Township of Cramahe Council Information Package

Date: Thursday, July 23, 2020, 2:00 p.m.
Location: Council Chambers

Council Information Package

1. Correspondence

1.a Northumberland County
Northumberland County re. Economic Recovery Task Force Recommendations - Final Report

1.b Northumberland County
Proxy Voting Policy - Excerpt Bill 197 Schedule 12
Guidance Materials for Electronic Meetings and Council Proxies

1.c Ministry of Municipal Affairs and Housing
Protecting Tenants and Strengthening Community Housing Act, 2020 (Bill 184)

1.d MPP David Piccini
Ontario Supports Arts and Tourism Sectors in Northumberland-Peterborough South

1.e Let's Talk Cramahe
Survey Results as of July 23rd, 2020.

1.f Monthly Building Report - May 2020 and June 2020
May 2020 and June 2020 Building Reports
Northumberland Economic Recovery
TASK FORCE RECOMMENDATIONS • FINAL REPORT
Introduction

COVID-19 has had a significant impact on Northumberland businesses. The Northumberland Economic Recovery Task Force launched in May 2020 as an industry-led initiative to support the community through this crisis.

As local business owners and leaders, Task Force members are invested in Northumberland’s economic recovery. In collaboration with local government and industry stakeholders, Task Force members developed focused recommendations to help local businesses rebuild.

Recommendations are being addressed by industry, as well as shared with municipal councils, federal and provincial officials, and the Ontario Jobs and Recovery Committee consultations to inform local, provincial and federal planning and action.

Priorities

The work of the Task Force was structured around the following three priorities:

- Collect data about business owner financial and operational challenges and needs arising from COVID-19
- Identify and support implementation of actions, programs and services in response to local conditions to support businesses facing the impacts of the pandemic
- Advocate with all levels of government to support effective recovery measures

Messages from Our Co-Chairs

“With employee and community health and safety being of foremost importance, our local businesses continue to do their part to follow government and health authority direction during COVID-19. As we move in the direction of restarting our economic engines, this grass-roots collaboration has established recommendations that reflect the direct impacts of the pandemic on the Northumberland business community. By generating locally-developed actions that respond to local conditions the Task Force has provided vital insight for local, provincial and federal economic recovery plans that drive meaningful outcomes.”

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“This Task Force brought a wealth of expertise and perspective to bear on the unprecedented operational and financial challenges currently facing local businesses. By leveraging valuable insight from stakeholders about the definitive economic impacts of the pandemic, the Task Force has developed an action plan of tools and advocacy to support our local businesses as they navigate the current environment. Northumberland County is pleased to have supported this important effort. We will continue to collaborate with local businesses and stakeholders, neighbouring communities and government to advance a shared vision for economic stabilization and sustainability. Our community is resilient. We will move together in the direction of recovery and renewal.”

Members of the Task Force included Northumberland business owners and leaders along with municipalities, chambers of commerce, industry associations and agencies, and the education sector.
45% of Canadians are worried about losing their job. This perception is higher in Ontario with 50% of Ontarians being worried about losing their job.

80% of Canadians are continuing to buy local, and show preference to Made in Canada products.

Small firms have recorded almost double the rate of job losses as mid-sized and larger firms. Small firms in five sectors are most vulnerable:

- Accommodation & Food Services
- Arts & Entertainment
- Non-essential Retail
- Mining / Oil & Gas Services
- Commercial Real Estate Leasing

New economy trends:

How We Travel
- More local, more modest, more active.
- 63% prefer to drive than fly, and
- 62% prefer to stay in Canada.

How We Share
- More bandwidth, more data, more hacks.
- Data creation will grow to 175 zettabytes by 2025.

How We Shop
- More shipping, more local, more expensive.
- Nearly 3 in 10 Canadians are now shopping online for things they normally would have bought in a store.

Data Insights

From Weekly Ipsos Canada
‘Small Business, Big Pivot’
June 11, 2020

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- Accommodation & Food Services
- Arts & Entertainment
- Non-essential Retail
- Mining / Oil & Gas Services
- Commercial Real Estate Leasing

From RBC
‘8 Ways COVID Will Transform the Economy and Disrupt Every Business’, May 22, 2020

New economy trends:

- Once the pandemic ends:
  - 63% prefer to drive than fly, and
  - 62% prefer to stay in Canada.

- Data creation will grow to 175 zettabytes by 2025.
- The amount of data produced in 2017.

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Northumberland Survey Results

Impact of COVID-19 on Northumberland County Businesses

**Financial Impact of COVID-19**
(AS OF JUNE 1)

- Decrease in sales up to 50%: 20% of respondents
- Decrease in sales approx. 50-70%: 30% of respondents
- Decrease in sales approx. 75%: 20% of respondents
- Decrease in sales by 100%: 17.5% of respondents
- Increase in sales by any %: 7.5% of respondents
- No change: 5% of respondents

**Status of Business**
(AS OF JUNE 1)

- Business has re-opened: 67.5%
- Business is still closed: 27.5%
- Business will/have not survived/forced to permanently close: 5%

**Top Priority for Businesses**
(AS OF APRIL 28)

- Moving business to online sales platform: 31.8%
- Accessing government resources/assistance: 23.8%
- Accessing webinars to stay current: 15.9%
- Connecting virtually with other businesses: 12.6%
- No change: 0%

**Business has re-opened**
(AS OF JUNE 1)

- Decrease in sales up to 50%: 20% of respondents
- Decrease in sales approx. 50-70%: 30% of respondents
- Decrease in sales approx. 75%: 20% of respondents
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**Business is still closed**
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**Consumer Feedback**

What is important to local consumers to begin shopping in a curbside store in Northumberland County?

- 54% plan to reduce the amount of shopping in curbside stores.
- 61% plan to support local businesses by shopping online (28% already do).
- 52% said designated shopping hours for seniors/those with disabilities/health conditions are important. Respondents said they shop then.
- 74% said physical distancing requirements being posted, clearly marked and enforced in customer service settings is very important.

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Recommendations

1. **Tackle broadband deficits**

   High-speed internet connectivity is a linchpin to local economic recovery. Unfortunately, there are significant gaps in high-speed availability and capacity throughout Northumberland.

   **Action Underway**

   Northumberland County is leading an initiative to evaluate local high-speed internet capacity and connectivity levels and define a recommended approach to—and roadmap for—maximizing access in underserved and unserved areas.

   A Request for Proposal was awarded on July 9, 2020 to Nordicity to conduct a feasibility study and develop a Broadband Strategic Plan in order to move this initiative forward. Determining existing capacity will form the basis for strategic investments in technology to meet local needs.

   **Support Required**

   This roadmap will be completed by September 2020, with the next step being application for funds for implementation. The Task Force recommends partnership with the federal and provincial governments as an urgent priority, in alignment with the goals of programs such as the ‘Improving Connectivity in Ontario’ program and the ‘Connect to Innovate’ program as well as Federal infrastructure funding.

2. **Power the transition to online**

   Where there is adequate internet access in areas of high connectivity, support is required to help businesses transition to the online environment. Local surveys indicate that consumers wish to support local businesses but feel the safest way to do so in the current environment is by buying online.

   **Action Underway**

   The Business & Entrepreneurship Centre Northumberland (BECN) in partnership with participating municipalities (4), chambers of commerce (4) and BIAs (3) are launching a county-wide “Digital Northumberland” initiative to assist small businesses in developing their digital presence.

   Building on successful initiatives started in 2019, the program will support the community’s existing small businesses by helping to establish or improve their web or social media presence, or e-commerce capabilities. In addition, further opportunities are being developed in collaboration with Northumberland CFDC to leverage existing resources.

   **Support Required**

   The Task Force recommends partnership with the provincial government to facilitate business adoption of necessary tools and technology and to support capacity-building activities as well as striking collaborative relationships with existing organizations to leverage financial opportunities.
3. **Fuel consumer confidence**

Standardizing a requirement for personal protective equipment for consumers will enhance public safety and increase consumer confidence in visiting bricks and mortar establishments.

**Action Underway**

Businesses across Northumberland continue to monitor and respond to public health direction and ensure measures are in place to enhance the safety of customers visiting their establishments. In its release of initial recommendations on June 4, the Task Force recommended that a county-wide standard be established for the wearing of masks in all customer-facing environments, to ensure consistency in this practice by businesses and the public alike. The Task Force strongly endorses the July 7 order issued by the Haliburton, Kawartha, Pine Ridge District Health Unit (HKPRDU) Medical Officer of Health requiring non-medical masks or face coverings in commercial establishments in Northumberland.

**Support Required**

The Task Force recommends ongoing education by the public and private sectors about the use of non-medical masks/face coverings in public spaces, especially when physical distancing may be a challenge. Face masks or coverings minimize the spread of infection when physical distancing cannot be maintained.

4. **Enhance the PPE supply chain**

Business innovation and public-private collaboration have reinforced Ontario supply chains for Personal Protective Equipment (PPE) however gaps in access and acquisition remain, putting an additional strain on local businesses.

**Action Underway**

With many local businesses expressing the need for a reliable and consistent source of PPE to ensure safety measures are in place for staff and clients, the Task Force has reviewed models for strengthening local PPE supply chains.

**Support Required**

The Task Force recommends a partnership of local businesses and stakeholders based on a model from the Municipality of Clarington, whereby a lead organization would manage the procurement and distribution of PPE on behalf of member partners, who would benefit from bulk purchasing and an internal distribution network. A working group will be convened to confirm best practices and formalize implementation.

**Support Required**

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5. **Invest in workforce mental health**

The instability created by the COVID-19 pandemic has impacted the mental health of our local workforce. There continues to be worry, anxiety and uncertainty about the future, impacting both workforce availability and productivity. A focus on mental health resilience and wellness is vital for the effective reopening of our economy.

**Action Underway**

In addition to existing community mental health services, innovative virtual mental health support initiatives launched by local agencies and at the provincial level in response to COVID-19 are available to Northumberland residents.

**Support Required**

The Task Force recommends ongoing and increased public-sector investments in mental health resources to ensure workforce psychological health in addition to the measures being put in place to ensure workforce physical health as the economy reopens. In addition, the Task Force recommends public-private sector collaboration facilitated by Northumberland County to increase awareness of the availability of existing resources.

6. **Develop targeted economic recovery actions**

We have repeatedly heard about the disproportionate impact of the pandemic on women, youth and older workers.

**Action Underway**

Just prior to COVID-19, the Women Entrepreneurship Strategy was in the process of launching in Northumberland through the Business & Entrepreneurship Centre Northumberland (BECN). The program – running as a regional pilot administered by the BECN – will support the launch of 225 women entrepreneurs. In addition, local community partners have been in ongoing discussions with post-secondary institutions to advance internship (experiential learning) opportunities for youth. Successful youth-focused support programs such as Starter and Summer Company continue to be a priority. Research and summary information has been collected from Northumberland’s Community Employment Resource Partnership to assess local employment/re-training opportunities.

**Support Required**

The Task Force recommends continued and focused support for programming which targets economic stabilization and growth across demographics that have been disproportionately disadvantaged by COVID-19.
The Northumberland Economic Recovery Task Force was an industry-led initiative, with local business owners and leaders coming together to identify actions that will promote local economic recovery. Informing the Task Force were six Working Groups focused on targeted sectors including micro and small business, manufacturing, tourism, agriculture, professional, and development/construction.

The Task Force was convened with support from Northumberland County’s Economic Development team and the four local chambers of commerce, together with area municipal partners, industry associations and agencies, and representatives from the education sector.

Thank you to the following Task Force and Working Group participants.

**Business Representatives**
- Allen Insurance Group
- Baker Tilly
- Behan Construction
- Belden Canada Inc.
- Brighton Barn Theatre
- Burnham Family Farm Market
- Cameo
- Cellar Door Wine
- Centre and Main Chocolate
- Cobourg Kia
- Codrington Market
- Collborne Guest House
- Cricklewood Farm
- Brendan Cuneen, financial services
- Fidelity Engineering & Construction/Landscaping
- Fieldstone Spa
- Ganaraska Grain
- Haute Goat
- Holton Flowers
- Kinch Eddy Litigation
- LeBlanc Enterprises
- David Lindsay, higher education
- Kim MacNeil, community representative
- Millard Towers
- Mrs. B’s Chocolate
- New Amherst Homes
- Part Time CFO Services
- Queenies Bake Shop
- Racine Financial
- Re/Max Hallmark First Group Realty
- Sabic Innovative Plastics
- Schmidt Law Legal Services

**Community Stakeholders**
- Brighton Cramahe Chamber of Commerce
- Brighton Downtown Business Improvement Area
- BDC (ex-officio)
- Cobourg Downtown Business Improvement Area
- Community Futures Development Corporation
- Ministry of Municipal Affairs and Housing (ex-officio)
- Municipality of Brighton
- Municipality of Port Hope
- Municipality of Trent Hills
- Northumberland Central Chamber of Commerce
- Northumberland County & Warden of County Council
- Northumberland Federation of Agriculture
- Northumberland Manufacturers’ Association
- Port Hope & District Chamber of Commerce
- Port Hope Heritage Business Improvement Area
- Regional Tourism Organization 8
- Town of Cobourg
- Trent Hills Chamber of Commerce
- Workforce Development Board
Dear Northumberland County CAOs and Clerks:

I am writing to inform you of recent changes to the *Municipal Act, 2001* to provide municipalities with new permissive authority.

The Government has made changes to expand the authority for municipalities to amend their procedure by-law to provide that electronic participation in open and closed municipal meetings may count towards quorum beyond times when an emergency declaration is in place. Extending the ability for municipalities to hold electronic meetings responds to feedback we have heard from municipalities that the ability to participate electronically in municipal meetings during the past months has been beneficial to continue the important work that municipalities do and has led to increased engagement with members of the public.

In addition, the Government has also passed changes to the legislation to give municipalities the authority to amend their procedure by-law to allow members of council who are unable to attend a meeting to appoint a proxyholder to act on their behalf, subject to certain limitations.

For more information on these amendments, please see the attached information sheets.

Both of these initiatives are optional, and it is up to your municipality to decide whether to provide for electronic participation in meetings and/or proxy appointments and what arrangements are suitable for your municipality.

If you have questions regarding these new provisions, please let me know.

Kind Regards

Alison Fath-York
Manager, Local Government & Housing
Municipal Services Office – Eastern Region
Bill 197
An Act to amend various statutes in response to COVID-19
and to enact, amend and repeal various statutes

The Hon. S. Clark
Minister of Municipal Affairs and Housing

Government Bill

1st Reading July 8, 2020
2nd Reading
3rd Reading
Royal Assent

SCHEDULE 12
MUNICIPAL ACT, 2001
The Schedule amends several provisions of the Municipal Act, 2001 to allow the procedure by-law to provide for electronic participation in meetings and to provide for proxy voting.

SCHEDULE 12
MUNICIPAL ACT, 2001
1 (1) Subsection 238 (3.1) of the Municipal Act, 2001 is repealed and the following substituted:

Electronic participation

(3.1) The applicable procedure by-law may provide that a member of council, of a local board or of a committee of either of them, can participate electronically in a meeting to the extent and in the manner set out in the by-law.

(2) Subsection 238 (3.2) of the Act is repealed.

(3) Subsection 238 (3.3) of the Act is repealed and the following substituted:

Same

(3.3) The applicable procedure by-law may provide that,

(a) a member of a council, of a local board or of a committee of either of them who is participating electronically in a meeting may be counted in determining whether or not a quorum of members is present at any point in time; and
(b) a member of a council, of a local board or of a committee of either of them can participate electronically in a meeting that is open or closed to the public.

(4) Subsection 238 (3.4) of the Act is repealed and the following substituted:

Special meeting, amend procedure by-law re electronic participation

(3.4) A municipality or local board may hold a special meeting to amend an applicable procedure by-law for the purposes of subsection (3.3).

Same, quorum

(3.5) A member participating electronically in a special meeting described in subsection (3.4) may be counted in determining whether or not a quorum of members is present at any time during the meeting.

2 The Act is amended by adding the following section:

Proxy vote

243.1 (1) The procedure by-law may provide that, in accordance with a process to be established by the clerk, a member of council may appoint another member of council as a proxy to act in their place when they are absent subject to the following rules:

1. A member of a local council appointed as an alternate member of the upper-tier council under section 267 may appoint a member of the upper-tier council as a proxy to act in their place when they are absent from the upper-tier council.

2. A member who is unable to attend a meeting of the upper-tier council and for whom an alternate member is appointed under section 267 shall not appoint a proxy.

3. A member appointed as an alternate member of the upper-tier council under section 268 shall not appoint a proxy.

4. A member who is unable to attend a meeting of the upper-tier council and for whom an alternate member is appointed under section 268 shall not appoint a proxy if the appointed member is acting on their behalf at the meeting.

Rules re proxy votes

(2) The following rules apply with respect to the appointment of another member of council to act as a proxy under subsection (1):

1. A member shall not appoint a proxy unless the proxyholder is a member of the same council as the appointing member.
2. A member shall not act as a proxy for more than one member of council at any one time.

3. The member appointing the proxy shall notify the clerk of the appointment in accordance with the process established by the clerk.

4. For the purpose of determining whether or not a quorum of members is present at any point in time, a proxyholder shall be counted as one member and shall not be counted as both the appointing member and the proxyholder.

5. A proxy shall be revoked if the appointing member or the proxyholder requests that the proxy be revoked and complies with the proxy revocation process established by the clerk.

6. Where a recorded vote is requested under section 246, the clerk shall record the name of each proxyholder, the name of the member of council for whom the proxyholder is voting and the vote cast on behalf of that member.

7. A member who appoints a proxy for a meeting shall be considered absent from the meeting for the purposes of determining whether the office of the member is vacant under clause 259 (1) (c). 60

Pecuniary interest

(3) A member who has a pecuniary interest described in subsection 5 (1) of the Municipal Conflict of Interest Act in a matter to be considered at a meeting shall not, if the interest is known to the member, appoint a proxy in respect of the matter.

Same, pre-meeting discovery

(4) If, after appointing a proxy, a member discovers that they have a pecuniary interest described in subsection 5 (1) of the Municipal Conflict of Interest Act in a matter to be considered at a meeting that is to be attended by the proxyholder, the member shall, as soon as possible,

(a) notify the proxyholder of the interest in the matter and indicate that the proxy will be revoked in respect of the matter;

and

(b) request that the clerk revoke the proxy with respect to the matter in accordance with the proxy revocation process established by the clerk.

Same, post-meeting discovery

(5) For greater certainty, if, after appointing a proxy, a member discovers that they have a pecuniary interest described in subsection 5 (1) of the Municipal Conflict of Interest Act in a matter that was considered at a meeting attended by the proxyholder, the appointing member
shall comply with subsection 5 (3) of the Municipal Conflict of Interest Act with respect to the interest at the next meeting attended by the appointing member after they discover the interest.

Conflict, etc., proxyholder

(6) For greater certainty, nothing in this section authorizes a proxyholder who is disabled from participating in a meeting under the Municipal Conflict of Interest Act from participating in the meeting in the place of an appointing member.

Regulations, proxy votes

(7) The Minister may make regulations providing for any matters which, in the Minister’s opinion, are necessary or desirable for the purposes of this section.

Commencement

3 This Schedule comes into force on the day the COVID-19 Economic Recovery Act, 2020 receives Royal Assent.
Proxy Voting for Municipal Council Members

July 2020

This document is intended to give a summary of complex matters. It does not include all details and does not take into account local facts and circumstances. This document refers to or reflects laws and practices that are subject to change. Municipalities are responsible for making local decisions that are in compliance with the law such as applicable statutes and regulations. This document applies only to those municipalities whose meeting rules are governed by the Municipal Act, 2001.

This document, as well as any links or information from other sources referred to in it, should not be relied upon, including as a substitute for specialized legal or other professional advice in connection with any particular matter. The user is solely responsible for any use or application of this document.
Overview

The province is providing municipalities with the flexibility to choose to allow proxy votes for municipal council members who are absent. This power helps ensure continuing representation of constituents’ interests on municipal councils when a member is unable to attend in person due to, for example, illness, a leave of absence, or the need to practice physical distancing.

Municipalities that wish to allow proxy voting must amend their procedure bylaws to allow a member of council to appoint another member of the same council to act in their place when they are absent.

Optional and Flexible

Allowing proxy voting is optional and it is up to each municipality to determine whether to allow proxies for council and under what circumstances. If a municipal council chooses to allow proxy voting, it is up to each member to decide whether they wish to appoint a member of that council as a proxy or not if they are to be absent.

Municipalities have the flexibility to determine the scope and extent of proxy appointments including, for example, any local rules or limitations, the process for appointing or revoking a proxy, and how proxyholders may participate in meetings. Municipalities may wish to consider:

- how proxies may be established and revoked;
- circumstances where proxies may or may not be used; and
- how a proxyholder may participate in a meeting including voting, speaking, or asking questions on behalf of the appointing member.

If a municipality chooses to allow proxy voting, it would be the role of the municipal clerk to establish a process for appointing and revoking proxies. Municipalities may also wish to consider addressing proxy voting in their code of conduct or other local policies to help ensure that votes are appropriately cast and that the local process is followed.

Once a proxy has been appointed, the appointing member could revoke the proxy using the process established by the municipal clerk.

Limitations

Limits to the proxy appointment process are set out in legislation. These include:

- A proxyholder cannot be appointed unless they are a member of the same council as the appointing member:
  - For upper-tiers, this means that a proxyholder has to be a member of the same upper-tier council as the appointee, regardless of lower-tier membership;
• A member cannot act as a proxyholder for more than one other member of council at a time;
• An appointed proxy is not counted when determining if a quorum is present;
• A member appointing a proxy shall notify the municipal clerk of the appointment in accordance with a local process established by the clerk; and
• When a recorded vote is taken, the clerk shall record the name and vote of every proxyholder and the name of the member of council for whom the proxyholder is acting.

Council member absence rules still apply. This means that a member’s seat would become vacant if they are absent from the meetings of council for three successive months without being authorized to do so by a resolution of council.

**Accountability and Transparency**

Members appointing proxies or acting as proxyholders are required to follow existing accountability and transparency requirements. For example, a member may not appoint a proxy or serve as a proxyholder on a matter in which they have a pecuniary interest under the *Municipal Conflict of Interest Act*. Municipalities may also want to consider transparency measures such as:

• communicating to the public who has appointed a proxy and who is serving as a proxy;
• publishing meeting agendas in advance so that proxies can be appointed, if needed, and potential conflicts of interest can be identified; and
• allowing members to participate electronically when not able to attend meetings in person rather than appointing a proxy.

For more information about existing accountability and transparency requirements, including the Municipal Conflict of Interest Act, codes of conduct and the role of the local integrity commissioner, please see the [Municipal Councillor’s Guide](#).

**Contact**

If you have questions regarding how these new provisions may impact your municipality, contact your local Municipal Services Office with the Ministry of Municipal Affairs and Housing.

• **Central Municipal Services Office**  
  Telephone: 416-585-6226 or 1-800-668-0230

• **Eastern Municipal Services Office**  
  Telephone: 613-545-2100 or 1-800-267-9438

• **Northern Municipal Services Office (Sudbury)**  
  Telephone: 705-564-0120 or 1-800-461-1193

• **Northern Municipal Services Office (Thunder Bay)**  
  Telephone: 807-475-1651 or 1-800-465-5027

• **Western Municipal Services Office**  
  Telephone: 519-873-4020 or 1-800-265-4736
Additional Resources

- Municipal Act, 2001: https://www.ontario.ca/laws/statute/01m25
Electronic Participation in Municipal Meetings

July 2020

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This document replaces previous guidance released in March 2020 regarding electronic participation in municipal meetings during emergencies.

This document, as well as any links or information from other sources referred to in it, should not be relied upon, including as a substitute for specialized legal or other professional advice in connection with any particular matter. The user is solely responsible for any use or application of this document.
Overview

The province has made changes to the Municipal Act to allow members of councils, committees and certain local boards who participate in open and closed meetings electronically to be counted for purposes of quorum (the minimum number of members needed to conduct business at a meeting).

These provisions are optional. Municipalities continue to have the flexibility to determine if they wish to use these provisions and incorporate them in their individual procedure bylaws.

Municipalities may wish to review their procedure bylaws to determine whether to allow members to participate in meetings electronically, and whether to take advantage of the new provisions based on their local needs and circumstances.

What a municipality can do

A municipality can choose to hold a special meeting to amend their procedure bylaw to allow electronic participation. During this special meeting, members participating electronically can be counted for the purposes of quorum.

Municipal councils, committees and boards can choose to amend their procedure bylaws to:

- allow the use of electronic participation at meetings
- state whether members can participate in both open meeting and closed meetings
- state whether members participating electronically count towards quorum

It is up to municipalities to determine:

- whether to use these provisions
- the method of electronic participation
- the extent to which members can participate electronically (for example, it is up to municipalities to decide whether all council members participate electronically or whether some still participate when physically present in council chambers)

Technology to use for electronic meetings

Municipalities, their boards and committees can choose the technology best suited to their local circumstances so:

- their members can participate electronically in decision-making
- meetings can be open and accessible to the public
Municipalities may want to engage with peers who have electronic participation in place to find out about best practices as they revise their procedure bylaws. Some municipalities may choose to use teleconferences while others may use video conferencing.

**Open meeting requirements**

If a municipality chooses to amend their procedure bylaw to allow people to participate electronically, meetings would still be required to follow existing meeting rules, including that the municipality:

- provides notice of meetings to the public
- maintains meeting minutes
- continues to hold meetings open to the public *(subject to certain exceptions)*

The *Municipal Act* specifies requirements for open meetings to ensure that municipal business is conducted transparently, and with access for and in view of the public. There are limited circumstances under the *Municipal Act* when municipal meetings can be conducted in closed session.

**Rules for local boards**

Local boards subject to the meeting rules in the *Municipal Act* include:

- municipal service boards
- transportation commissions
- boards of health
- planning boards
- many other local boards and bodies

Some local boards may not be covered. For example, police services, library and school boards have different rules about their meetings, which are found in other legislation.

Municipalities are best positioned to determine whether a local entity is considered a local board. If in doubt whether a local entity is covered under these rules, municipalities can seek independent legal advice regarding the status of local entities and whether these new provisions would apply to them.
Contact

If you have questions regarding how these new provisions might impact your municipality, contact your local Municipal Services Office.

- **Central Municipal Services Office**
  Telephone: 416-585-6226 or 1-800-668-0230

- **Eastern Municipal Services Office**
  Telephone: 613-545-2100 or 1-800-267-9438

- **Northern Municipal Services Office (Sudbury)**
  Telephone: 705-564-0120 or 1-800-461-1193

- **Northern Municipal Services Office (Thunder Bay)**
  Telephone: 807-475-1651 or 1-800-465-5027

- **Western Municipal Services Office**
  Telephone: 519-873-4020 or 1-800-265-4736

Additional Resources

- Municipal Act, 2001: [https://www.ontario.ca/laws/statute/01m25](https://www.ontario.ca/laws/statute/01m25)
July 22, 2020

Dear Heads of Council and Chairs of District Social Services Administration Boards:

In March, our government introduced the Protecting Tenants and Strengthening Community Housing Act, 2020 (Bill 184), which supports the government’s plan to make life more affordable for Ontarians. Since that time, our government has been focussed on the health and well-being of Ontarians as we navigate through the COVID-19 outbreak.

It is with great pride that I am able to share with you the progress we have made on Bill 184. On July 22, 2020, the Protecting Tenants and Strengthening Community Housing Act, 2020 received Royal Assent.


As I highlighted in my March 12, 2020 letter these amendments support the following priorities:

- **More Homes, More Choice: Ontario’s Housing Supply Action Plan** to make it faster and easier to build housing, including rental housing, and to build the right types of homes in the right places;
- Part II of the Community Housing Renewal Strategy – a multi-year strategy to stabilize and grow Ontario’s community housing sector; and
- **Transforming the Delivery of Building Code Services** by enabling the future creation of an administrative authority that would help deliver faster and better services to promote the safe construction of buildings in Ontario.

More details on the Protecting Tenants and Strengthening Community Housing Act, 2020 can be found in the official news release. A copy of the Act will be available on the Ontario e-Laws website shortly (www.ontario.ca/laws).

On behalf of our government, I would like to extend our thanks for your work with the ministry leading up to the passage of this Act. We look forward to continuing to work with all of our municipal partners and are committed to continuing discussions with you in the coming months.

Sincerely,

Steve Clark

Ministry of Municipal Affairs
and Housing
Office of the Minister
777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000
Steve Clark
Minister
ONTARIO SUPPORTS ARTS AND TOURISM SECTORS IN NORTHUMBERLAND—PETERBOROUGH SOUTH

NEWS RELEASE

MPP DAVID PICCINI

PORT HOPE, ON – Today, Lisa MacLeod, Minister of Heritage, Sport, Tourism and Culture Industries, met David Piccini, MPP for Northumberland–Peterborough South, at Lent Lane in downtown Port Hope to announce more than $835,000 in funding to help propel the local arts and tourism sectors.

"Our sectors were hit first, the hardest and will take the longest to recover," said Minister MacLeod. "As our government moves forward with reopening the province, we are proud to support numerous organizations that build up our unique communities and put our tourism industry on a path to recovery."

Since the COVID-19 pandemic began in March, the government has continued to invest in Ontario’s tourism and creative sectors. The Celebrate Ontario program, Ontario Trillium Foundation, and Ontario Arts Council have flowed more than $485,000 to enrich local and visitor experiences. These investments include:

- $74,900 to Critical Mass: A Centre for Contemporary Art to design an app highlighting Port Hopes cultural and heritage space.
- $18,900 to Capitol Theatre Heritage Foundation to engage youth with theatre professionals in a creative learning environment.
- $31,100 to the Cobourg Dragon Boat and Canoe Club to engage youth, families and adults in year-round fitness program involving canoe racing and cross-training activities.
- $309,600 to the Rebound Child and Youth Services to support the positive social development of children and youth in rural Northumberland.
- $53,448 to Westben Arts Festival Theatre to support community activities, including choral and educational programs.

"Ontario’s tourism industry will play a crucial role in the province’s economic recovery," said MPP Piccini. "Our community boasts remarkable attractions, talent and must visit restaurants, and the social and economic impact of our region is immense. That’s why our government continues to provide the industry with support through programs like Celebrate Ontario, the Ontario Cultural Attractions Fund, the Ontario Trillium Foundation, the Ontario Arts Council and Ontario Creates. This funding is critical for our tourism sector and I am pleased to celebrate these investments with recipients in Northumberland-Peterborough South."
Additional funding to deliver locally driven tourism marketing programs was also made possible through a partnership between Destination Ontario and Destination Canada designed to incentivize Ontarians to explore their local communities. The local Regional Tourism Organization has received $350,000 to deliver a much-needed boost to businesses.

The government is committed to continuing its work with our province’s tourism and arts sectors to ensure that as the economy gradually reopens, Ontario will be in the best position to welcome the world back to our province.

-30-

MEDIA CONTACT

Paige Wiggans, Executive Assistant
Office of MPP David Piccini
Northumberland-Peterborough South
E: David.PicciniCO@pc.ola.org
O: 905-372-4000
C: 905-373-9701
Summary Report
29 June 2020 - 22 July 2020

Let's Talk Cramahe

PROJECTS SELECTED: 17
FULL LIST AT THE END OF THE REPORT

Visitors Summary

<table>
<thead>
<tr>
<th></th>
<th>29 Jun '20</th>
<th>22 Jul '20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pageviews</td>
<td>50</td>
<td>150</td>
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<tr>
<td>Visitors</td>
<td>24</td>
<td>62</td>
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Highlights

<table>
<thead>
<tr>
<th></th>
<th>TOTAL VISITS</th>
<th>MAX VISITORS PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
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<td>23</td>
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<tr>
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<tr>
<td>Engaged Visitors</td>
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<td>62</td>
</tr>
<tr>
<td>Informed Visitors</td>
<td>62</td>
<td>111</td>
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<tr>
<td>Aware Visitors</td>
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</table>
# PARTICIPANT SUMMARY

## ENGAGED PARTICIPANTS

<table>
<thead>
<tr>
<th>Action</th>
<th>Registered</th>
<th>Unverified</th>
<th>Anonymous</th>
</tr>
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<tr>
<td>Contributed on Forums</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Participated in Surveys</td>
<td>14</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Contributed to Newsfeeds</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Participated in Quick Polls</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Posted on Guestbooks</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Contributed to Stories</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Asked Questions</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Placed Pins on Places</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Contributed to Ideas</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

* A single engaged participant can perform multiple actions

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Municipal Office Re-Opening</td>
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<tr>
<td>2021 Budget Consultations</td>
<td>9</td>
<td>26.5%</td>
</tr>
<tr>
<td>Virtual Town Hall</td>
<td>7</td>
<td>29.2%</td>
</tr>
<tr>
<td>Customer Service Survey</td>
<td>5</td>
<td>21.7%</td>
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<tr>
<td>Planning Applications</td>
<td>2</td>
<td>6.1%</td>
</tr>
<tr>
<td>What's the Big Idea?</td>
<td>1</td>
<td>9.1%</td>
</tr>
<tr>
<td>Report a Pot Hole</td>
<td>1</td>
<td>9.1%</td>
</tr>
</tbody>
</table>

* Calculated as a percentage of total visits to the Project

## INFORMED PARTICIPANTS

<table>
<thead>
<tr>
<th>Action</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewed a video</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Viewed a photo</td>
<td>1</td>
<td>100.0%</td>
</tr>
<tr>
<td>Downloaded a document</td>
<td>18</td>
<td>68.8%</td>
</tr>
<tr>
<td>Visited the Key Dates page</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Visited an FAQ list Page</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Visited Instagram Page</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Visited Multiple Project Pages</td>
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<tr>
<td>Contributed to a tool (engaged)</td>
<td>24</td>
<td>60%</td>
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* A single informed participant can perform multiple actions

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</thead>
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<tr>
<td>2021 Budget Consultations</td>
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<td>Council Highlights</td>
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<td>Planning Applications</td>
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<td>51.5%</td>
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<tr>
<td>Virtual Town Hall</td>
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<td>58.3%</td>
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<tr>
<td>Municipal Office Re-Opening</td>
<td>13</td>
<td>61.9%</td>
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<tr>
<td>Customer Service Survey</td>
<td>13</td>
<td>56.5%</td>
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<tr>
<td>What's the Big Idea?</td>
<td>3</td>
<td>27.3%</td>
</tr>
<tr>
<td>Our Cramahe Engagement Charter</td>
<td>1</td>
<td>100.0%</td>
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</tbody>
</table>

* Calculated as a percentage of total visits to the Project

## AWARE PARTICIPANTS

<table>
<thead>
<tr>
<th>Action</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Visited at least one Page</td>
<td>111</td>
<td>100%</td>
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</tbody>
</table>

* A aware user could have also performed an informed or engaged action

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>2021 Budget Consultations</td>
<td>34</td>
</tr>
<tr>
<td>Planning Applications</td>
<td>33</td>
</tr>
<tr>
<td>Virtual Town Hall</td>
<td>24</td>
</tr>
<tr>
<td>Customer Service Survey</td>
<td>23</td>
</tr>
<tr>
<td>Municipal Office Re-Opening</td>
<td>21</td>
</tr>
<tr>
<td>Council Highlights</td>
<td>18</td>
</tr>
<tr>
<td>Public Participation Spectrum</td>
<td>17</td>
</tr>
<tr>
<td>Canada Day in Cramahe!</td>
<td>13</td>
</tr>
</tbody>
</table>

* Total list of unique visitors to the project
### ENGAGEMENT TOOLS SUMMARY

<table>
<thead>
<tr>
<th>Tool Type</th>
<th>Count</th>
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<tbody>
<tr>
<td>Forum Topics</td>
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<tr>
<td>Surveys</td>
<td>4</td>
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<tr>
<td>News Feeds</td>
<td>5</td>
</tr>
<tr>
<td>Quick Polls</td>
<td>1</td>
</tr>
<tr>
<td>Guestbooks</td>
<td>0</td>
</tr>
<tr>
<td>Stories</td>
<td>17</td>
</tr>
<tr>
<td>Q&amp;A's</td>
<td>0</td>
</tr>
<tr>
<td>Places</td>
<td>0</td>
</tr>
</tbody>
</table>

#### FORUM TOPICS SUMMARY
- **2 Forum Topics**
- **2 Contributors**
- **2 Contributions**

#### TOP 3 FORUM TOPICS BASED ON CONTRIBUTORS
1. Consent Applications (2 contributors)
2. Minor Variance Applications (0 contributors)

#### SURVEYS SUMMARY
- **4 Surveys**
- **23 Contributors**
- **34 Submissions**

#### TOP 3 SURVEYS BASED ON CONTRIBUTORS
1. 2021 Budget Survey (9 contributors)
2. Feedback on Re-Opening the Municipal Office (9 contributors)
3. Virtual Town Halls (7 contributors)

#### NEWSFEEDS SUMMARY
- **5 NewsFeed**
- **0 Visits**
- **0 Visitors**

#### TOP 3 NEWSFEEDS BASED ON VISITORS
1. Operating & Capital Budget Process (0 visitors)
2. Where do my tax dollars go? (0 visitors)
3. How does my property's assessed value affect the property taxes I pay? (0 visitors)

#### QUICK POLLS SUMMARY
- **1 Quick Polls**
- **0 Contributors**
- **0 Responses**

#### TOP 3 QUICK POLLS BASED ON CONTRIBUTORS
- Do you find the Council Highlights to be a helpful communication tool? (0 contributors)
### ENGAGEMENT TOOLS SUMMARY

#### STORIES SUMMARY
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>17</td>
<td>Stories</td>
</tr>
<tr>
<td>1</td>
<td>Contributors</td>
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<tr>
<td>1</td>
<td>Submissions</td>
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</tbody>
</table>

#### TOP 3 STORIES BASED ON CONTRIBUTORS

<table>
<thead>
<tr>
<th></th>
<th>Authors to</th>
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<tbody>
<tr>
<td>1</td>
<td>Stories</td>
</tr>
<tr>
<td>0</td>
<td>Municipal Office Re-Opening</td>
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<tr>
<td>0</td>
<td>Share your photos!</td>
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#### IDEAS SUMMARY
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<tr>
<td>2</td>
<td>Ideas</td>
</tr>
<tr>
<td>1</td>
<td>Contributors</td>
</tr>
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<td>1</td>
<td>Contributions</td>
</tr>
</tbody>
</table>

#### TOP 3 IDEAS BASED ON CONTRIBUTORS

<table>
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<th>Contributed to</th>
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<tbody>
<tr>
<td>1</td>
<td>Got an idea? Tell us about it!</td>
</tr>
<tr>
<td>0</td>
<td>Share Your IDEA!</td>
</tr>
</tbody>
</table>
### INFORMATION WIDGET SUMMARY

| DOCUMENTS | | PHOTOGRAPHY | | VIDEOS | | FAQS | | KEY DATES |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **7** Documents | **4** Photos | **0** Videos | **0** FAQs | **0** Key Dates |

#### TOP 3 DOCUMENTS BASED ON DOWNLOADS

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<thead>
<tr>
<th>Rank</th>
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</thead>
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<tr>
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<td>18</td>
<td>COUNCIL HIGHLIGHTS 06-23-20</td>
</tr>
<tr>
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<td>2</td>
<td>COUNCIL HIGHLIGHTS 05-19-2020.pdf</td>
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<tr>
<td>3</td>
<td>1</td>
<td>OurCramahe Engagement Charter DRAFT.pdf</td>
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</table>

#### TOP 3 PHOTOS BASED ON VIEWS

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<th>Rank</th>
<th>Views</th>
<th>Title</th>
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<tr>
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<td>0</td>
<td>photo-1588784031247-e4c14c82878d.jpg</td>
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<tr>
<td>3</td>
<td>0</td>
<td>photo-1588852065463-5de1411ea697.jpg</td>
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## TRAFFIC SOURCES OVERVIEW

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<th>Visits</th>
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<tr>
<td>m.facebook.com</td>
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</tr>
<tr>
<td><a href="http://www.google.ca">www.google.ca</a></td>
<td>8</td>
</tr>
<tr>
<td><a href="http://www.google.com">www.google.com</a></td>
<td>7</td>
</tr>
<tr>
<td>t.co</td>
<td>4</td>
</tr>
<tr>
<td>android-app</td>
<td>3</td>
</tr>
<tr>
<td><a href="http://www.facebook.com">www.facebook.com</a></td>
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</tr>
<tr>
<td>l.facebook.com</td>
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</table>
## SELECTED PROJECTS - FULL LIST

<table>
<thead>
<tr>
<th>PROJECT TITLE</th>
<th>AWARE</th>
<th>INFORMED</th>
<th>ENGAGED</th>
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</thead>
<tbody>
<tr>
<td>2021 Budget Consultations</td>
<td>34</td>
<td>23</td>
<td>9</td>
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<tr>
<td>Planning Applications</td>
<td>33</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>Virtual Town Hall</td>
<td>24</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>Customer Service Survey</td>
<td>23</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td>Municipal Office Re-Opening</td>
<td>21</td>
<td>13</td>
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<tr>
<td>Council Highlights</td>
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<td>Public Participation Spectrum</td>
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<tr>
<td>Canada Day in Cramahe!</td>
<td>13</td>
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</tr>
<tr>
<td>FAQ's</td>
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<td>Capture Cramahe!</td>
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<td>0</td>
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<tr>
<td>What's the Big Idea?</td>
<td>11</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Report a Pot Hole</td>
<td>11</td>
<td>1</td>
<td>1</td>
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<tr>
<td>I Love My Library &amp; This is Why...</td>
<td>5</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Coping with COVID-19</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Our Cramahe Engagement Charter</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Council Hears You!</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Who's Listening?</td>
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Virtual Town Halls

SURVEY RESPONSE REPORT
29 June 2020 - 22 July 2020

PROJECT NAME:
Virtual Town Hall
SURVEY QUESTIONS
Q1  Have you participated in one or more Virtual Town Halls since March 2020?

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>4</td>
</tr>
<tr>
<td>No</td>
<td>3</td>
</tr>
</tbody>
</table>

Question options
- Yes
- No

Mandatory Question (7 response(s))
Question type: Checkbox Question

Q2  Would you like staff and council to re-start Virtual Town Halls following the summer months to continue to provide COVID-19...

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>5</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

Question options
- Yes
- No

Mandatory Question (7 response(s))
Question type: Checkbox Question
Q3  Have you participated in one or more of our Virtual Council or Committee meetings since March 2020?

Question options

- Yes
- No

Mandatory Question (7 response(s))
Question type: Checkbox Question

Q4  If Council were to continue with Virtual Meetings, does the current time work for you?

Question options

- Yes (Tuesday’s at 2PM)
- Evenings after 7PM
- Evenings after 5PM
- No

Mandatory Question (7 response(s))
Question type: Checkbox Question
Feedback on Re-Opening the Municipal Office

SURVEY RESPONSE REPORT
29 June 2020 - 22 July 2020

PROJECT NAME:
Municipal Office Re-Opening
SURVEY QUESTIONS
Q1  Are you satisfied with the services the Township of Cramahe have been providing since the Declaration of Emergency began in...

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Not Applicable</th>
<th>No</th>
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<tbody>
<tr>
<td>Count</td>
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<td>0</td>
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</table>

Question options

Yes  Not Applicable  No

Optional question (13 response(s), 0 skipped)
Question type: Checkbox Question

Q2  Have you required any service during the Declaration of Emergency? If so, please choose one or more of the following option...

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Question type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissioning Services</td>
<td>2</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Planning Applications</td>
<td>2</td>
<td>Optional</td>
</tr>
<tr>
<td>Tax Questions</td>
<td>3</td>
<td>Optional</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>Optional</td>
</tr>
<tr>
<td>Please share your experience</td>
<td>0</td>
<td>Optional</td>
</tr>
<tr>
<td>Marriage Licence</td>
<td>0</td>
<td>Optional</td>
</tr>
<tr>
<td>Building Permits</td>
<td>0</td>
<td>Optional</td>
</tr>
<tr>
<td>Cemetery Services</td>
<td>0</td>
<td>Optional</td>
</tr>
</tbody>
</table>

Mandatory Question (13 response(s))
Question type: Checkbox Question
Q3  The Province has allowed municipal councils to continue to meet virtually for an extended period of time. Since March 2020,...

Question options
- Yes - I've attended a virtual meeting and would like to continue to do so
- Yes - I prefer to have the meetings recorded and viewable on YouTube
- I would prefer a hybrid option where I can sign on virtually
- No - I would prefer for meetings to be in person
- Other (please specify)

Optional question (13 response(s), 0 skipped)
Question type: Checkbox Question

Q4  With tax due date in September, do you want the Municipal Office to be open to the public just for taxes for a week period ...

Question options
- Partially Open - I’d like to make an appointment to come in to pay taxes
- Partially Open for the week that taxes are due with a full reopening in October
- I’m ok with paying taxes on line, submitting payment through cheque or at my financial institution
- Fully Open the entire Municipal Office

Optional question (13 response(s), 0 skipped)
Question type: Checkbox Question
Q5  As staff are preparing to reopen the Municipal Office, we are considering various options. One option is to open fully foll...

<table>
<thead>
<tr>
<th>Question options</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open ASAP</td>
<td>1</td>
</tr>
<tr>
<td>Open in October with a phased in approach</td>
<td>5</td>
</tr>
<tr>
<td>Open when staff are ready</td>
<td>6</td>
</tr>
<tr>
<td>Open in September by appointment only, then a phased in approach focusing on service delivery and required staff</td>
<td>6</td>
</tr>
<tr>
<td>Open by Appointment-Only until January</td>
<td>6</td>
</tr>
<tr>
<td>Have another option? Please let us know!</td>
<td>0</td>
</tr>
<tr>
<td>Open following Labour Day</td>
<td>0</td>
</tr>
</tbody>
</table>

**Optional question** (13 response(s), 0 skipped)

**Question type:** Checkbox Question
Q6  Times during COVID-19 have been difficult for everyone. Staff have been as responsive as possible given the office closure to the public. We want to hear from you on how you have been able to connect with us and provide some insight into our service delivery during this time.

Anonymous  
7/18/2020 05:53 PM  
Staff have been doing the best they can. Only issue I had was leaving a message on staff's voicemail and did not hear back for a few days so I emailed. Don't know if staff were working from home but I ended up getting a very fast response when I emailed.

Anonymous  
7/19/2020 02:47 PM  
My tax dollars are being used wisely. I have no issue with the way things are if they continue. I'd suggest appointment only.

Anonymous  
7/19/2020 05:49 PM  
Great job. No concern

Anonymous  
7/20/2020 11:45 AM  
Planning Department is slow in responding.

Anonymous  
7/21/2020 07:17 PM  
Seems to be running fine as is. Take your time and open right and don’t rush things just to make one or two people happy.

Anonymous  
7/21/2020 07:46 PM  
I really enjoyed coming to council tonight as it’s something I wouldn’t do normally. Don’t know what the reason is to go back to inperson and not virtual

cramahe142  
7/22/2020 10:12 AM  
The office is a place to due business...most of us communicate electronically...through emails....yet some staff act as if emails don’t reach them...at least don’t acknowledge receiving them  
Good job Mandy!

Anonymous  
7/22/2020 12:28 PM  
Optional question (8 response(s), 5 skipped)

Question type: Essay Question
Q1  How did you connect with us:

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>2</td>
</tr>
<tr>
<td>Email</td>
<td>5</td>
</tr>
<tr>
<td>In-Person</td>
<td>0</td>
</tr>
</tbody>
</table>

**Question options**
- Phone
- Email
- In-Person

Optional question (5 response(s), 0 skipped)
Question type: Checkbox Question

Q2  What was your main reason for contacting us:

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Looking for Information</td>
<td>2</td>
</tr>
<tr>
<td>Complaint</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>Provide Feedback</td>
<td>0</td>
</tr>
<tr>
<td>Report a Problem</td>
<td>0</td>
</tr>
</tbody>
</table>

**Question options**
- Looking for Information
- Complaint
- Other
- Provide Feedback
- Report a Problem

Optional question (5 response(s), 0 skipped)
Question type: Checkbox Question
Q3  What was the main area of your concern / feedback / question?

**Question options**
- Planning Related
- Council Related
- Roads
- By-Law Enforcement
- Other
- Property Taxes
- New Resident Inquiry
- Parks & Recreation
- Building Permits

Optional question (5 response(s), 0 skipped)
Question type: Checkbox Question
Q4  Do you feel that your issue was addressed within a reasonable amount of time?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Question options

Yes  No

Optional question (5 response(s), 0 skipped)
Question type: Checkbox Question

Q5  Can you share with us what we did really well?

Wendy
7/08/2020 12:34 PM

The receptionist was very prompt. My phone call to the Planning department went to a ridiculous voicemail just indicating the office was closed due to the pandemic. No option to leave a message. That is poor service. I did email H. Sadler who did not provide the response she said she would regarding a severance question. I have emailed her again.

Anonymous
7/17/2020 02:44 PM

The clerk was super responsive in commissioning services. I had a few documents to sign. We FaceTimed and she mailed me hard copies of the documents I needed. It couldn’t have worked any better. I appreciate the effort put into coming up with ideas on how to maintain this service with the office closures. Response time was good even with office closed.

Anonymous
7/18/2020 10:05 AM

Anonymous
7/21/2020 06:22 PM

Optional question (4 response(s), 1 skipped)
Question type: Essay Question

Nothing
Anonymous
7/21/2020 06:22 PM

Nobody answers the phone, you can’t register on let’s talk Cramahe, no one available to give access to virtual counsel meetings or explain how to use them, it’s all a big Joke how can you voice your opinion if you don’t allow taxpayers to be involved in decisions. Nothing gets done in this town change has to come

cramahe142
7/22/2020 10:14 AM

Reply to emails...at least reply with..I have recieved your email...I will get back to you with an answer as soon as I can

Optional question (2 response(s), 3 skipped)

Question type: Essay Question
Q7  How would you rate your overall experience? (1 being the least satisfied - 5 being the most satisfied)

Question options

- 1 - Dissatisfied
- 2 - Somewhat Dissatisfied
- 5 - Satisfied
- 3 - Neutral
- 4 - Somewhat Satisfied

Optional question (5 response(s), 0 skipped)

Question type: Dropdown Question
SURVEY RESPONSE REPORT
29 June 2020 - 22 July 2020

PROJECT NAME:
2021 Budget Consultations
SURVEY QUESTIONS
Q1 How familiar are you with the Township of Cramahe's budget (Operating and Capital)?

**Question options**
- Familiar
- Somewhat familiar
- Somewhat Not Informed
- Not Informed

Optional question (9 response(s), 0 skipped)
Question type: Checkbox Question

Q2 Municipal property taxes are the primary way to pay for services provided by the Township of Cramahe. Which of the following...

**Question options**
- Increase taxes to enhance or expand municipal services
- Increase taxes to maintain services at current levels
- Cut services to maintain current tax levels
- Cut services to reduce taxes

Mandatory Question (9 response(s))
Question type: Checkbox Question
Q3 If you chose a tax increase in Question 2, where would you suggest the increase be spent? (Select as many as applicable)

**Question options**

- Economic Development
- Fire Services
- Library Services
- Parks
- Road Maintenance
- Winter Control
- Gravel Roads
- By-Law Enforcement
- Street lights
- Other (please specify)
- Building Services
- Cemeteries
- Planning Services
- Police Services
- Recreation Facilities
- Resident Attraction/Retention
- Sidewalks

Optional question (5 response(s), 4 skipped)

Question type: Checkbox Question
Q4 If you chose zero tax increase or a reduction in Question 2, where would you suggest service reductions be made? (check as ...
Municipal water and wastewater services are fully paid for by user fees. Only properties that are connected to the municipa...
Q6 Please rank your top three priorities where you believe that the Township should spend more tax dollars on:

- Road Maintenance
- Fire Department
- Infrastructure Replacement
- Library Services
- By-Law Enforcement
- Parks
- Other (please specify)
- Recreation Facilities
- Grants and Donations

Mandatory Question (9 response(s))
Question type: Checkbox Question
Jackie greenen  
7/07/2020 10:58 AM  

Does it really matter they are not going to listen anyway, but we need to attract more business to the area, spending money on road repair is a must you want this. A business is not going to open if the roads are in disrepair as they are now. If you bring more business in then you will reduce the tax burden on property owners.

Wendy  
7/08/2020 12:28 PM  

My property taxes have risen dramatically ($2000) over the past 4 years due to reassessment plus increases. Enough is enough. It's time to combine services and resources with another municipality within Northumberland. And Northumberland County needs to stop the annual increases of 2% plus. Reduce, reuse and eliminate the waste and the beaurocracy. Great idea. This is a first for Cramahe.

Cynthia  
7/18/2020 12:51 PM  

Hart90  
7/22/2020 01:41 PM  

Resurface Big Apple Drive which is the number 1 tourist attraction for miles and the road is embarrassing to drive down from both directions (Percy St and Herron Rd)
Q9 Please rank your top three priorities that you believe that the municipality could spend LESS tax dollars on:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation Facilities</td>
<td>5</td>
</tr>
<tr>
<td>Policing</td>
<td>4</td>
</tr>
<tr>
<td>Fire Department</td>
<td>5</td>
</tr>
<tr>
<td>Grants and Donations</td>
<td>5</td>
</tr>
<tr>
<td>Library Services</td>
<td>2</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0</td>
</tr>
<tr>
<td>Road Maintenance</td>
<td>0</td>
</tr>
<tr>
<td>Infrastructure Replacement</td>
<td>0</td>
</tr>
</tbody>
</table>

Question options
- Recreation Facilities
- Policing
- Fire Department
- Grants and Donations
- Library Services
- Other (please specify)
- Road Maintenance
- Infrastructure Replacement

Mandatory Question (9 response(s))
Question type: Checkbox Question

Q10 How would you like to be involved in the 2021 Budget process?

<table>
<thead>
<tr>
<th>Method</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill out online survey, questionnaires or budget tools</td>
<td>3</td>
</tr>
<tr>
<td>Combination of the above</td>
<td>5</td>
</tr>
<tr>
<td>Attend Special Budget Public Meetings</td>
<td>1</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0</td>
</tr>
</tbody>
</table>

Question options
- Fill out online survey, questionnaires or budget tools
- Combination of the above
- Attend Special Budget Public Meetings
- Other (please specify)

Mandatory Question (9 response(s))
Question type: Checkbox Question
<table>
<thead>
<tr>
<th>B.P #</th>
<th>Type of Work</th>
<th>Date Issued</th>
<th>Lot &amp; Concession</th>
<th>Civic Address</th>
<th>Value of Construction</th>
<th>Permit Fee</th>
<th>Roll Number</th>
<th>Plumbing</th>
<th>Area Sq Ft</th>
<th>Gross Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-015</td>
<td>Deck</td>
<td>05 05 20</td>
<td>Lot 10</td>
<td>71 Prairie Run (Lot 10)</td>
<td>$6,000.00</td>
<td>$200.00</td>
<td>N/A</td>
<td>N/A</td>
<td>1,200</td>
<td>1,807</td>
</tr>
<tr>
<td>20-016</td>
<td>SFD</td>
<td>05 15 20</td>
<td>Lot 3</td>
<td>227 Secor Rd</td>
<td>$500,000.00</td>
<td>$1,797.75</td>
<td>20-003</td>
<td>1,328</td>
<td>1,857</td>
<td></td>
</tr>
<tr>
<td>20-017</td>
<td>SFD</td>
<td>05 15 20</td>
<td>Lot 10 Conc 2</td>
<td>1483 Old Percy</td>
<td>$395,000.00</td>
<td>$1,524.05</td>
<td>20-005</td>
<td>20-003</td>
<td>1,328</td>
<td>1,857</td>
</tr>
<tr>
<td>20-018</td>
<td>SFD</td>
<td>05 15 20</td>
<td>Lot 2 Conc 2</td>
<td>456 Old Ridge</td>
<td>$390,000.00</td>
<td>$1,328.00</td>
<td>20-003</td>
<td>20-003</td>
<td>1,328</td>
<td>1,857</td>
</tr>
<tr>
<td>20-019</td>
<td>Residential Addition</td>
<td>05 15 20</td>
<td>Lot 13 Conc 5</td>
<td>14177 TR21</td>
<td>$220,000.00</td>
<td>$975.00</td>
<td>20-005</td>
<td>20-005</td>
<td>550</td>
<td></td>
</tr>
<tr>
<td>20-020</td>
<td>Residential Expansion</td>
<td>05 15 20</td>
<td>Lot 14 Conc 2</td>
<td>261 Victory Beach</td>
<td>$150,000.00</td>
<td>$1,522.00</td>
<td>20-005</td>
<td>20-005</td>
<td>1,261</td>
<td>1,790</td>
</tr>
<tr>
<td>20-021</td>
<td>Deck</td>
<td>05 22 20</td>
<td>Lot 10 Conc 5</td>
<td>14177 TR21</td>
<td>$550,000.00</td>
<td>$2,000.00</td>
<td>N/A</td>
<td>N/A</td>
<td>360</td>
<td>1,200</td>
</tr>
<tr>
<td>20-022</td>
<td>Demo (Canopy)</td>
<td>05 28 20</td>
<td>Lot 13 Conc 5</td>
<td>14177 TR21</td>
<td>$20,000.00</td>
<td>$300.00</td>
<td>20-004</td>
<td>20-004</td>
<td>2,745</td>
<td></td>
</tr>
<tr>
<td>20-023</td>
<td>Accessory Building Garage</td>
<td>05 29 20</td>
<td>Lot 10 Conc 1</td>
<td>69 McLean Rd</td>
<td>$35,000.00</td>
<td>$576.40</td>
<td>20-004</td>
<td>20-004</td>
<td>614</td>
<td>1,068</td>
</tr>
<tr>
<td>20-024</td>
<td>Second Unit</td>
<td>05 29 20</td>
<td>Lot 10 Conc 1</td>
<td>69 McLean Rd</td>
<td>$300,000.00</td>
<td>$1,331.00</td>
<td>20-004</td>
<td>20-004</td>
<td>800</td>
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<tr>
<td>20-025</td>
<td>Accessory Building Garage</td>
<td>05 29 20</td>
<td>Lot 2 Conc 3</td>
<td>69 8th St</td>
<td>$800,000.00</td>
<td>$483.40</td>
<td>20-004</td>
<td>20-004</td>
<td>816</td>
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</tr>
</tbody>
</table>

Total: $1,816,000.00 $9,072.90

Number of SD: 3
<table>
<thead>
<tr>
<th>B.P #</th>
<th>Type of Work</th>
<th>Date Issued</th>
<th>Lot &amp; Concession</th>
<th>Civic Address</th>
<th>Value of Construction</th>
<th>Permit Fee</th>
<th>Roll Number</th>
<th>Plumbing Area Sq.Ft.</th>
<th>Gross Area Sq.Ft.</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-020</td>
<td>Deck</td>
<td>01-06-20</td>
<td>Pt Lot 23 Con 19</td>
<td>1731 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>20-021</td>
<td>SFD</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 5</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>20-022</td>
<td>Residential Demolition</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 6</td>
<td>449 Mutton Road</td>
<td>$8,000.00</td>
<td>$2,735.50</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
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<tr>
<td>20-023</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 7</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
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<tr>
<td>20-024</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 8</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
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<td>N/A</td>
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<tr>
<td>20-025</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 9</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
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<tr>
<td>20-026</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 10</td>
<td>3701 Percy Street</td>
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<td>$200.00</td>
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<td>N/A</td>
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<tr>
<td>20-027</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 11</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
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<tr>
<td>20-028</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 12</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
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<td>N/A</td>
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<tr>
<td>20-029</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 13</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>20-030</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 14</td>
<td>3701 Percy Street</td>
<td>$5,000.00</td>
<td>$200.00</td>
<td>1411 011 030 17310 0000</td>
<td>N/A</td>
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<tr>
<td>20-031</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 15</td>
<td>3701 Percy Street</td>
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<td>$200.00</td>
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<td>N/A</td>
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<tr>
<td>20-032</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 16</td>
<td>3701 Percy Street</td>
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<td>$200.00</td>
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<td>20-033</td>
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<td>01-06-20</td>
<td>Pt Lot 16 Con 17</td>
<td>3701 Percy Street</td>
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<td>N/A</td>
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<tr>
<td>20-034</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 18</td>
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<tr>
<td>20-035</td>
<td>Residential Renovation</td>
<td>01-06-20</td>
<td>Pt Lot 16 Con 19</td>
<td>3701 Percy Street</td>
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**Total:** $2,448,086.00  
$25,750.00  
$2,711.00  
$23,750.00

Number of SD : 4