

**COMMITTEE OF THE WHOLE (WORKING SESSION) –
OCTOBER 6, 2021**

COMMUNICATIONS

Distributed October 1, 2021

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Distributed October 5, 2021

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C4 Jordan Max, SpringFarm Ratepayers' Association, dated October 5, 2021	1
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Received at the Meeting

C5 Presentation Material	1
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Please note there may be further Communications.



Real Estate | Infrastructure Development

Land Acquisition Strategy

October 6, 2021

COMMUNICATION C1

ITEM NO. 2

COMMITTEE OF THE WHOLE
(WORKING SESSION)

October 6, 2021

Agenda

- Background
- Land Acquisition Strategy Timeline
- Recommendations

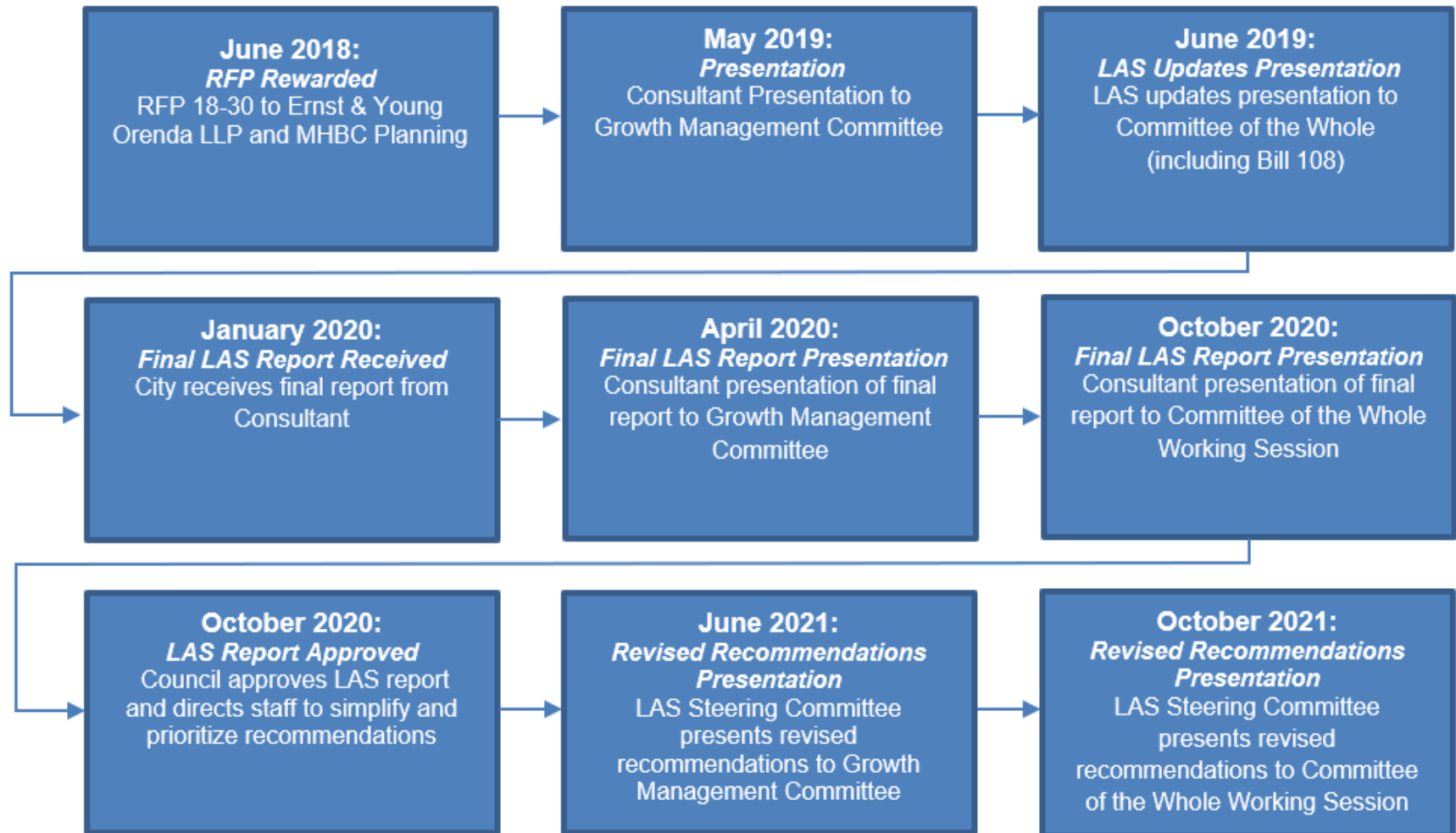
Background

Land Acquisition Strategy - Purpose

1. Review City's current lands holdings, identify future requirements and provide a final strategy that is fiscally sustainable
2. Identify associated policies that support growth management plans achieving fiscal accountability
3. Develop strategies for long-term City requirements based on defined provisional standards and/or level of service
4. To respond to priorities identified in the City's Official Plan, Master Plans and other strategic planning documents
5. Develop proactive approach to securing property
6. Identify alternative approaches to land acquisition



LAS Timeline



Recommendation #1

Develop a Community Benefits Charge (CBC) Strategy based on Bill 108/Bill 138/Bill 197 revisions to the *Planning Act* and *Development Charges Act*.



Community Benefits Charge (CBC) Strategy



Short-term Implementation



Financial Planning and Development Finance

Recommendation #2

Develop a Parks and Open Space Strategy to guide the City's planning, development and use of greenspaces. The strategy will consider new park typologies and develop guidelines for acquiring non-designated greenspaces for high-priority areas.



Greenspace Strategic Plan



Short-term Implementation (Underway)



Parks Infrastructure Planning and Development

Recommendation #3

Consider the use of Cash in Lieu (CIL) funds for growth-related redevelopment of existing Parks and Open Space Trails in high priority areas.



Parks Acquisition Strategy and Community Benefits Charge (CBC) Strategy, Parkland Dedication Guideline



Short-term Implementation (Underway)



Parks Infrastructure Planning and Development / Financial Planning and Development Finance

Recommendation #4

Develop a Land Acquisition Master Plan for City-wide Greenspaces in high priority areas. The Master Plan will consider acquisition costs, funding alternatives and potential partnerships.



Greenspace Strategic Plan



Medium-term Implementation



Parks Infrastructure Planning and Development

Recommendation #5

Repurpose the existing sale of public land reserve and create a new land acquisition reserve for the acquisition of lands other than Parkland and update City governing financial policies to reflect the Land Acquisition Strategy, with respect to reserves, Land Acquisition and Disposition of property.



Consolidated Reserve Policy



Medium-term Implementation



Financial Planning and Development Finance

Recommendation #6

The City's property assets to be reviewed to ensure property use is maximized by co-locating community services.



Corporate Asset Management Plan, Vaughan Transportation Plan, Vaughan Integrated Urban Water Plan, City-wide Official Plan Review, Growth Related Departmental Master Plans



Immediate, Medium-term and Longer-term Implementation



Multiple Departments – Championed by Corporate Asset Management

Recommendation #7

Strengthen the City's Natural Heritage Network and Open Space System through land acquisitions, donations, land trust partnerships and stewardship initiatives.



Official Plan Review, Natural Heritage Network Review, Municipal Energy Plan Update, Sustainability Matrix (at Development Application), Greenspace Strategic Plan, Climate Change Adaptation Framework



Longer-term Implementation



Multiple Departments – Championed by Policy Planning & Special Programs

Recommendation #8

Review and update Vaughan's Land Disposition By-law and related policy; and establish a Land Acquisition By-law and related policy.



Disposition By-law and Related Policy Update



Medium-term Implementation
(Draft to completed by Q2 2022)



Legal Services and Real Estate

Recommendation #9

Ensure governing policies, By-laws and guidelines in support of the Land Acquisition Strategy relating to Land Acquisition, Sale of Land and Property Disposition, Leasing Strategy and third-party proposals are established and updated.



Leasing Strategy Kick-off (Q3 2022)
Land Acquisition/Disposition Third-party Guidelines (Q2 2022)



Short-term Implementation



Legal Services and Real Estate

Recommendation #10

The City will update its Accommodation Master Plan to ensure Vaughan is equipped to meet future growth and workplace demand strategies.



Space Management Plan



Medium-term Implementation



Facility Management and Office of the Chief Human Resources Officer

Questions.





Thank You.





COMMUNICATION C2

ITEM NO. 3

COMMITTEE OF THE WHOLE
(WORKING SESSION)

October 6, 2021

SERVICE VAUGHAN: Enhancing the Citizen Experience

Committee of the Whole (Working Session)
October 6, 2021



Agenda

Provide an overview of the Service Vaughan Strategy:

- Strategic Alignment
- Principles and Objectives
- Areas of Focus
- Key Initiatives
- Changes to City Hall

Citizens First Through Service Excellence

Term of Council Service Excellence Strategic Plan 2018-2022

Mission

Citizens first
through Service
Excellence.

Vision

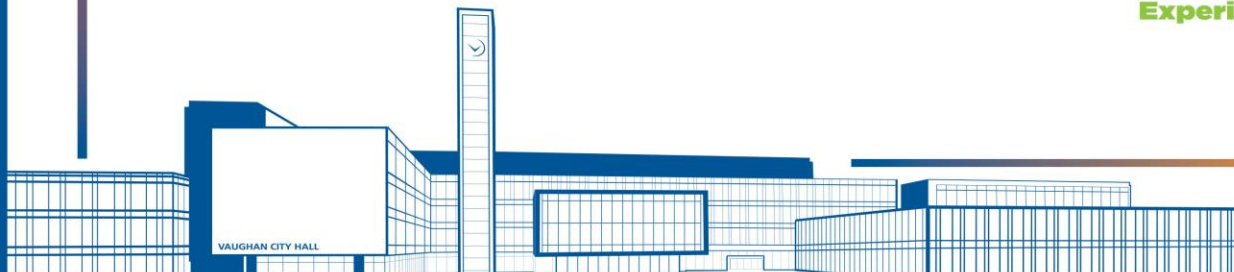
A city of choice that promotes diversity,
innovation and opportunity for all citizens,
fostering a vibrant community life that is
inclusive, progressive, environmentally
responsible and sustainable.

Values

Respect
Accountability
Dedication

The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces the City of Vaughan's mission, vision and values, representing the core of how the administration will go above and beyond to deliver on Council's priorities through Service Excellence.

The Strategic Plan identifies the strategic priorities that the administration will focus on to support the City of Vaughan in being a City of Choice for both residents and businesses.



CITIZEN EXPERIENCE

STRATEGIC GOAL STATEMENT:

To ensure citizens receive the best experience in person, by telephone and electronically, the City will provide exceptional end-to-end citizen-centred services, enhance access and streamline services with the use of technology.

OPERATIONAL PERFORMANCE

STRATEGIC GOAL STATEMENT:

To continue to foster a culture of continuous improvement, the City will support competencies and practices in innovation and process efficiencies.



Service Vaughan Strategy



Objective:
*An enhanced
consistent, citizen-centric,
omni-channel, citizen
service experience.*

***“Citizen’s First through
Service Excellence”***

Service Vaughan Strategy: Principles & Objectives



Citizen-Centric Service Design

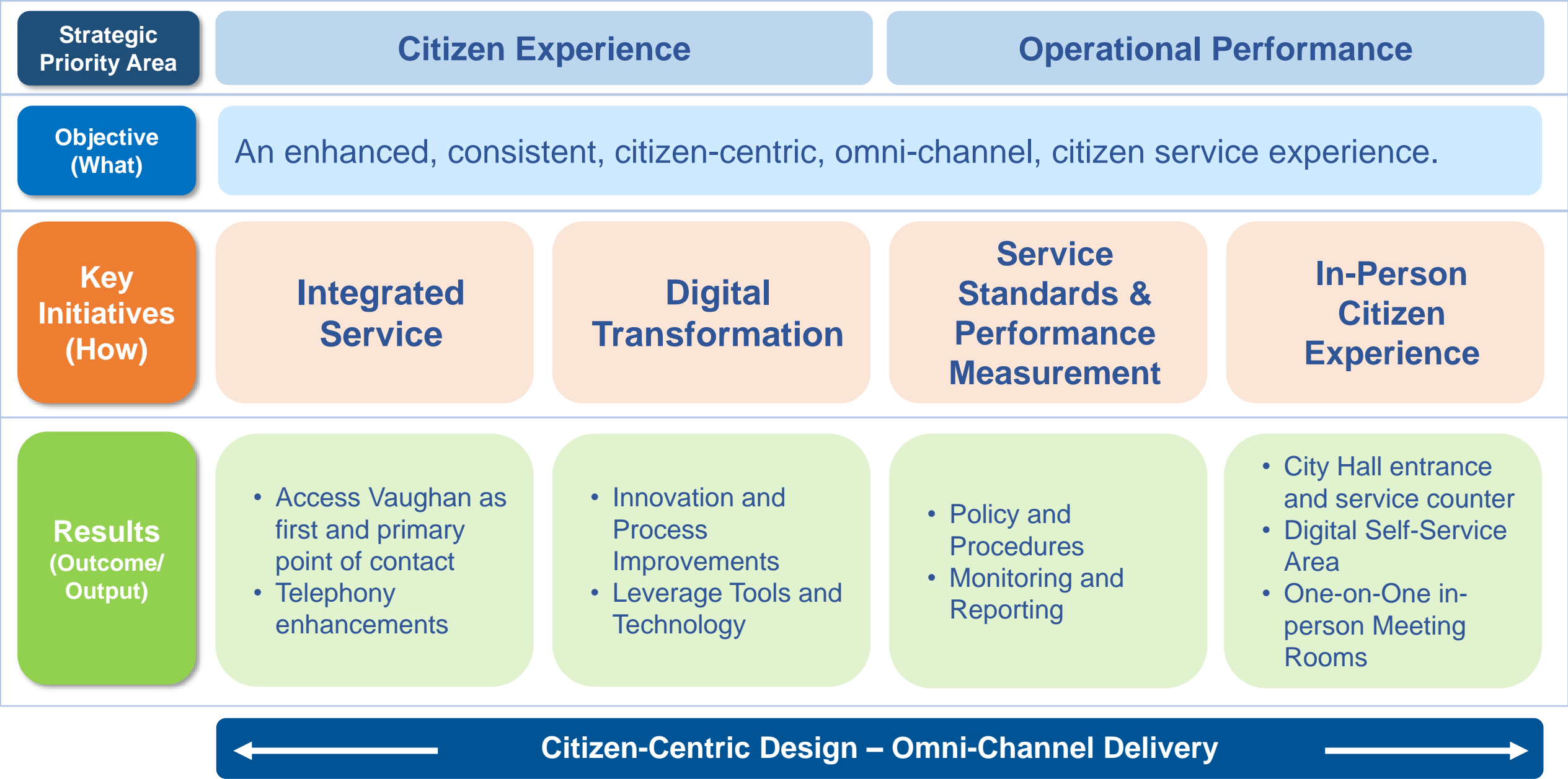
- Voice of the Citizen
- Service Culture
- Community Engagement

Omni-Channel Service Approach

- No Wrong Door
- Consistent Quality & Experience
- Multiple Delivery Options
- Available and Accessible

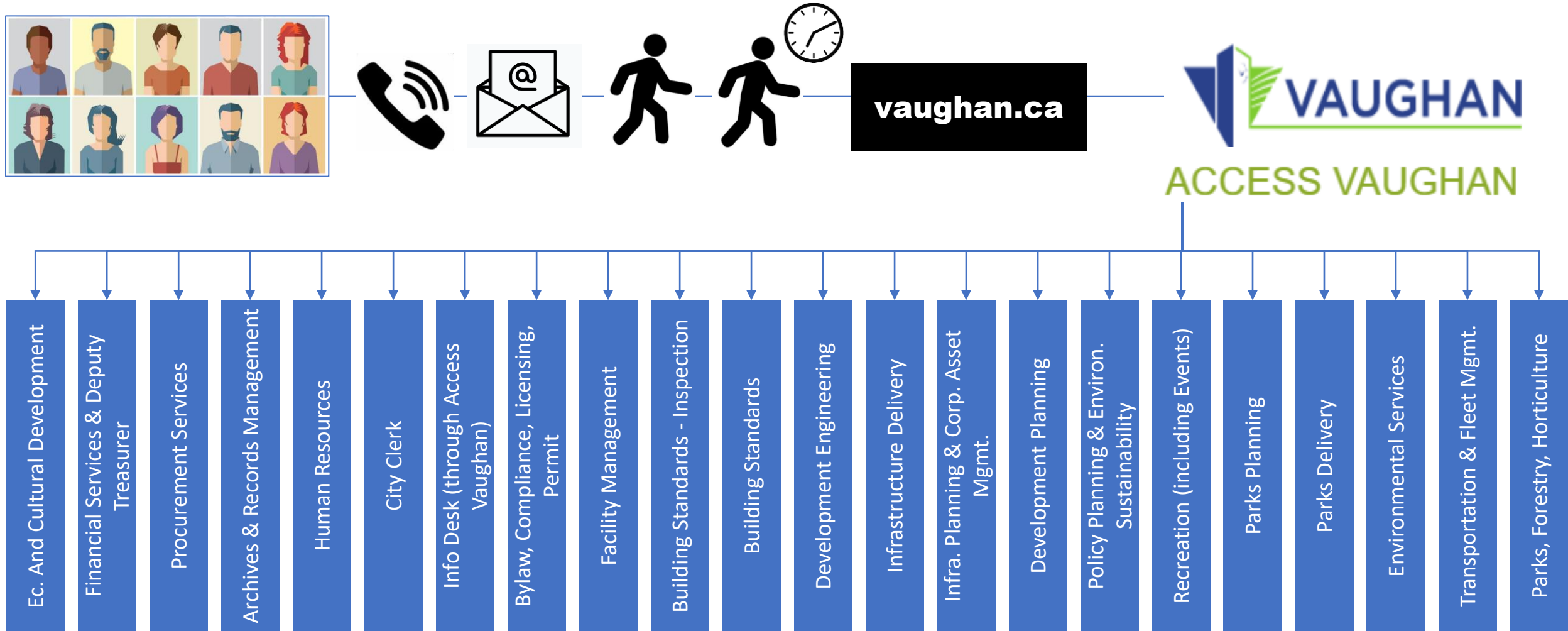


Service Vaughan Strategy



Integrated Service Approach - Access Vaughan

Close multiple service counters and integrate into one virtual and in-person service counter as the first point of contact. Provide a variety of channels to access services.



Telephony Improvements

- All calls for the City of Vaughan will continue to route through Access Vaughan.
- All departments to be equipped with and using a telephone queue.
- All departments to provide live answer to citizens.
- Implement Menu options
 - Calls can be better triaged
 - Wait times can be reduced
 - Emergencies can be prioritized
- Better tracking and triaging
- Overflow call handling and rerouting to available agents
- Better performance metrics
- Queue system enhancements

Digital Transformation – Innovation and Process Improvements

CRM: Through the ease and convenience of digital services, citizens can:

- Report maintenance – signs, roads, lights, signals, parks, vandalism.
- Request services - missed garbage, water services.
- Make applications and submissions – bids/tenders, recruitment, licenses, permits.
- Register for cultural events, services, recreation activities.
- Complete transactions and purchases – garbage bins, tags.
- Check status of inquiries; Receive auto-updates via email or on-line tool.
- Provide feedback.

DIGITAL STRATEGY - CITY OF VAUGHAN




MORE THAN
5 million
views on
vaughan.ca


MORE THAN
161
innovations
and **process**
improvements
IMPLEMENTED

Service Standards & Performance Measurement



- Number of rings
- Queue, Redirect
- Live Call, Transferring
- Out of Office
- Voicemail
- After hours



- Acknowledgement
- Response time
- Out of office
- Auto Reply
- eSignature
- Complaint vs Enquiry



- CRM
- On-line Portals
- Compliments & Complaints
- Fillable Forms
- Mobile Apps



- Counter
- Accessibility
- Attire
- Wait time
- Security Desk
- Greeting
- Concierge

- Refresh communications
 - Establish policy; ensure accountability
 - Develop performance metrics, Monitoring and Reporting
-
- ✓ assessing the channel effectiveness in the delivery of services
 - ✓ identifying resource workload issues
 - ✓ identifying opportunities to improve channel usage
 - ✓ communications and citizen understanding.



In-Person Citizen Experience: Changes to City Hall

Improve the Future in-person experience:

- New Integrated Service Experience
- Construction and implementation of:
 - **New Service Counter**
 - **New Self-Serve Digital Area**
 - **One-on-One Meeting Space.**

*Safe, Accessible, Efficient, Convenient
means to receive high quality services.*



Service Vaughan Strategy: Summary Key Milestones / Timeline

Key Milestones based on 4 Key Initiatives

1. Integrated Service
2. Digital Transformation
3. Service Standards and Performance Measurement
4. In-Person Citizen Experience



Q1 – Q3 2021	October	November	December	Q1 – Q2 2022
<ul style="list-style-type: none"> ✓ Service inventory ✓ Service Integration Assessments ✓ Recommendations for telephony enhancements ✓ Facility design ✓ Service standards identified by channel, in alignment with Digital Transformation initiatives 	<ul style="list-style-type: none"> • Council Working Session • Approve facility design • Process Analysis of integrated services • Develop communication and engagement campaign on new service design 	<ul style="list-style-type: none"> • Apply for construction building permit • Implementation plan developed for new in-person service • Updated policies and procedures on service standards across all channels • Service delivery alignment (Access Vaughan, CRM, Online Portals, website) 	<ul style="list-style-type: none"> • Construction bid issued • Planning for in-person service delivery options • Implementation of telephony enhancements (update queuing system) • Develop service performance metrics and management plan 	<ul style="list-style-type: none"> • Construction to begin on: <ul style="list-style-type: none"> – Service counter and entrance – Self-service digital service area – Private/semi-private meeting rooms • Implement interim service delivery solution for in-person service (construction phase) • Launch of new service delivery design and enhanced in-person service delivery after construction is complete • Implementation of additional telephony enhancements (expanded use of soft phones)

Communication and engagement with citizens and staff to ensure knowledge and awareness of Service Vaughan strategy, vision and objectives

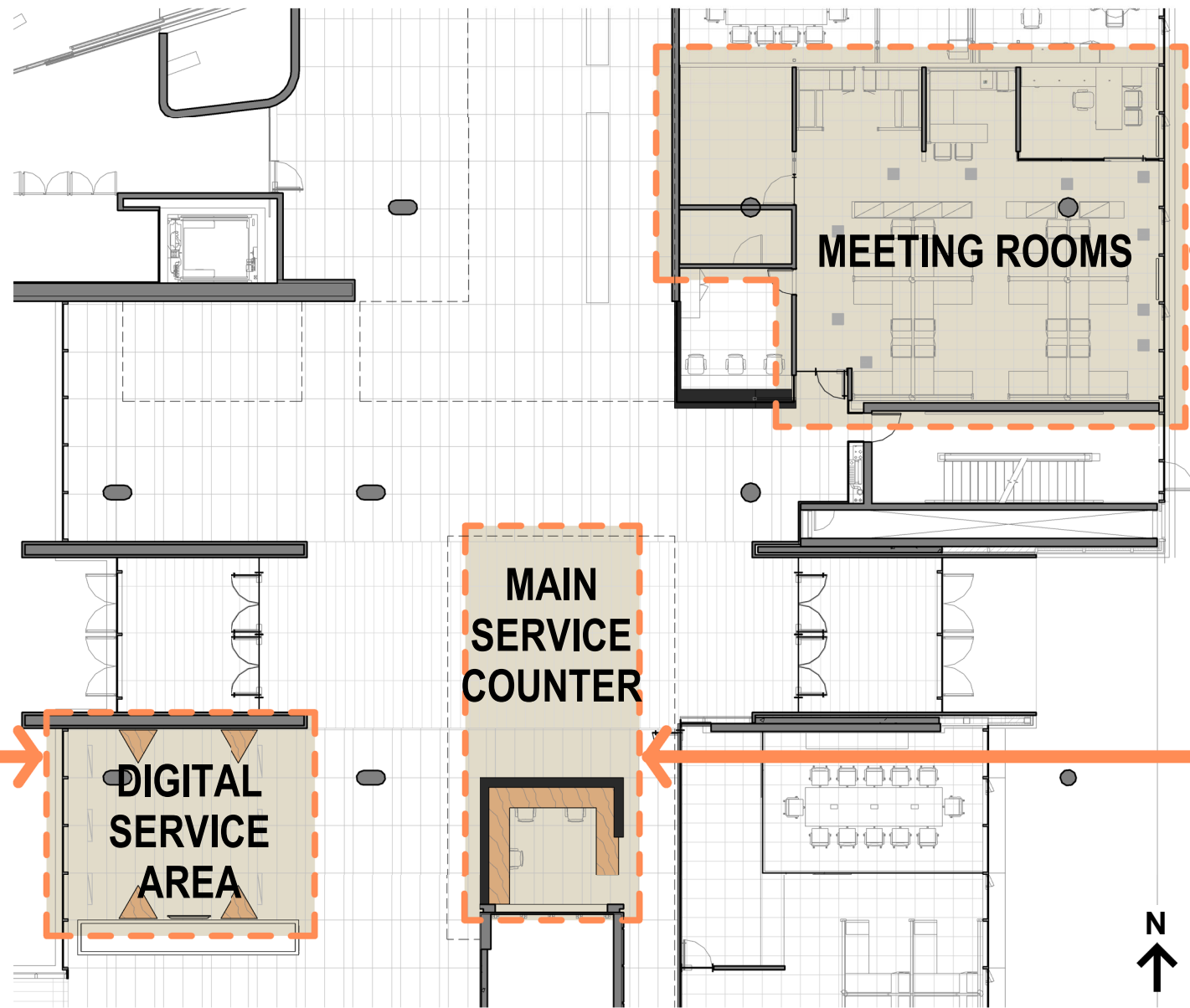


Thank You.



CITY OF VAUGHAN
COUNTER SERVICE TRANSFORMATION
SCHEMATIC DESIGN
2021-10-06

COMMUNICATION C3
ITEM NO. 3
COMMITTEE OF THE WHOLE
(WORKING SESSION)
October 6, 2021

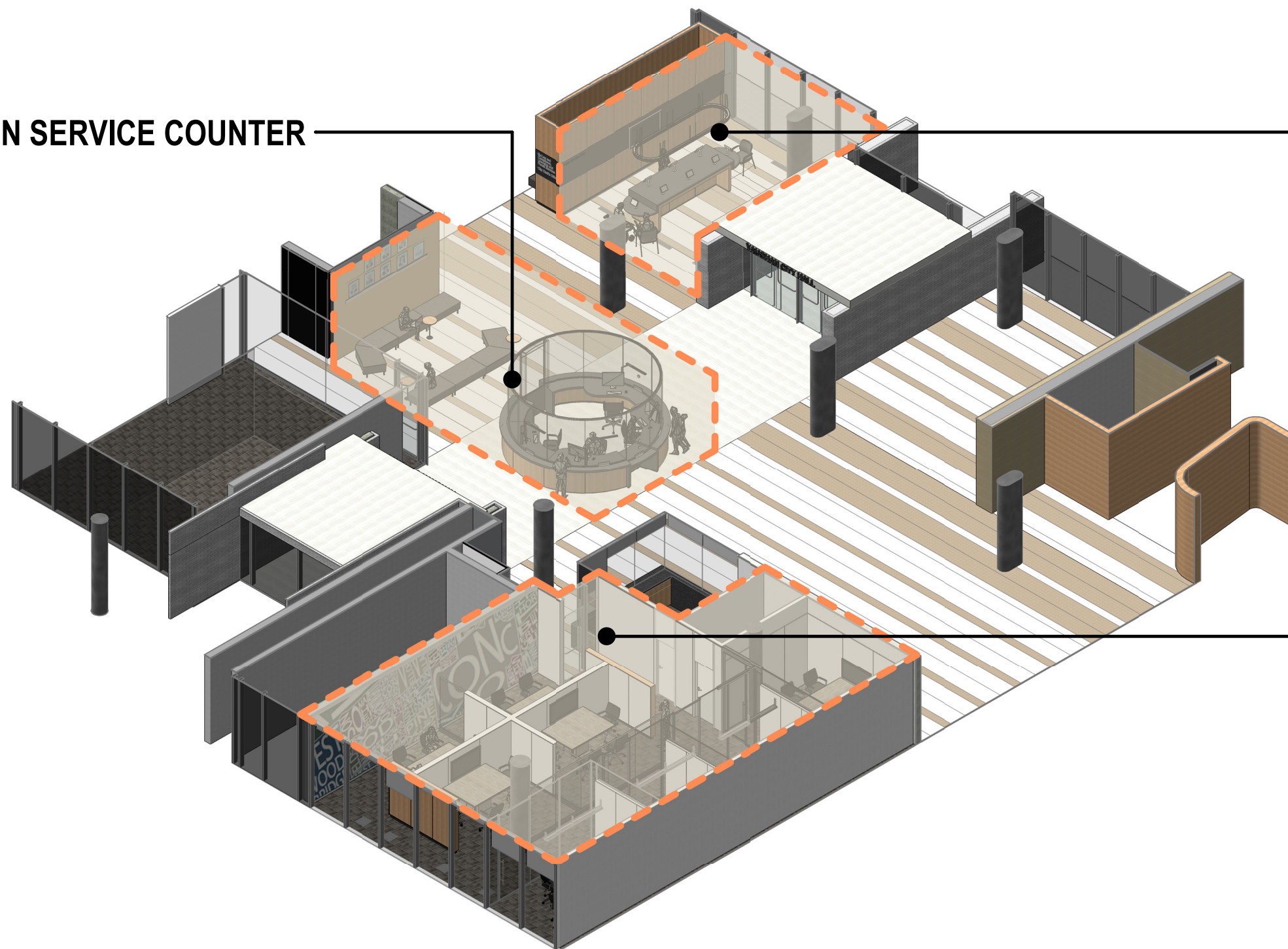


Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

1. MAIN SERVICE COUNTER

2. DIGITAL SERVICE AREA

3. MEETING ROOMS



Vaughan Omni Service Counter

2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



Baron Nelson Architects Inc.
info@bnarch.ca
www.bnarch.ca

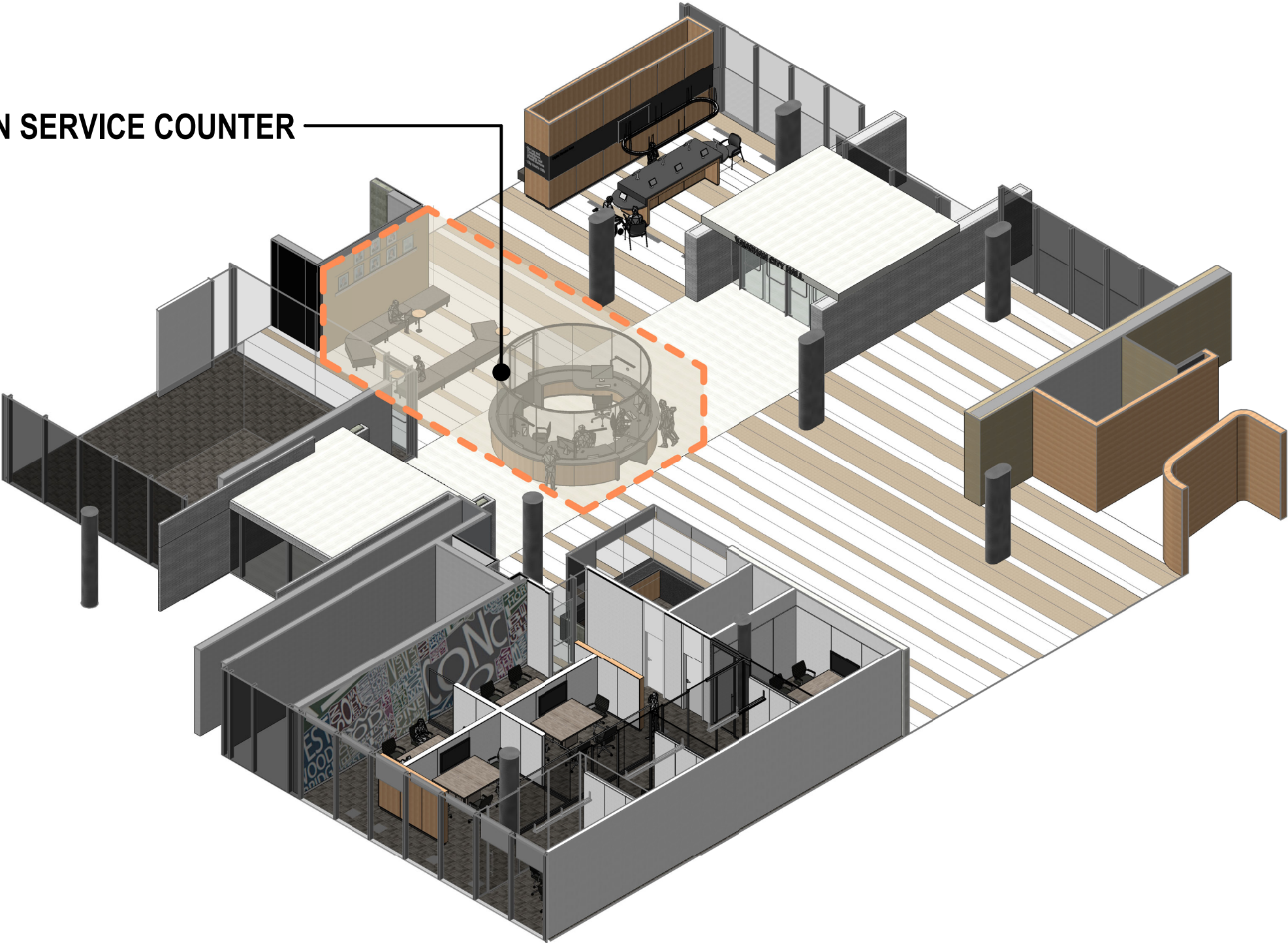


Proposed Counter Service Transformation

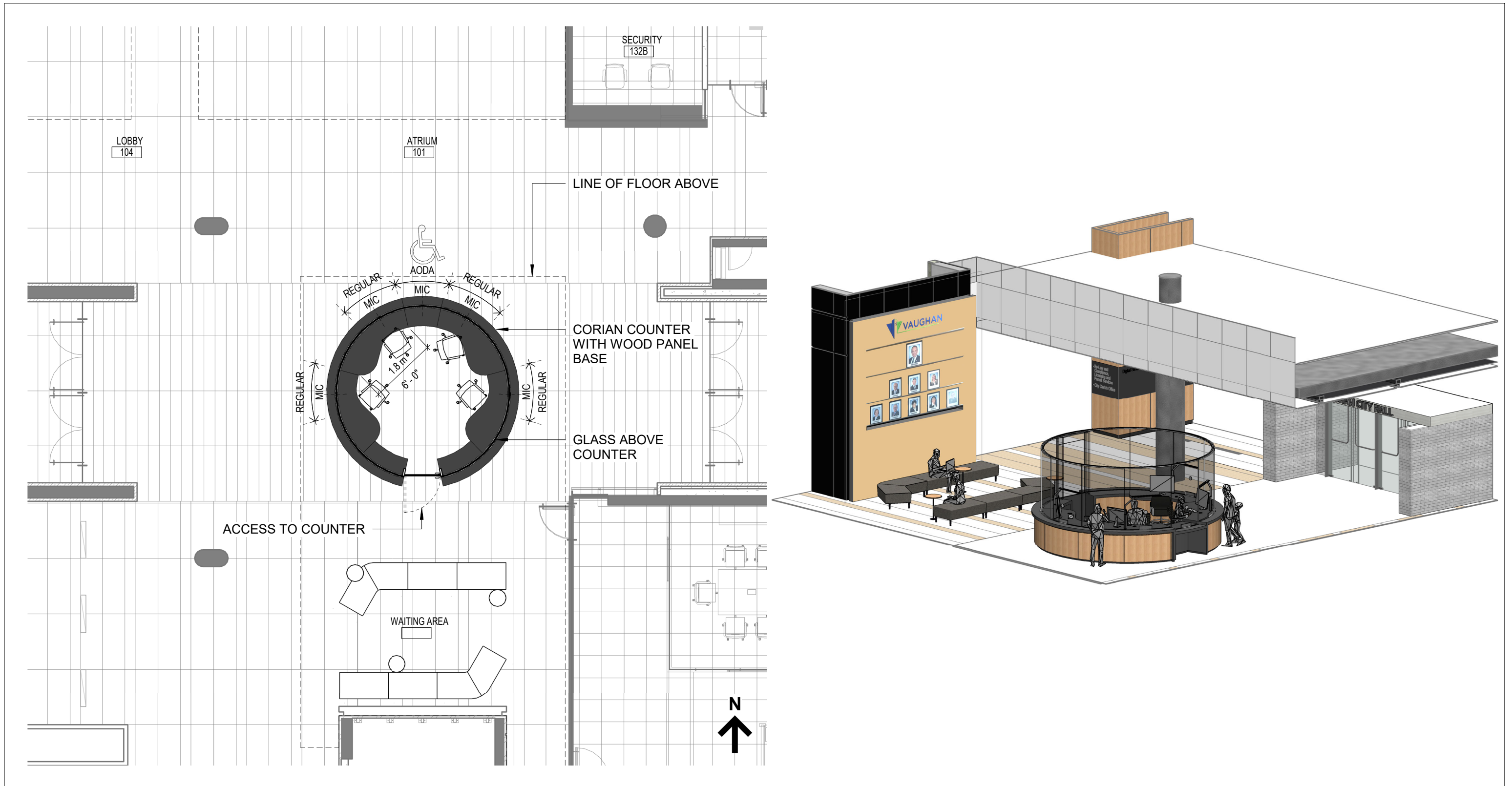
Scale 1 : 150
Date 10/06/2021

A0.1

1. MAIN SERVICE COUNTER



Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



Vaughan Omni Service Counter
 2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

Main Service Counter: View From Lobby Looking South

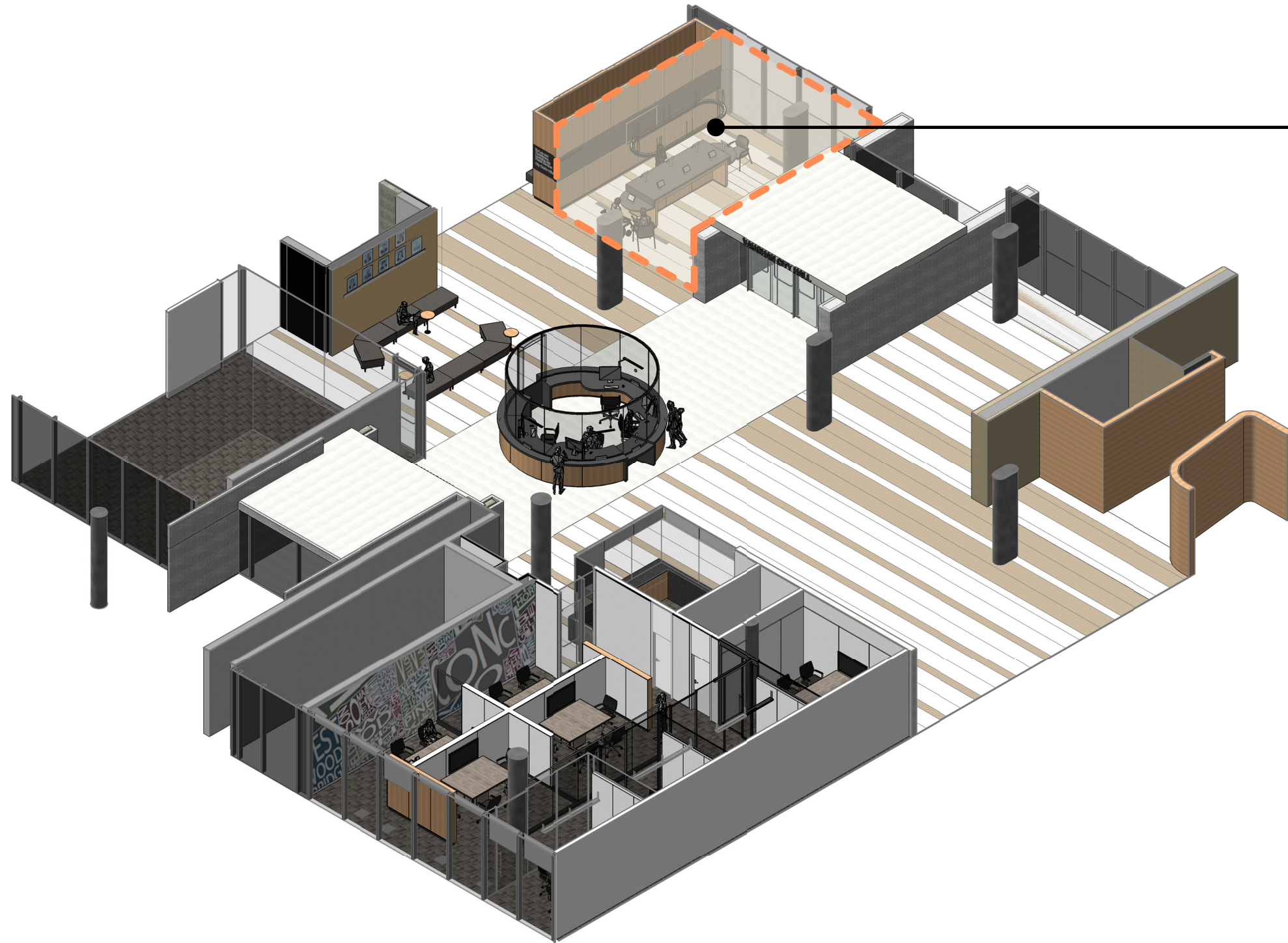


Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

Main Service Counter: View From East Entrance Looking Southwest



Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



2. DIGITAL SERVICE AREA



Existing Condition

Vaughan Omni Service Counter

2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



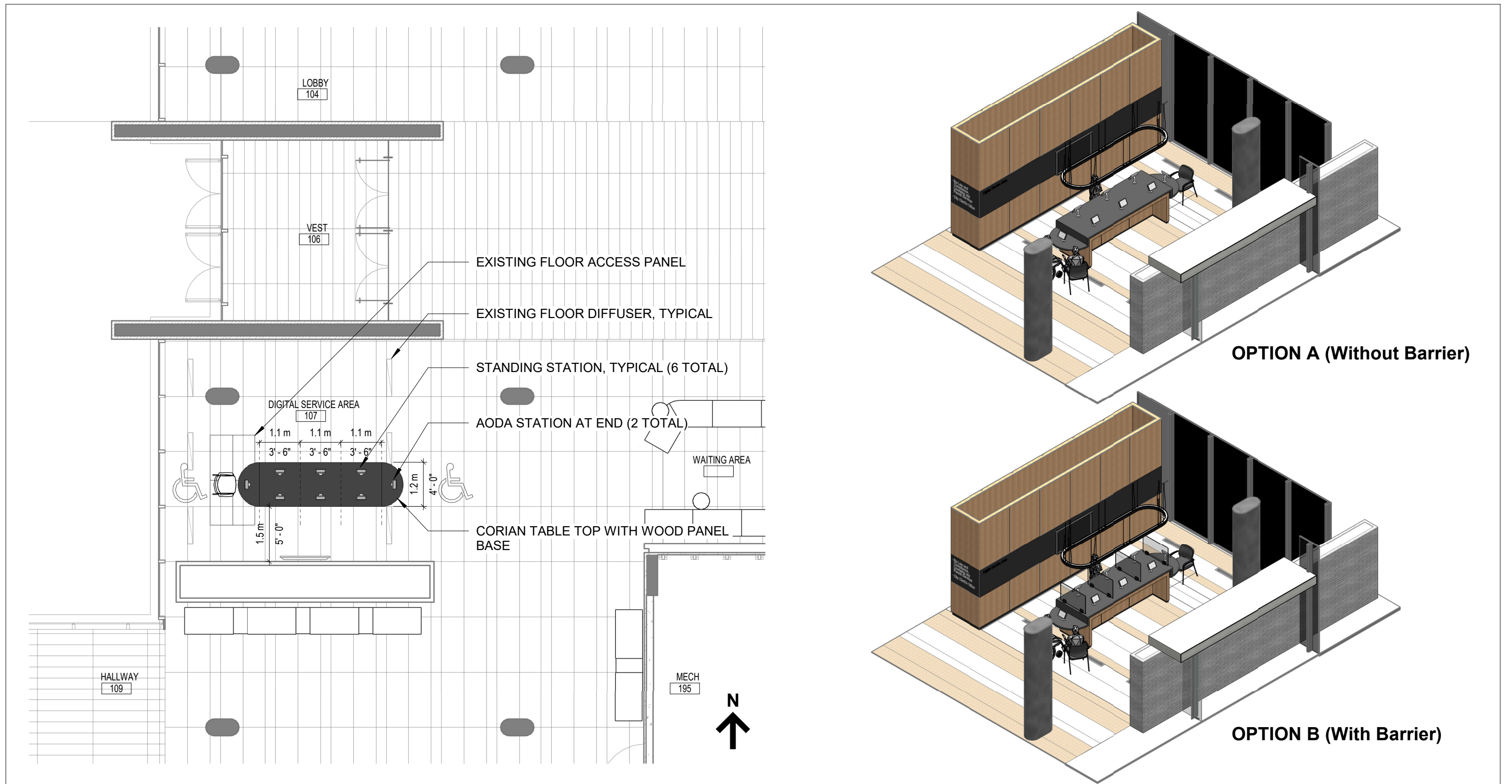
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www.bnarch.ca



2. Digital Service Area

Scale 1 : 150
Date 10/06/2021

A2.0



Vaughan Omni Service Counter
 2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

Digital Service Area: Option A Without Barrier

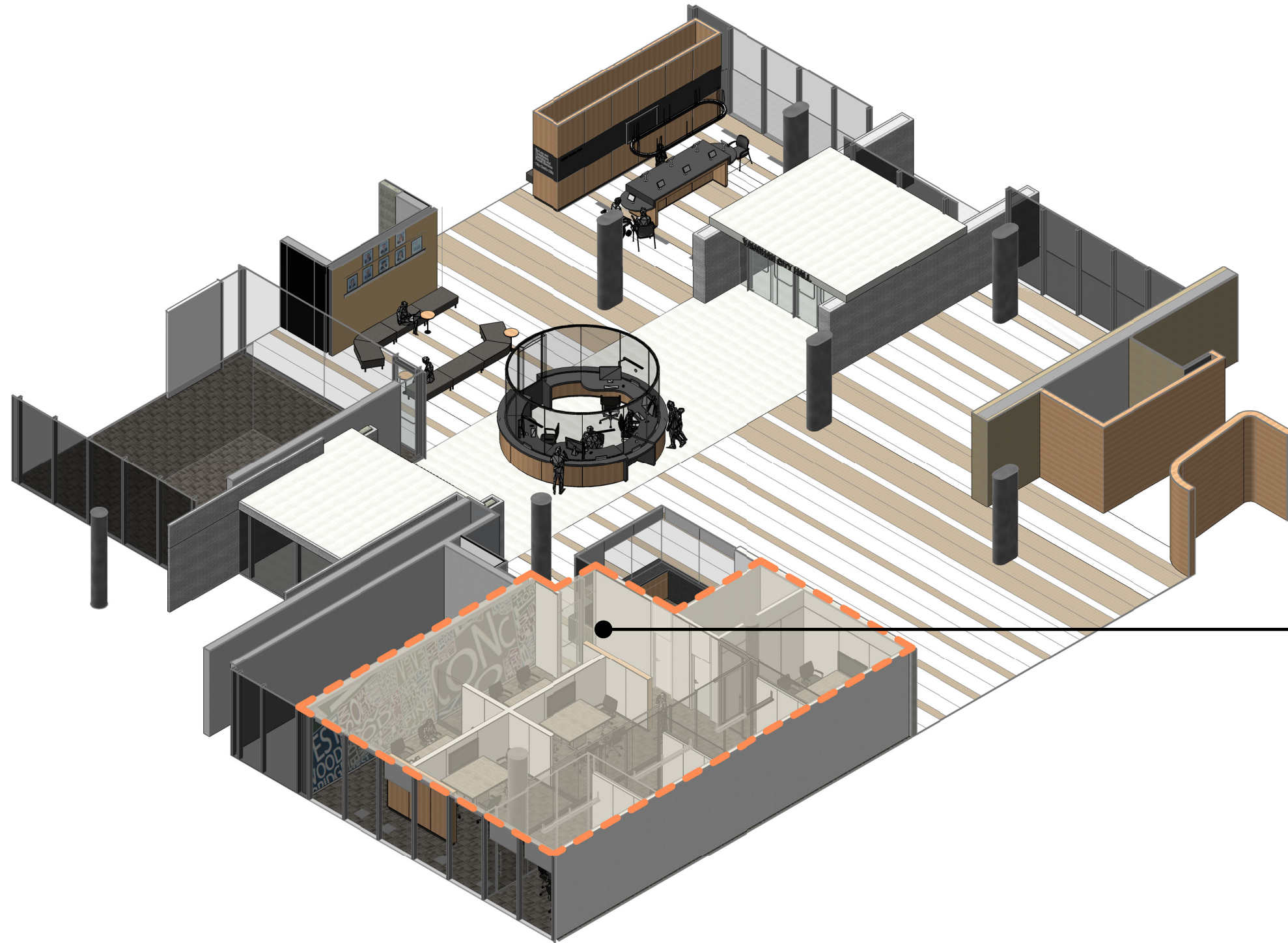


Vaughan Omni Service Counter
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Digital Service Area: Option B With Barrier



Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

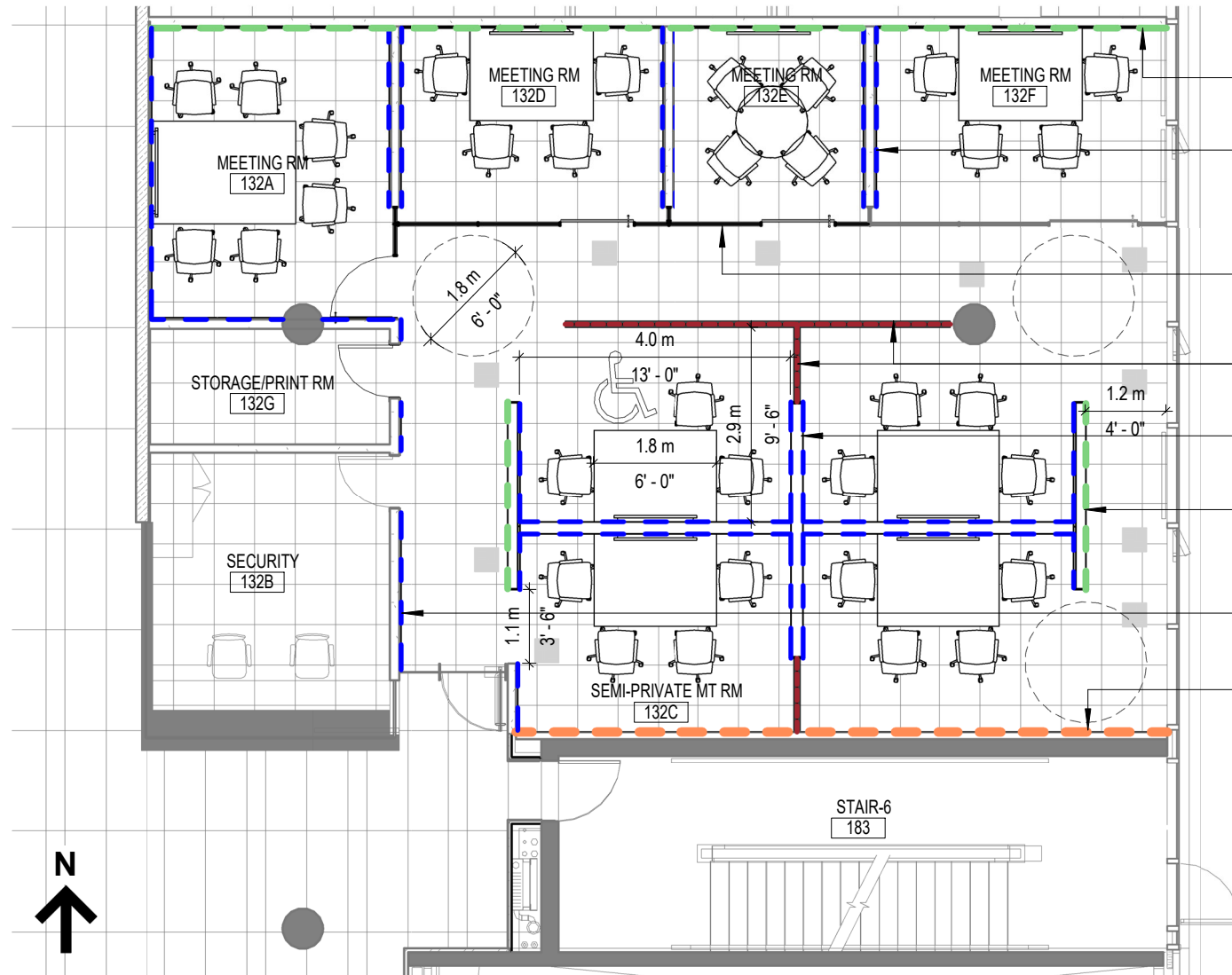


3. MEETING ROOMS



Existing Condition

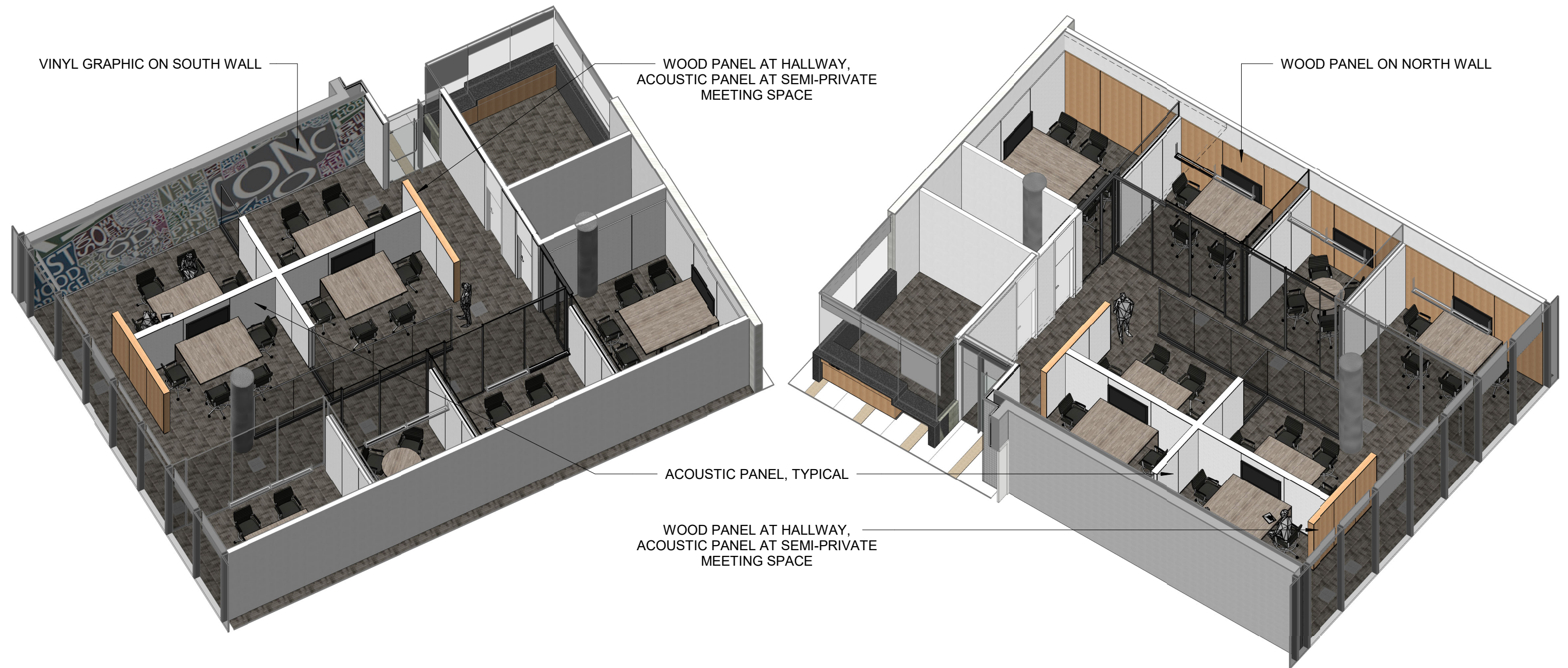
Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



- WOOD PANEL ON NORTH WALL INSIDE PRIVATE MEETING ROOMS. HEIGHT OF WOOD PANEL TO ALIGN TO ADJACENT ACOUSTIC PANEL.
- ACOUSTIC PANEL FROM FLOOR TO CELERESTORY INSIDE PRIVATE MEETING ROOMS.
- INTERIOR GLAZING PARTITION TO MATCH EXISTING GLAZING PARTITION IN PRIVATE MEETING ROOMS.
- FRAMELESS GLASS ON STAINLESS STEEL SHOE SUPPORT AT BASE. FRAMELESS GLASS PARTITION AT 6' 6" IN HEIGHT.
- ACOUSTIC PANEL INSIDE SEMI-PRIVATE MEETING SPACES. ACOUSTIC PARTITION AT 6' 6" IN HEIGHT.
- WOOD PANEL ON HALLWAY SIDE. ACOUSTIC PANEL FACING SEMI-PRIVATE MEETING SPACES. WOOD/ACOUSTIC PARTITION AT 6' 6" IN HEIGHT.
- ACOUSTIC PANEL FROM FLOOR TO UNDERSIDE OF BULKHEAD ALONG HALLWAY. ADDITIONAL ACOUSTIC PANEL CAN BE PROVIDED ABOVE BULKHEAD.
- VINYL GRAPHIC ON SOUTH WALL FROM FLOOR TO UNDERSIDE OF EXPOSED CONCRETE CEILING.

- FRAMELESS CLEAR GLASS
- ACOUSTIC PANEL
- WOOD PANEL
- VINYL GRAPHIC

Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1



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info@bnarch.ca
www.bnarch.ca



3. Meeting Rooms - Proposed Design

Scale
Date 10/06/2021

A3.2

A modern office interior with a man in a striped shirt talking on a mobile phone. The office features glass walls, a large mural on the wall, and a person working at a desk in the background.

A3.3

Meeting Rooms: View From Southeast Looking At Wood Panel Inside Private Meeting Rooms



Vaughan Omni Service Counter
2141 Major MacKenzie Dr W, Maple, ON L6A 1T1

COMMUNICATION C4

ITEM NO. 1

**COMMITTEE OF THE WHOLE
(WORKING SESSION)**

October 6, 2021

From: SpringFarm RatePayers Assoc <springfarmra@gmail.com>

Sent: Tuesday, October 05, 2021 11:55 AM

To: Clerks@vaughan.ca

Cc: Alan Shefman <Alan.Shefman@vaughan.ca>

Subject: [External] October 6, 2021 Committee of the Whole - Registered Ratepayer Association Policy Review Update

On behalf of the SpringFarm Ratepayers Association (SFRA) Board of Directors, I offer the following comments regarding the Registered Ratepayer Association Policy Review Update slated for the October 6 Committee of the Whole (Working Session).

In general, the SFRA prefers Option 3 (a More Streamlined Version of the Existing Policy).

However, the SFRA is concerned that revisions to the Policy do not address many of the issues raised by ratepayer associations during our focus groups, held in October 2019. Those issues include but are not limited to:

1. City-provided training and education to ratepayer Board members with regard to City services and operations,
2. more advance notice of agenda and materials for Council and Committee of the Whole meetings,
3. support for LPAT/OLT hearing participation and,
4. formal consultation with ratepayer associations on City initiatives.

We look forward to your response.

Sincerely,

Jordan Max, President

on behalf of the SpringFarm Ratepayers Association's Board of Directors

COMMUNICATION C5

ITEM NO. 1

COMMITTEE OF THE WHOLE
(WORKING SESSION)

October 6, 2021

Registered Ratepayer Association Policy Review Update

Committee of the Whole (Working Session)
October 6, 2021



Background

Timeline	Events
1986	Registered Ratepayer/Community Association Policy was established.
2004	Last time the policy was amended.
2012 – 2014	City Clerk conducted a comprehensive review of the policy. Council considered the report, no further actions were taken.
2018	Council referred the policy to the Policy Review Committee for a comprehensive review and report back.
2019	Staff Report outlined the framework of the review, scope and timeline. Council directed staff to report back by end of 2019. Extensive public consultation was conducted in Q4 of 2019.
2020	Staff reported back with a draft revised policy in October 2020. Council directed this matter be deferred to a future Working Session.

Background

Existing Policy Framework

22 Registered Ratepayers Associations (RRA)

Initial Registration Requirements

- Completed Registration Form
- A list of membership (min. 25 for urban area, min. 10 for rural area)
- Statement of Purpose and a copy of Constitution and/or By-law
- Boundaries that the Association represents
- A list of the Executive Officers
- Minutes of the General Meeting which the Executive Officers were elected

Background

Existing Policy Framework

Annual Renewal Requirements

- Completed Renewal Form
- 1 General Meeting must be held no less than once every 3 years
- Minutes of the General Meeting, if applicable
- Notify Changes to Membership, Statement of Purpose, Boundaries and Executive Officers, if applicable

Geographic Exclusivity

- The City does not recognize the formation of other ratepayer associations within the boundaries of an existing Association that is in good-standing.

Background



Existing Policy Framework

Benefits of RRAs

- 1 free meeting space per year to hold an annual general meeting at City/Library facility
- Consultation and Notices of various issues within the boundaries
- Qualify as Community Service Organization (C.S.O.) with service-in-kind opportunities
- Use of City and Library space at C.S.O. preferred rate
- Deputation Status as an Association at Committee Meetings
- Hard copies of Agendas and Minutes provided free of charge for pick up, upon written request

COMMUNITY & RATEPAYERS ASSOCIATIONS

1. Kleinburg & Area
2. Millwood Woodend
3. Carrying Place / Sonoma
4. West Woodbridge Homeowners
5. Pinewood Estates
6. Vellore Woods
7. Concord West
8. Beverley Glen
9. Brownridge
10. Lakeview Estates
11. Vaughanwood
12. MacKenzie Ridge
13. Preserve Thornhill Woods
14. Village of Woodbridge
15. Springfarm
16. National Estates
17. Greater Woodbridge
18. Carrville Mills
19. Upper Thornhill & Area Community
20. South Maple
21. Weston Downs
22. Flamingo

 Ward Boundaries
 Block Boundaries



0 1 2 Kilometres

Revised: September 16, 2021

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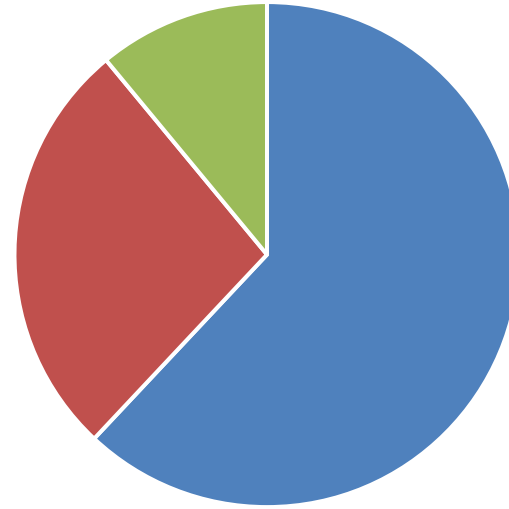
Public Engagement

Engagement Tactic	Implementation Timeline (2019)	Number of Participants
Public Online Survey	September 4 – September 25	84 participants
Interviews with Members of Council	September 23 – October 9	8 Councillors 1 Mayor
Stakeholder Roundtable	October 3	9 participants
Public Forum	October 10	16 participants
	TOTAL	118 participants

Public Engagement Results from Online Survey

- 84 survey responses in total, representation from all wards
- Majority (57%) were not aware of the policy prior to taking the survey

Online Survey Participants



- General public - never involved in a RRA (62%)
- Member of a former RRA or non-registered group (27%)
- Member of existing RRA (11%)

Public Engagement

Key Themes – Online Survey

- Interest from General Public to start a RRA dropped from 31% to 24% after presented with registration requirements.
- Review or limit boundaries to ensure effective representation.
- Expand current policy for more clarity, accountability, transparency and support for RRAs.
- Need for online registration process.
- Majority of existing RRA members support geographic exclusivity. Former RRA members and the general public were neither strongly against or for.
- Support for more free and subsidized meeting space.

Public Engagement

Key Themes – Stakeholder Roundtable, Public Forum and Council Interviews

- Remove outdated provisions, re: paper Agendas and Minutes.
- More free meeting spaces.
- Review association boundaries to ensure effective representation.
- More transparency and information on the City's website about RRAs.
- More training and education from City Staff, especially on planning and OLT process.
- Clarify the purpose of RRAs and their relationship with the City.
- Single-issue groups that become inactive once the issue is resolved.

Jurisdictional Scan

Only 4 other Ontario municipalities have a similar policy
Aurora, Markham, Oakville and Toronto

- Registration Process - All require completed application form, including a list of executive officers, membership list, statement of purpose, and a map or description of boundaries that the group represents.
- All provide public listing in Resident's Guide, municipal website and other relevant communication channels.
- None have geographic exclusivity provision.
- Town of Aurora restricts that each Association Catchment area does not exceed one concession block in size.

	Eligibility Requirements	Annual Renewal Requirements	Rights
Aurora	<ul style="list-style-type: none"> • Represent min. of 10 households, or at least 20 individual members • The name is reflective of the area or concern being represented 	<ul style="list-style-type: none"> • Held one meeting in the preceding 12-month period • Submit completed Renewal Form confirming requirements have been met 	<ul style="list-style-type: none"> • Recognition of Ratepayer Association Status at Council/ Committee meetings • One free meeting space per year
Markham	Represent a min. of 10 households	<ul style="list-style-type: none"> • Not Specified • Associations should commit to their Articles of Incorporation and agreed upon with the City 	<ul style="list-style-type: none"> • Recognition of Ratepayer Association Status at Council/ Committee meetings • One free meeting space per year • Free hard copy Agenda, Minutes and/or reports
Oakville	None	<ul style="list-style-type: none"> • Not Specified • Will be notified by email of the annual renewal requirements 	<ul style="list-style-type: none"> • Included on town notification mailing lists, • Appropriate town staff may be made available to speak at public information meetings of residents' and community associations
Toronto	Represent min. of 25 households	<ul style="list-style-type: none"> • Hold a general meeting at least once every 12 months • Hold an annual general election of officers 	All correspondence received are stamped to indicate they are a "Registered Ratepayer Association"

Guiding Principles

- The goal of Ratepayer Associations is to encourage neighbourhood engagement and involvement in the local decision-making process.
- The City recognizes the value of Ratepayer Associations and supports them by the provision of various services.
- Registration with the City does not provide special status for the purposes of Ontario Land Tribunal (OLT) appeals made under the *Planning Act*.
- The Registered Ratepayer Associations Policy does not in any way limit individuals from organizing informal or formal (incorporated) neighborhood associations, nor does it limit the ability of individuals or associations from delegating to Committee regarding matters of interest.
- There is no legislative requirement or authority to establish a policy to govern local ratepayers' associations.

Option 1 – Status Quo

- Registered Ratepayer Associations are recognized as a category of Community Service Organization (CSO) under the current CSO policy.
- Many similarities in terms of registration, renewal requirements and benefits between the RRA policy and the CSO policy.
- Registered Ratepayer Association Status can still be achieved and maintained under a CSO policy, but it will be more equitable, fair and effective to apply the same policy framework to all community associations in the City.
- Staff recommend pausing revisions to the RRA policy pending outcome of the CSO policy review, to be completed by **Q1 of 2022**. It presents an opportunity to incorporate the directions of this RRA policy review into the new CSO policy.

Option 2 – Less Restrictive Policy

- To remove barriers and encourage more ratepayer or community associations to form in the City by simplifying registration and renewal requirements.
- The advancement of digital tools and social media have changed the operation and interaction of many community associations and advocacy groups.
- New organizations may focus on mobilizing and facilitating participation of their supporters through online platforms and petitions, which may not be limited to a defined geographic area in a traditional sense.
- Geographic Exclusivity is removed.
- Shifting the City's role in providing a more robust platform to facilitate RRAs to reach out to larger audiences for input on civic matters.

Option 2 – Less Restrictive Policy

Eligibility Requirements	<ul style="list-style-type: none">• Completed Registration Form with name of association, executive list and contact information, and boundary lines, if applicable• A list of a minimum of 25 members, include names, addresses, and signatures
Renewal Requirements	<ul style="list-style-type: none">• Renew their registration annually by submitting a completed renewal form no later than March 31 of each year
Geographic exclusivity	<ul style="list-style-type: none">• None
Rights	<ul style="list-style-type: none">• Listing on the City's website, publication, and any other corporate communication channels• Recognition of Ratepayer Association Status at Council/ Committee meetings• Two (2) free meeting spaces to hold meetings at City/ Library facility each year, based on availability• Consultation and Notices of various issues within the boundaries, if applicable• Qualify as Community Service Organization (C.S.O.) with service-in-kind opportunities

Option 3 – Streamlined Version of Existing Policy

- Revisions to the existing policy framework for a more streamlined approach based on public feedback and consultation.
- Key proposed changes include:
 - For initial registration, submission of a list of the Association's membership showing a minimum of 25 members within each Concession Block covered by the Association's boundaries
 - May address concerns of effective representation across the Association's boundaries.
 - For annual renewal, must have held at least one (1) meeting in the preceding 12-month period.
 - May address concerns of single-issue and inactive groups.
- **Council's direction is required for Geographic Exclusivity.**

Option 3 – Streamlined Version of Existing Policy

Eligibility Requirements	<ul style="list-style-type: none">• A completed Ratepayer/Community Associations Registration Form• A list of the Association's membership showing a minimum of 25 members within each Concession Block covered by the Association's boundaries, and that the list include names, addresses, and signatures• A statement of purpose• The boundaries of the area that the Association represents
Renewal Requirements	<ul style="list-style-type: none">• Renew their registration annually by submitting a completed renewal form no later than March 31 of each year• Have held one (1) meeting in the preceding 12-month period
Geographic exclusivity	<ul style="list-style-type: none">• Council's direction is required
Rights	<ul style="list-style-type: none">• Listing on the City's website, publication, and any other corporate communication channels• Recognition of Ratepayer Association Status at Council/ Committee meetings• Two (2) free meeting spaces to hold meetings at City/ Library facility each year, based on availability• Consultation and Notices of various issues within the boundaries, if applicable• Qualify as Community Service Organization (C.S.O.) with service-in-kind opportunities

Next Steps

- A comparison chart is included in the report for the three options:
 - Option 1 – Status Quo
 - Option 2 – Less Restrictive Policy
 - Option 3 – More streamlined version of existing policy
- If Option 1 is selected → No changes to the existing policy at this time. Staff will report back pending outcome of the CSO Policy Review.
- If Option 2 or 3 is selected → A revised draft policy will be submitted at the next CW meeting with an implementation plan for approval.