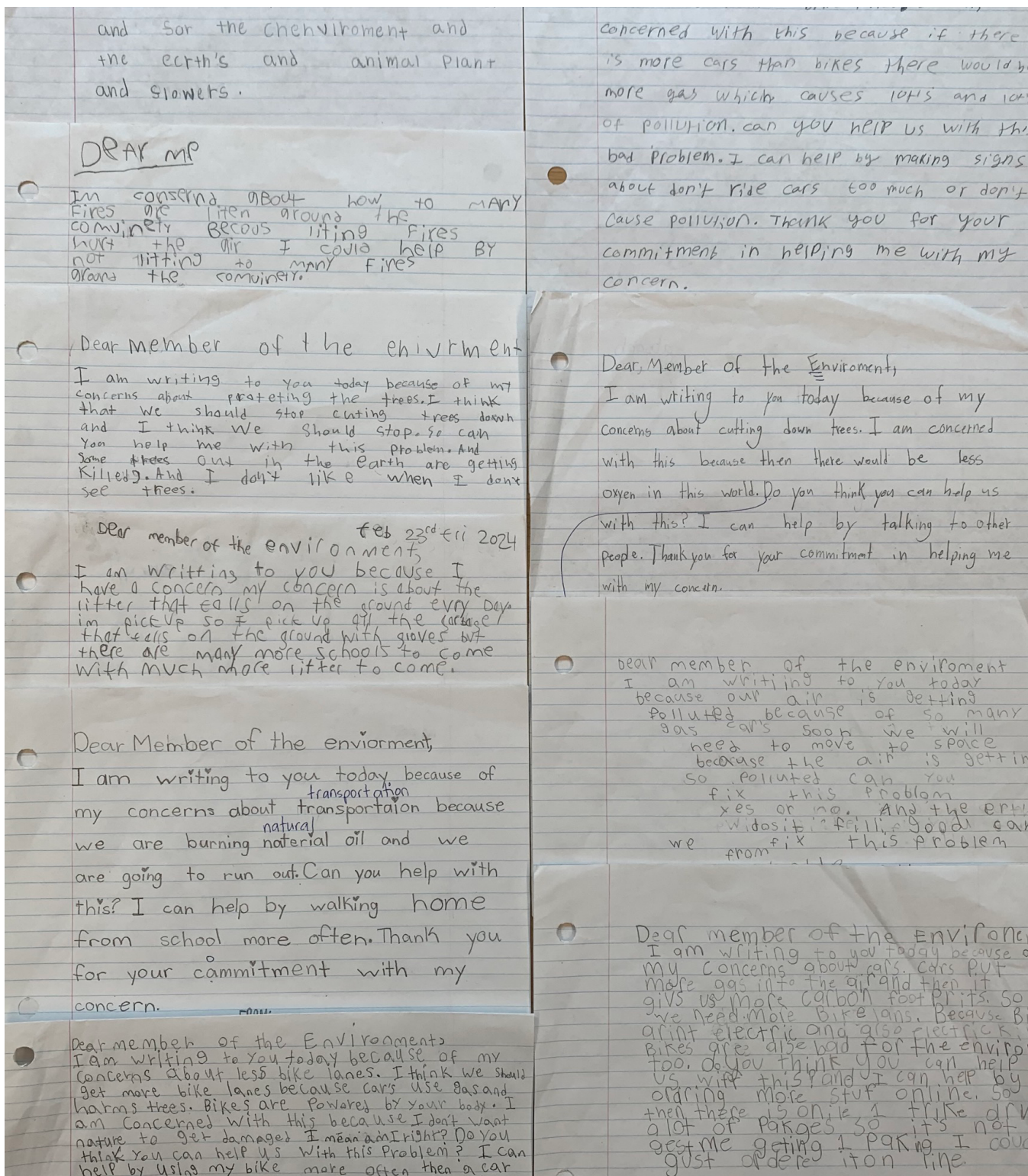


Figure 1. Grade 2 and 3 students from Kleinburg Public School use their knowledge gained from a unit on air quality and their passion for the environment in some letters to Vaughan's Environmental Sustainability staff.

# Engagement Plan

What is an engagement plan? Engagement is best understood as shared decision-making or influence over decision-making. The Engagement Plan is the framework that will ensure key internal and external interested and affected parties are given opportunities to inform and provide feedback to create the best possible updated MEP. This process helped establish community support for the implementation of the MEP through to its completion.

Engagement is applied like a “dial,” increasing or decreasing influence where appropriate, at different stages of a project; this plan outlines the level of influence the varying interested and affected parties have throughout the creation of the MEP. The levels of influence of each interested and affected party is determined using the International Association of Public Participation (IAP2) Spectrum of Public Participation (Appendix A), and are stated in the engagement objectives.

## Givens

What is the engagement scope? Not all aspects of a project, such as “givens,” are within the engagement scope. Givens are facts that are not negotiable; therefore, they are outside the scope of engagement. As such, interested and affected parties do not have room to influence these parts of the project. The givens for this engagement included the following:

- Climate change is real and driven by human activity.
- The City of Vaughan will approve an updated Municipal Energy Plan to provide a low-carbon transition strategy for the city.
- The City of Vaughan is completing an Official Plan Review to update the policy framework to guide the physical, social, environmental and economic development of the city’s communities. The Official Plan was informed by the MEPR.

## Guiding Principles

Guiding principles are designed to ensure that engagement activities help inform the MEPR by identifying and considering the impacts of the engagement techniques on interested and affected parties. This includes taking into account equity considerations for vulnerable or equity-denied communities. The following principles guided the design and execution of all engagement activities for this project:

- Engagement conversations will be values-based;
- Engagement meeting formats will be guided by interested or affected parties’ preferences. Pre-engagement interviewees indicated a preference for virtual engagement so they could join from anywhere. Online engagement opportunities will be interactive and designed to consider varying technology skill levels;
- The project team will involve key interested or affected parties in information collection to demonstrate process integrity and build credibility for the MEPR;
- Background information and engagement opportunities (e.g., times, dates, online venues) will be communicated in a reasonable time prior to engagement;

- Interested or affected parties will have opportunities to provide input and will be informed on how their feedback will shape the final MEP; and
- Concerns and aspirations will be discussed in order to formulate options for consideration.

## Interested and Affected Parties

The community refers to any individual, group of individuals, organizations, or political entity within or connected to Vaughan. Similarly, interested and affected parties are any person, group of individuals, or organization interested in or affected by the MEPR.

Interested and affected parties engaged can be grouped into four categories: government/public organizations, businesses and economic organizations, non-profit and community groups, and the community.

In addition to providing feedback opportunities to the public during key planning process phases, the project team engaged stakeholders through the following three groups:

- The Steering Committee, consisting of City staff and project staff;
- The Community Workshops, attended by community representatives from various sectors, including youth, equity-denied community members, and individuals with lived-experience; and
- The York Region Building Industry and Land Development Association (BILD), consisting of representatives from the development and construction industry.

## First Nations (Rights Holders)

Indigenous engagement in Canada is governed by the “duty to consult” as ruled by the Supreme Court of Canada. Indigenous Peoples are rights holders and not stakeholders. This means governments have a duty to engage in meaningful consultation whenever there is reason to believe that their policies or actions, directly or indirectly, may infringe upon actual or claimed Indigenous interests, rights, or title. SSG recognizes that the creation of the MEP falls under this duty.

## Engagement Objectives

The following are the main objectives of this Engagement Plan described according to the IAP2 Spectrum of Engagement of inform, consult, involve, or collaborate (see Appendix A).

Engagement objectives are strategic and describe why we are engaging. They outline the purpose (not technique) of the plan, define what is successful and meaningful engagement, and are clear about the level of influence participants have. The engagement objectives were designed based on information available in the project proposal and pre-engagement summary, as well as the feedback provided by City staff.

Engagement techniques (e.g., workshops, focus groups, surveys) are tactical and describe how we’re engaging. The techniques are linked with the engagement objectives to show how they achieve those objectives.

The outputs and outcomes drive the techniques selected to achieve the objectives.

- Outcomes are the results, often measured by a change in state. They are intangible and

measured qualitatively.

- Outputs are the actions, activities, or items that contribute to achieving the outcome. They are tangible and can be measured quantitatively.

## Communications

The engagement's overall success depends on comprehensive communications and education efforts. While SSG can do extensive work identifying the interested and affected parties, the City is ultimately responsible for developing and publishing content in line with the project milestones. For example, SSG will prepare the survey content and provide recommendations for survey deployment, while the City's communications team will develop the back-end logistics to host the survey, deploy the survey on the project schedule, and develop and publish promotion content (e.g., social media channels, direct emails to interested and affected parties).

Pre-engagement interviewees expressed the need for the City to communicate regularly with stakeholders and the broader public, to communicate via multiple platforms to enhance reach and accessibility, and to complete a stakeholder analysis to ensure communication strategies reach underrepresented and/or vulnerable community members. These interviewees recommended the following communications tools:

- Signage and billboards;
- Well maintained project website;
- Email notifications and newsletters;
- City Councillor announcements;
- Phone, text, and online chat options;
- Social media; and
- Gamification of surveys.

## Engagement Phases and Techniques

The engagement's timeline was integrated with the project's modelling activities. Between the stages of modelling, engagement input was gathered; and when the modelled results are completed, results will be presented. In addition, the engagement techniques were designed to provide a transparent engagement process, as defined during the pre-engagement interviews and survey. Interviewees identified the following approaches for ensuring such transparency:

- Provide interested and affected parties with clear communication on how their feedback will be implemented into the Plan;
- Provide regular updates to the community, including during the implementation of the MEPR;
- Provide accessibility options for all engagement events. If in-person events are hosted, locations should be considered based on availability of accessible transportation or an online session should be hosted to increase accessibility;
- Provide clear, concise communication of the technical modelling process used in the MEPR development, and focus broader public engagement on prioritization of climate actions



and opportunities; and

- Convey the potential benefits of climate action for the community throughout the engagement process in clear, accessible language.

The following section details the engagement objectives, techniques, outcomes, and outputs for the three engagement phases.

## ENGAGEMENT PHASE 1: PRE-ENGAGEMENT INTERVIEWS AND ENGAGEMENT DESIGN

### How Objectives Were Achieved

OBJECTIVE	INTERESTED AND AFFECTED PARTY(IES)	OUTCOME(S)	OUTPUT(S)	ENGAGEMENT TECHNIQUES TO ACHIEVE OBJECTIVE
Objective 1: To inform community members, including youth and vulnerable communities, of the MEPR process including specific targets and actions required to achieve net-zero emissions.	All	A diverse representation of Vaughan’s community members understand how to engage with the project, and are motivated to participate.	<p>A list of community members and organizations who wish to participate in the engagement process and their contact information (ongoing intake for the project’s duration)</p> <p>A list of underrepresented and vulnerable community members to invite to the process</p> <p>Information shared through the City’s communications channels, newsletters, and advertising</p> <p>A list of MEPR champions and interested residents who want regular communications</p>	Regular project updates and ongoing communications
Objective 2: To involve community members in learning about their preferred ways to be engaged in the MEPR.	All	Effective methods are identified to ensure meaningful engagement during the Active Engagement Phases	<p>A series of pre-engagement interviews with representatives of different sectors of Vaughan</p> <p>Pre-engagement summary report with recommendations for the engagement plan</p> <p>An Engagement Plan reflecting the community’s needs for engagement</p>	<p>The pre-engagement interview process</p> <p>Engagement Plan</p>

### Roles and Responsibilities for Pre-engagement

TECHNIQUE	SSG	CITY OF VAUGHAN	OBJECTIVES
Pre-engagement Interviews and Summary Report	<p>Conducted interviews of individuals identified by City staff (30-minute to 1-hour phone or video call)</p> <p>Analyzed interviews</p>	Identified and invited participants	2

TECHNIQUE	SSG	CITY OF VAUGHAN	OBJECTIVES
Engagement Plan	Prepared draft Engagement Plan	Refined and approved the Engagement Plan	All
Ongoing Communications + List of Interested or Affected Parties	<p>Advised City of Vaughan staff on groups to include based on the pre-engagement interview process</p> <p>Advised City staff on project updates to communicate on the project website and through communications channels</p> <p>Prepared engagement materials (e.g., presentations, virtual engagement platforms)</p> <p>Identified interested and affected parties for stakeholder lists</p>	<p>Compiled communications list of interested groups and individuals, and provided opportunities for members of the public to join the list</p> <p>Provided regular project updates distributed through the City’s communications channels, newsletters, and advertising</p> <p>Provided communication approaches that consider Vaughan’s linguistic diversity, accessible language, and those with disabilities</p> <p>Prepared communications materials (e.g., social media and website content)</p>	1

## PHASE 2: ACTIVE ENGAGEMENT PERIOD

### How Objectives Were Achieved

OBJECTIVE	INTERESTED AND AFFECTED PARTY(IES)	OUTCOME(S)	OUTPUT(S)	ENGAGEMENT TECHNIQUES TO ACHIEVE OBJECTIVE
Objective 3: To consult diverse community members in documenting their lived-experiences with climate change, the Plan’s vision and objectives, and their preferred approach to climate action in Vaughan.	Community members, including York Region BILD	<p>Community members have: A common understanding of the project approach to the MEPR;</p> <p>Clarity on how public input shapes the final plan and future opportunities for engagement;</p> <p>A shared understanding and sense of excitement of community opportunities and challenges on the MEPR process; and</p> <p>A shared understanding of community criteria for the MEPR</p>	<p>Identification of community concerns and opportunities for implementing the MEPR</p> <p>Identification of opportunities for collaboration and partnerships, monitoring, and reporting for implementation</p> <p>Deployment of community survey through the City’s communications channels</p>	<p>Community Workshop 1: Inventory, Context, and BAU Results</p> <p>Community Workshop 2: Targets and Actions York Region BILD</p> <p>Workshop: Targets and Actions</p> <p>Community Survey: Climate Actions</p>

OBJECTIVE	INTERESTED AND AFFECTED PARTY(IES)	OUTCOME(S)	OUTPUT(S)	ENGAGEMENT TECHNIQUES TO ACHIEVE OBJECTIVE
Objective 4: To involve the Staff Steering Committee members in documenting their approach to climate action in Vaughan, their local climate change concerns, and challenges and opportunities for the climate resilience plan.	City of Vaughan Staff Steering Committee	<p>City staff have a shared understanding of how their feedback shaped the final MEPR</p> <p>City staff support the MEPR implementation</p> <p>City staff are interested in the MEPR process and excited for its implementation</p>	Delivery of five staff steering committee workshops at key phases of the project	<p>Staff Steering Committee Workshop 1: The Process</p> <p>Staff Steering Committee Workshop 2: Inventory and Context</p> <p>Staff Steering Committee Workshop 3: BAU Results</p> <p>Staff Steering Committee Workshop 4: Targets and Actions</p> <p>Staff Steering Committee Workshop 5: Draft Plan</p>
Objective 5: To inform interested and affected parties how their feedback and participation shaped the plan.	All	Community members understand how their feedback shaped the plan and find the process acceptable	<p>“What We Heard” updates provided at key points of the project</p> <p>Engagement Plan and Summary report prepared for the final MEPR</p>	Engagement Plan and Summary

**Roles and Responsibilities for Active engagement**

TECHNIQUE	SSG	CITY OF VAUGHAN	OBJECTIVES
Community Workshop 1: Inventory, Context, and BAU Results	Prepared presentations for each workshop, highlighting key updates, deliverables, and results	Promoted workshops via the City’s social media channels, newsletters, and media outlets	3
Community Workshop 2: Targets and Actions	Facilitated workshops to understand opportunities and challenges of climate actions in the local context and future emissions profile	Co-ordinated meeting timing and hosting Reviewed presentation materials prior to the workshops	
York Region BILD Workshop: Targets and Actions	<p>Responded to questions about the modelling process, assumptions development, and implementation framework</p> <p>Provided digital framework/exercise tools</p> <p>Analyzed feedback</p>	Responded to questions about the City’s role and jurisdiction	

TECHNIQUE	SSG	CITY OF VAUGHAN	OBJECTIVES
Community Survey: Climate Actions	Prepared survey design	Reviewed draft survey based on SSG’s advice, and provided feedback on survey design	3
	Prepared advice on survey deployment	Provided logistical support	
	Analyzed responses	Sent survey to external interested and affected parties	
		Provided ongoing marketing and communications via the City’s social media channels, newsletters, and media outlets	
Staff Steering Committee Workshop 1: The Process	Prepared presentations for each workshop, highlighting key updates, deliverables, and results	Recruited committee members	4
Staff Steering Committee Workshop 2: Inventory and Context	Facilitated workshops to understand opportunities and challenges of climate actions in the local context and future emissions profile	Coordinated meeting timing and hosting	
Staff Steering Committee Workshop 3: BAU Results	Responded to questions about the modelling process, assumptions development, and implementation framework	Reviewed presentation materials prior to the workshops	
Staff Steering Committee Workshop 4: Targets and Actions	Responded to questions about the digital framework/exercise tools	Responded to questions about the City’s role and jurisdiction	
Staff Steering Committee Workshop 5: Draft Plan	Analyzed feedback		
Engagement Plan and Summary	Analyzed feedback from all engagement activities	Reviewed Ancillary Report: Engagement Plan and Summary	5
	Wrote Ancillary Report: Engagement Plan and Summary		

### PHASE 3: FINAL MUNICIPAL ENERGY PLAN AND PRESENTATION

#### How Objectives Were Achieved

OBJECTIVE	INTERESTED AND AFFECTED PARTY(IES)	OUTCOME(S)	OUTPUT(S)	ENGAGEMENT TECHNIQUES TO ACHIEVE OBJECTIVE
Objective 6: To inform City staff, Vaughan City Council, (City Council) and interested groups of the MEPR process.	All	City staff and City Council have an understanding of the MEPR, opportunities, and concerns.	Approval of the final MEPR by Council	Presentation to City Council

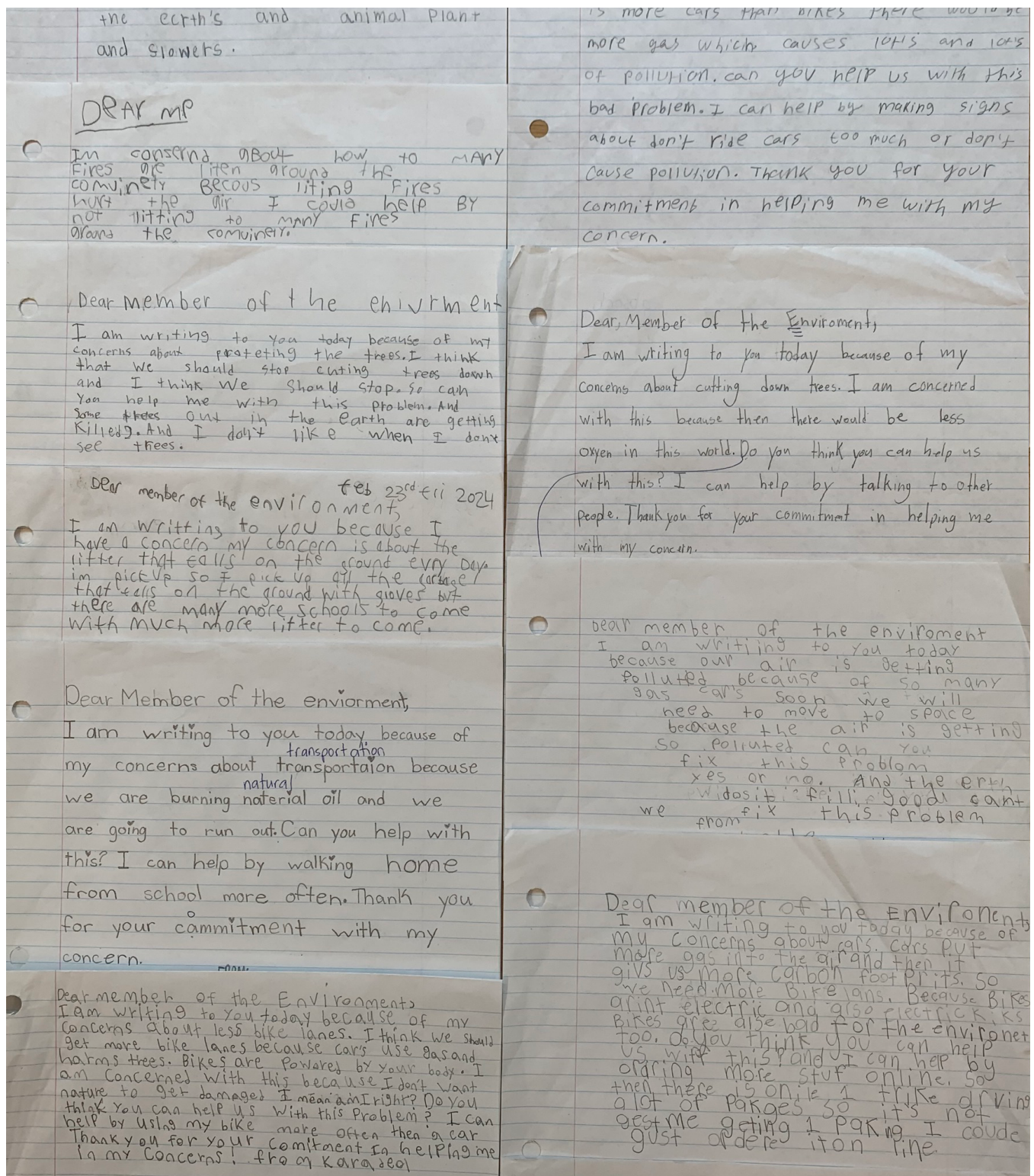


Figure 2. Grade 2 and 3 students from Kleinburg Public School use their knowledge gained from a unit on air quality and their passion for the environment in some letters to Vaughan's Environmental Sustainability staff.

# What We Heard

## Who We Heard From

SSG and the City's Project Management team gathered feedback from 79 members of the public, including representatives from the construction, building, and consulting industries, community members, non-profit organizations, and equity-denied community members. Engagement participants shared their perspectives on climate action and lived experiences with climate change, opportunities and barriers, and different supports to assist community members in implementing climate actions. SSG used a thematic analysis to analyse the qualitative feedback received from the engagement process. This was completed to share common patterns among the feedback, and provides a compressed analysis of key concerns, challenges and opportunities expressed by different stakeholder groups.

### COMMUNITY WORKSHOPS

In June and July 2022, SSG and City staff hosted two virtual workshops open to all community members in Vaughan. The City promoted the workshops via social media, newsletters, and media outlets and through direct email contacts. A total of ten individuals attended the two workshops. The workshops were designed to engage community members on their climate concerns, and gain feedback on what they saw as opportunities and barriers for implementing the proposed climate actions.

### YORK REGION BILD WORKSHOP

In September 2022, SSG and City staff hosted one workshop with representatives from York Region BILD. Six representatives from the building, construction, and consulting industries attended the workshop. The workshop was designed to engage representatives from the developer and construction industries on their climate concerns, and gain feedback on what they saw as opportunities and barriers to implementing the proposed climate actions in their industry.

### COMMUNITY SURVEY

In June 2022, SSG and the City released a community survey to ask community members for feedback on the implementation approaches and support needed within the community to implement climate actions. Fifty-three community members responded to the survey.

Participants were asked six key identifier questions to determine that participants represented diverse groups of residents, and to encourage participation from under-represented communities. The identifiers included: if they lived or worked in Vaughan, the neighbourhood they lived in, their age, their gender identity, their household income, and self-identification in groups. The key findings are summarized below.

Age ranges with the highest participation were 35-44 years old, 56-64 years old, and 25-24 years old; these groups made up 25%, 23%, and 18%, respectively, of the community members. The age range with the lowest participation was under 18 years old; no survey participants identified being in this age group.

A household income of \$100,000 or greater had the highest participation (55%), and the

second- and-third highest participation were from household incomes of \$60,001-\$80,000 (5%) and \$40,001-\$60,000 (5%). The lowest participation was from household incomes of \$20,000 or less; this group only made up 1% of community members. Twenty-five percent of survey respondents selected “prefer not to disclose.”

Forty-four percent of respondents identified as a woman; 41% identified as a man; 2% identified as non-binary, gender fluid, or gender non-conforming; and 2% identified as a transgender woman. Ten percent of survey respondents selected “prefer not to disclose.”

For the self-identification of groups, 39% of survey respondents identified as someone who was born outside of Canada, 18% said English was not their first language, and 13% identified as Indigenous, First Nations, Métis, or Inuit.

## What We Heard

### KEY INSIGHTS

In the community engagement sessions, we commonly heard the following recommendations and considerations which were used to inform the MEPR.

The City should leverage and expand financial, employment, and transit support for all community members, with priority given to equity-denied and vulnerable community members.

The City should adopt an equity lens to ensure climate actions are developed to support equity-denied and vulnerable community members. This includes directly working with equity-denied and vulnerable community members throughout projects to address potential co-harms and enhance co-benefits.

The City should encourage mixed-use and compact development to enhance access to community amenities and facilitate less travel. In addition, the City should invest in active transportation infrastructure to encourage walking and cycling between destinations.

The City should work to raise the community’s awareness of climate change and climate actions by providing education on these topics. The City should recruit community champions and encourage greater participation in climate planning events.

### THEMATIC ANALYSIS

The following is a summary of our quantitative and qualitative analysis of interested and affected parties’ feedback from all engagement techniques.

#### Transportation

Seventy-seven percent of survey respondents indicated their primary mode of transportation is a personal vehicle. Biking, public transit, walking, and passengers in a vehicle or ride-sharing made up the remaining 11%, 5%, 5%, and 2%, respectively. Most respondents selected that the City’s main transportation priority should be to increase electric vehicle (EV) use, active transportation, and transit use equally.

#### Electric Vehicles

Sixty percent of survey respondents selected that they would be interested in purchasing or leasing an EV in the next five years, and 27% are not interested. The biggest barriers for purchasing an EV were identified as (since question respondents could select multiple options, the percentages may not add up to 100%):

1. Purchase cost (selected by 51% question respondents);
2. Lack of availability of public charging stations (37%); and
3. Lack of EVs available to purchase locally (28%).

Similar feedback was received during the community workshops, with participants indicating a need for Vaughan to increase availability of charging stations.

*"I would like to see Vaughan install more electric stations according to the increase of electric transportation." - Community Workshop 1 participant*

### Public Transportation

Sixty-four percent of respondents do not take public transit at all. Twenty-two percent take public transit occasionally (twice per month or less); 6% take it seasonally in the warmer months; 6% take it sometimes (one to two times per week); and the remaining 4% take it regularly (multiple times per week).

The respondents who do not currently take public transportation regularly indicated that the following tactics would encourage them to use transit in the future (since question respondents could select multiple options, the percentages may not add up to 100%):

1. More direct routes (selected by 44% of question respondents);
2. More frequent service (38%);
3. Transit stops closer to their origin or destination (30%); and
4. Lower transit fares (17%)

Thirty-eight percent of question respondents are not interested in taking public transportation.

### Active Transportation

Thirty-eight percent of survey respondents do not ride a bike to commute, but do ride a bike for recreation or leisure; 24% do not ride a bike; and 18% ride a bike to commute regularly. The remaining respondents either ride sometimes (10%), seasonally (4%), or occasionally (4%).

Those who do not ride their bikes indicated that the following would encourage them to start biking (since question respondents could select multiple options, the percentages may not add up to 100%):

1. An increase in separated and protected bike lanes (selected by 60% of question respondents);
2. Better protection against bike theft, such as more secure bike parking facilities and policy-supported bike identification and return services (27%); and
3. A bike share program (18%).

Twenty-four percent of question respondents selected that they are not interested in riding a bike for commuting.

### General Transportation Feedback

The following is a summary of our thematic analysis of the general transportation-related feedback we received through written survey responses and workshop discussions.

- Encourage the creation of dense development and complete neighbourhoods to reduce



the need for travel with vehicles.

- Incentivize low-carbon or zero-emission transportation through rebates and rewards. For example, rewards should be provided for students who commute to school using a bike.
- Enhance safe and direct connections between bike paths and routes, including separated barriers between bike lanes and vehicle lanes.
- Consider equity in planning decisions and respect the individual's right to choose the transportation options that best suit their needs and desires.
- The adoption of electric vehicles needs to consider end-of-life recycling options for vehicle batteries.

In addition, participants raised several concerns about the City's role in climate change planning and electric vehicles as a viable technology. These concerns could be addressed through enhanced education and outreach programs to increase community knowledge on climate change.

### Renewable Energy

Most (71%) survey respondents were in full support of increasing renewable energy supply.

The 29% of survey respondents that were unsure, or may support increasing renewable energy supply, were asked what would increase their support. These respondents selected that they may support an increase in renewable energy supply with more information about the (since question respondents could select multiple options, the percentages may not add up to 100%):

1. Personal and household financial impacts (selected by 19% of question respondents);
2. Technology (16%); and
3. Benefits and trade-offs (14%).

### Rooftop Solar Installations

Thirty-nine percent of survey respondents said they were unsure if they would consider installing rooftop solar or another energy source on their property in the next five years. Twenty-eight percent indicated that they are interested, while 23% are not interested in installing solar or another renewable energy source in the next five years. Nine percent do not own their property.

The top five supports needed for respondents to install rooftop solar are (since question respondents could select multiple options, the percentages may not add up to 100%):

1. Partial financial support, in which a proportion of the system's cost is covered by a utility, government, or non-profit organization (selected by 60% of question respondents);
2. Education about the technology and how well it may work (41%);
3. Financing support, such as a loan (34%);
4. A list of recommended professionals and contractors (32%); and
5. Full financial support, in which the total cost of the system is covered by another party such as a utility, government, or non-profit (32%).

### General Renewable Energy Feedback

The following is a summary of our thematic analysis of the general renewable energy-related feedback we received through written survey responses and workshop discussions.

- Encourage personal renewable energy systems to feed back into the system.
- Require that all new buildings be built with geothermal energy and/or solar energy.
- The upfront capital costs to install solar panels is prohibitive for many homeowners and businesses.
- Encourage installation of solar or renewable energy on commercial roofs and municipal buildings.
- Enhance support for lower-income households.

### **Waste Reduction**

Forty-one percent of survey respondents said it was somewhat difficult for them to reduce their household waste. Twenty-one percent selected that it is somewhat easy, and 20% selected that it was neither easy nor difficult, to reduce their household waste. Ten percent selected that it is very easy, and 6% selected that it is very difficult, to reduce their household waste. The top supports needed for respondents to reduce their household waste are (since question respondents could select multiple options, the percentages may not add up to 100%):

1. Community reuse centers, where unused items are accepted and redistributed back into the community (selected by 66% of question respondents);
2. Increased support for reuse programs, such as programs or events that encourage repairing products, or donation events for community organizations (49%);
3. A green procurement strategy, such as a policy to guide businesses and homeowners when acquiring new materials, supplies, and services (39%);
4. Increased financial incentives for recycling and composting (39%); and
5. Increased waste supporting education (30%).

### **General Waste Feedback**

The following is a summary of our thematic analysis of the general waste-related feedback we received through written survey responses and workshop discussions.

- Establish a single-use plastic ban and associated incentives for businesses that ban single-use plastics early;
- Develop enhanced curbside recycling programs such as monthly electronics pick-up.
- Invest in circular economy principles, and encourage small businesses to transition their practices in line with the circular economy principles.

### **Energy Efficiency Improvements**

Survey respondents expressed a general interest in making energy efficiency improvements to their property. Only 7% of respondents identified that they are not interested in making any improvements, and another 7% identified that they would need the support of their landlords to complete the retrofits.

Of the remaining 47 respondents who selected specific energy efficiency improvements, the top potential projects include:

1. Installing more efficient windows and/or doors to prevent the loss of heated or cooled air (selected by 61% of question respondents);

2. Improving the insulation to prevent the loss of heated or cooled air (57%); and
3. Replacing older appliances with more efficient options (44%).

The top categories of supports that participants would need to make energy efficiency improvements are:

1. Full financial support, where the full cost of the upgrades is covered by another party (selected by 44% of question respondents);
2. Financing support, such as a loan (44%); and
3. Information about how to make energy efficiency improvements by themselves (40%).

### **General Building Efficiency Feedback**

The following is a summary of our thematic analysis of the general building efficiency-related feedback we received through written survey responses and workshop discussions.

- Update by-laws to include efficiency standards.
- Ban or tax indoor natural gas stoves.
- Enhance development standards to require mandatory energy efficiency standards in new buildings.
- Enhance incentives and subsidies by collaborating with regional, provincial, and federal governments.

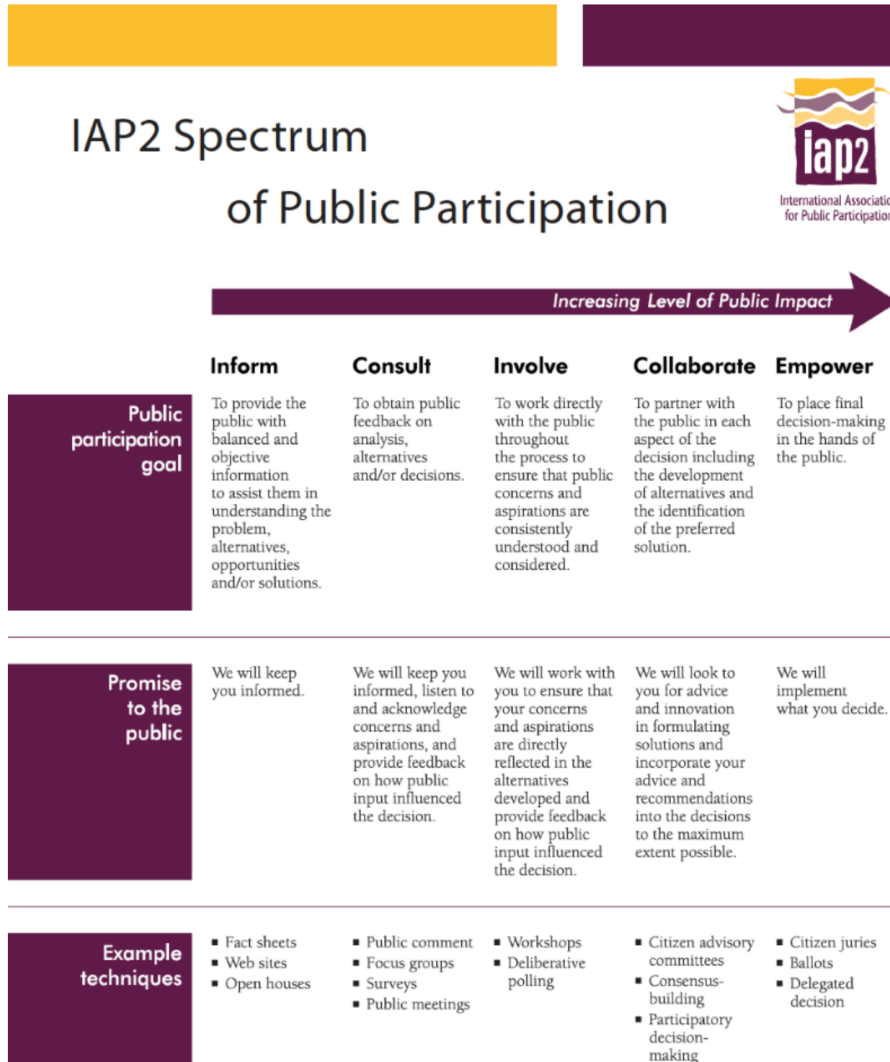
### **Education and Equity**

Education and equity were common themes among survey responses and workshop participants. Sixty-nine percent of survey respondents selected that they would support the City developing education and job training to support workers in transitioning to employment in new industries supporting the net-zero emissions target. In addition, workshop participants said they would like to see the City increase education for climate action and how each action affects businesses, and to encourage more participation among community members in workshops.

## Next Steps

The feedback from the engagement techniques helped the City understand the community's priorities and needs, and enabled the City staff and SSG to develop a MEP that can be successfully implemented across the community. As noted in the survey and focus group analyses, ongoing and continued engagement will be important during the implementation of the MEP. To ensure this is achieved, the Implementation Framework has been designed with multiple advocacy and education actions to ensure community members stay informed and to build awareness.

# Appendix A: IAP2 Public Participation Spectrum



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Figure 1A. Summary of the IAP2 Public Participation Spectrum (source: International Association for Public Participation).