

**Community Engagement Summary**

**City of Mississauga  
Enforcement Division  
Noise Control By-law Review  
Community Engagement Summary**

**Community Consultations**

**January 20<sup>th</sup>, 2020 Huron Park Recreation Centre ----- Page 3**

Ward 7

6-8pm

Approximately five participants

**January 21<sup>st</sup>, 2020 Malton Victory Hall ----- Page 6**

Ward 5

6-8pm

Zero participants

**January 22<sup>nd</sup>, 2020 Clarke Memorial Hall ----- Page 7**

Ward 1

6-8pm

Approximately 80 participants

**January 23<sup>rd</sup>, 2020 Meadowvale Theatre ----- Page 12**

Ward 9

6-8pm

Approximately five participants

**January 29<sup>th</sup>, 2020 South Common Community Centre ----- Page 16**

Ward 8

6-8pm

Approximately 10 participants

**January 30<sup>th</sup>, 2020 Tomken Twin Arena ----- Page 21**

Ward 3

6-8pm

Approximately five participants

## Focus Group Sessions

### **February 4<sup>th</sup>, 2020 Rate Payers Associations ----- Page 25**

Mississauga Civic Centre

6-8pm

Approximately six participants

### **February 6<sup>th</sup>, 2020 Construction Industry ----- Page 28**

Mississauga Civic Centre

10-12pm

Approximately 10 participants

### **February 12<sup>th</sup>, 2020 Business Improvement Areas ----- Page 30**

Mississauga Civic Centre

10:30-12:30pm

Approximately seven participants



**Noise Control By-law Review Community Consultation 1**  
**Monday, January 20, 2020**  
**6:00 - 8:00pm**  
**Huron Park Recreation Centre**  
**830 Paisley Boulevard West**

## Participants

Approximately five participants attended this community consultation.

## Welcome / Project Background

Chris Giles, Manager, Compliance and Licensing provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation, introduced Karyn Stock-MacDonald, Facilitator and her role to this project, and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, types of noise the by-laws do and do not address, current state and response processes, changes under consideration and next steps.

Due to the attendance this community consultation did not follow the World Café model where tables were created based on four main themes; Types of Noise, Communication Preference, By-law Exemptions, and Service Levels. Rather this consultation followed an open table discussion regarding the Noise Control By-law guided by Karyn Stock-MacDonald while staff took notes. The feedback from this community consultation based on the open table discussion is captured below.

## Open Table Discussion

- A quiz regarding facts of the Noise Control By-law was completed by the participants and answers were discussed.
  - What surprised you the most about the information provided by the quiz?
    - The prohibited time periods
    - Music playing not permissible past 5pm
    - No mention of motor vehicles
- What are some of the main noise issues for you?
  - Motor vehicles
  - Noise being persistent
    - home modification needed to be done in attempt to mitigate the noise
  - Unable to sleep
  - City vehicles, especially buses are sometimes the loudest emitters of noise
  - Getting cooperation from Police and Provincial or Federal governments
  - Motor vehicles
    - Modified

- Idling
  - Violating Highway Traffic Act but no consequences
- Construction work
- 7am is too soon to allow noise and should reflect regular business hours
- Sports field
  - Leads to
    - Swearing,
    - Whistle blowing; and
    - Many related issues up until 11pm
- What are some of your ideas? How do you suggest noise be dealt with?
  - More quiet zones or a development of more types of zones which limit the types of noise permitted
  - Decibel levels for objective enforcement
  - Use of technology to enforce and monitor noise
  - A recognition that noise is pollution and requires a mind shift
  - City is spending a lot of money on noise walls and they don't do anything
  - Toronto is doing a noise program to enforce vehicle noise while we just pay Peel Police who are not enforcing vehicles that violate laws
  - Why do Police say it is a "City Issue"
- What brought you here today?
  - Was affected by noise at 3am and was extremely angry and came across the survey and community consultations while online researching
  - Filed a complaint to their Councillor and the Mayor, who forwarded the consultation schedule to them
  - Director of Enforcement emailed the information
- Best way to communicate to the public?
  - City website
  - Mayor and councillor newsletters
  - Insauga
  - Associations like condo boards
- Key themes for you?
  - Vehicle noise
  - Different groups of governments need to come together
  - Enforcement or lack there of
  - If enforcement cannot follow up right away then what help does that provide
  - Constant shouting on the sports field in their neighbourhood
  - Location issues
    - More noise in some areas compared to others
  - Construction happening at 1am
  - Noise needs to be dealt with right away
  - Use of technological equipment to enforce noise
  - Establishing decibel levels for objective enforcement
  - A review of the prohibited periods and quiet zones
  - Limiting times and loud noise emitted from religious institutions

- General time restrictions should be consistent rather than varying by type or day
- Noise is pollution

## **Closing Remarks**

Karyn Stock-MacDonald provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.

## **Feedback from Participants**

Participants were asked to fill out a feedback form at the conclusion of the community consultation. Participants were asked to rate the consultation on a scale from 1 (strongly disagree) to 4 (strongly agree) based on varying statements. Participants who completed the feedback forms mostly agreed/strongly agreed that this community consultation was effective and were happy with the result. Some participants added further comments and are captured below:

- The low turnout rates at community consultations or for the online survey should not be discouraging and rather the feedback provided by those who have participated should be taken into greater consideration when developing options/approaches
- Would like to know about the outcomes of this by-law review
- Would like to know how the community consultations will be used
- Provide a non-online option for the survey

## **Main Themes**

The main themes that emerged from the Huron Park Community Centre Noise Community Consultation are captured below:

- Enforcement
  - Enforcement Officers are not available when noise issues are the most prominent
  - No cooperation between Peel Police, Government of Ontario and Enforcement
- Noise Issues
  - Both vehicle and motorcycle noise,
    - Includes City vehicles like buses
  - Noise emitted from parks and sport fields
  - Construction
- Solutions
  - Prohibited / permitted times are not equitable and need to change
  - Complaint process should be clearer and deliver a resolution immediately
  - Vehicle noise is a top complaint but it is outside the City's authority so how do we solve this?



**Noise Control By-law Review Community Consultation 2**  
**Tuesday, January 21, 2020**  
**6:00 - 8:00pm**  
**Malton Victory Hall**  
**3091 Victory Crescent**

## **Participants**

No participants attended this community consultation.



**Noise Control By-law Review Community Consultation 3**  
**Wednesday, January 22, 2020**  
**6:00 - 8:00pm**  
**Clarke Memorial Hall**  
**161 Lakeshore Road West**

## Participants

Approximately 80 participants attended this community consultation.

## Welcome / Project Background

Councillor Dasko, who was present for this community consultation, provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation, introduced Karyn Stock-MacDonald, Facilitator and her role to this project, and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, types of noise the by-laws do and do not address, current state and response processes, changes under consideration and next steps.

The community consultation followed a World Café model where tables were created based on four main themes; Types of Noise, Communication Preference, By-law Exemptions, and Service Levels. Participants would spend time at each table and generate a discussion based on each theme. Enough time was allotted to allow participants to contribute in discussion at each table for each theme. Each table had a facilitator (a member of the City's Innovation Coaches group) who facilitated the discussion by asking some guiding questions and took detailed notes. Once the exercise was complete, Karyn Stock-MacDonald asked each facilitator to discuss the main topics of discussion at their tables. The feedback from the community consultation based on four main themes is captured below.

## Types of Noise

- What are some of the issues around noise in your neighbourhood?
  - Construction noise both due to vehicles and power tools being used, especially outside of the permitted times
  - Motor vehicle and motorcycle noise, due to vehicle modifications and racing
  - Domestic units; gas powered leaf blowers, A/C units, lawn mowers, and pressure washers
  - Live music events; those occurring in restaurants/bars or public parks
  - Highway traffic, aircrafts, and water crafts
- What kinds of noise may come from your home/yard that can be heard by other neighbours?

- Domestic units; lawn maintenance tools, A/C units
- Pets
- Small backyard events
- Music
- How loud or frequent do you think noise needs to be before it becomes a nuisance?
  - Traffic noise
  - Regular partying
  - Fireworks
  - Noise after 11:00 p.m. or before 7:00 a.m.
  - Intentionally trying to cause a disturbance
  - Unable to sleep or open your windows
- What are some of your ideas on how noise could be handled in your neighbourhood?
  - Guidelines for businesses regarding noise level and possible penalties
  - Objective criteria like decibel levels
  - Officers equipped with noise measurement tools
  - Better availability of Enforcement Officers during “off-peak” hours
  - Pro-active policing
  - Reviewing the hours for noise

## **Communication Preference**

- How did you hear about this meeting and why did you attend?
  - Facebook
  - City Signs
  - Councillor newsletter
  - Family friend
  - Town Of Port Credit Association (TOPCA) email
  - Lakeview Rate Payer Association
  - Lack of enforcement
  - Noise is a disturbance
  - No resolutions or penalties for offenders
- If you had a noise complaint, what would you do?
  - Call 3-1-1
  - Call the Councillor’s office
  - Call the MPP
  - Speak to the individual(s) emitting the noise
  - Call police
- What is the best method of communication for the City to use moving forward with this project?
  - Councillor mass emails
  - Community association groups, their social media and/or email accounts
  - Signage in City facilities
  - Door-to-door flyers or personal mail
  - Local newspapers



## By-law Exemptions

- A quiz on the Noise Control By-law was completed by the participants and their responses guided the discussion of this theme.
- What stood out or surprised you about the Noise Control By-law?
  - Periods for music
  - Firework restriction in quiet zones
  - Advertisement or shouting
  - Whistling
  - Operation of combustible engines
- What changes may you recommend to the By-law?
  - Increase availability of Officers
  - Both an increase in fines and stricter enforcement
  - Change in timeframes
  - Enforcement of vehicles
  - Updating the by-law to remove things that no longer apply
  - Develop decibel limits
  - Enforcement in quiet zones

## Service Levels

- List the types of noise complaints you think may warrant on-site intervention?
  - Persistent noise
  - Time noise is occurring (e.g. evening)
  - Loud parties
  - Speeding or modified vehicles
  - Construction
- Based on the different types of noise, where do you think Enforcement staff should focus their resources?
  - Have dedicated noise officers
  - Immediate response
  - Extending Officer availability
  - Vehicle noise
  - Permit allowance / exemptions
  - Construction
  - Restaurant / bar noise
- What expectations do you have or what changes would you like to see?
  - Permit changes
  - Response times
  - Collaboration with police
  - Establishing decibel levels
  - Use of technology for enforcement
  - Heavier fines
  - Quick turnaround time for resolutions

## Feedback from Participants

Participants were asked to fill out a feedback form at the conclusion of the community consultation. Participants were asked to rate the consultation on a scale from 1 (strongly disagree) to 4 (strongly agree) based on varying statements. Participants who completed the feedback forms mostly agreed that the community consultations were effective and were happy with the result. Some participants added further comments and these are captured below.

- Staff should have provided the information regarding Noise Community Consultations to more residents
- Enforcement Officers are usually off -duty when noise is an issue
- The facility did not met accessibility needs
- Use complaint data to inform where noise enforcement should occur
- Would like to know about the outcomes of this by-law review
- Would like to know how the community consultation will be used
- Not enough discussion on enforcement practices
- Heavier punishments

## Closing Remarks

Chris Giles, Manager, Compliance and Licensing provided closing remarks and thanked the participants for taking the time to attend and inform our approaches moving forward. Staff remained at the facility to answer any further questions.

## Main Themes

The main themes that emerged from the Clarke Memorial Hall Noise Community Consultation are captured below:

- Enforcement
  - Enforcement Officers are not available when noise issues are the most prominent
  - There is no enforcement of noise violations
  - No cooperation between Peel Police and Enforcement for noise
- Noise Issues
  - Both vehicle and motorcycle noise has increased over time and is a prominent issue in Port Credit. This includes;
    - Vehicle modifications
    - Racing or revving engines
    - Vehicles traveling in large groups
  - Construction noise relating to tools and vehicles, especially during times when it is not permitted
  - Lawn maintenance tools
  - Live events at restaurants and bars during late hours of the night into early hours of the morning
- Solutions

- Increasing the availability of Enforcement Officers or dedicated Officers for noise
- Use of technological equipment to enforce noise
- Establishing decibel levels for objective enforcement
- A review of the prohibited periods and quiet zones
- Guidelines for businesses
- 'Edmonton model' of vehicle enforcement



**Noise Control By-law Review Community Consultation 4**  
**Thursday, January 23, 2020**  
**6:00 - 8:00pm**  
**Meadowvale Theatre**  
**6315 Montevideo Road**

## Participants

Approximately five participants attended this community consultation.

## Welcome / Project Background

Councillor Saito, who was present for this community consultation, provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation, introduced Karyn Stock-MacDonald, Facilitator and her role to this project, and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, types of noise the by-laws do and do not address, current state and response processes, changes under consideration and next steps.

Due to the attendance this community consultation did not follow the World Café model where tables were created based on four main themes; Types of Noise, Communication Preference, By-law Exemptions, and Service Levels. Rather this consultation followed an open table discussion regarding the Noise Control By-law guided by Karyn Stock-MacDonald while staff took notes. The feedback from this community consultation based on the open table discussion is captured below.

## Open Table Discussion

- What noise issues pertain to you?
  - House backs on to railway tracks, but acknowledges he knew when buying the house that this could be an issue
  - Neighbours who play music or refuse to even turn down the bass
  - People not acknowledging that their noise affects others
  - Loud mufflers
  - Industrial noise like rooftop units
  - Fireworks
  - 2am phone conversations taken by neighbours outdoors
  - Vehicle noise
- What types of noise may you cause?
  - Occasional gathering
  - Pets
  - Music

- What consists of a nuisance type noise?
  - Rather than the type of noise
    - Frequency
    - Noise level; and
    - Time are of much greater concern
- What are your ideas for noise?
  - Central place for people to do fireworks
  - By-law officers available right away
  - Letter or poster to remind people of the rules
  - Increase awareness to regulation and the particular by-laws
  - If we have quite zone restrictions we should/need to enforce them
  - People may/can be receptive to informing them that the noise they are emitting is creating a nuisance
  - Why do animal noise calls require an address?
  - Simplified version of the by-law (this is what you are and are not permitted to do)
- What types of noise warrant an on-site intervention?
  - Anything intermittent
  - Continuous noises
  - If it is a health hazard
- What are the most serious noise emitters?
  - Animal noise (in the case that an animal is in danger)
  - Noise occurring at night
  - Prioritizing types of noise is not an effective way as people might have different issues with the level of noise or the frequency of it
  - People can be affected in different ways by the same type of noise
  - Planes
    - Acknowledges it is not in the scope of this project
  - Lawn maintenance
- Communication methods
  - Councillor newsletter
  - Through community organizations and/or groups
  - Personal mail
  - Banners on popular Mississauga websites
  - YouTube ads; Utilizing location settings
  - Automated calls
    - But can be a nuisance to some
  - Email
    - Sometimes when you provide your email nothing is ever sent regarding progress or completion of the particular project
  - Ads on websites and/or social media platforms
- How have you or how would you file a noise complaint?
  - Talk to person(s) emitting the noise
  - Called 3-1-1
  - Called Councillor
  - Call police non-emergency number

- Councillor informed the group that waiting to report a by-law violation is not a good method and rather than waiting months or even years residents should call as soon as possible to document the issue

## **Closing Remarks**

Karyn Stock-MacDonald provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.

## **Feedback from Participants**

Participants were asked to fill out a feedback form at the conclusion of the community consultation. Participants were asked to rate the consultation on a scale from 1 (strongly disagree) to 4 (strongly agree) based on varying statements. Participants who completed the feedback forms mostly strongly agreed that this community consultation session was effective and were happy with the result. Some participants added further comments and are captured below:

- Happy to see active participation from City staff on multiple nights and locations
- Not clear on what the by-law consists of or deals with
- Would enjoy more follow-up from staff during or after the completion of a project
- What are the health impacts of noise?
- How do we determine what is an urgent noise complaint and what is not?

## **Main Themes**

The main themes that emerged from the Meadowvale Theatre Noise Community Consultation are captured below:

- Enforcement
  - Lack of enforcement from by-law or police
  - Availability of officers
  - How animal noise complaints are dealt with in comparison to other noise complaints
- Noise Issues
  - Loud and persistent music
  - Placing an importance on the level and/or frequency of noise as opposed to the particular type or form of noise emitted
  - Industrial noise
  - Fireworks
  - Noise caused late at night and/or early morning
- Solutions
  - Increased public education of the Noise Control By-law
  - Simplified version of the Noise Control By-law
  - On-site interventions for noise issues

- Ways to report urgent noise complaints compared to low priority complaints
- Use of Ping Street for noise complaints
- Method for audio and/or visual evidence submission
- Re-thinking of reasonable time periods
- Police blitz for vehicle noise



**Noise Control By-law Review Community Consultation 5**  
**Wednesday, January 29, 2020**  
**6:00 - 8:00pm**  
**South Common Community Centre**  
**2233 South Millway Road**

## Participants

Approximately 10 participants attended this community consultation.

## Welcome / Project Background

Ross Spreadbury, Supervisor, Compliance and Licensing provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation, introduced Karyn Stock-MacDonald, Facilitator and her role to this project, and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, types of noise the by-laws do and do not address, current state and response processes, changes under consideration and next steps.

Due to the attendance this community consultation did not follow the World Café model where tables were created based on four main themes; Types of Noise, Communication Preference, By-law Exemptions, and Service Levels. Rather this consultation followed an open table discussion regarding the Noise Control By-law guided by Karyn Stock-MacDonald while staff took notes. The feedback from this community consultation based on the open table discussion is captured below.

## Open Table Discussion

- What are some of the noise issues pertaining to you?
  - Construction noise
    - Late at night
    - Early morning
  - Many of the older homes in the area are being renovated and contractors may be violating the by-law(s)
  - Dogs, especially dogs left outside in backyards which are constantly barking
  - Not calling 3-1-1 for noise issues is a problem because then the City doesn't have relevant data
  - Having to call the City and Police, however neither are able to resolve the issue
  - Parties at late hours
    - Multiple times a week
  - Police are not informed of the noise by-laws
  - On weekends everyone is cutting grass and/or hosting parties
    - communal noise
  - Becoming victim to retribution for filing a noise complaints



- Some feared attending the event
  - Not having an immediate response from enforcement
  - Increase in backyard outdoor living areas and pools
  - Leaf blowers
  - Automobiles
    - Modified RAM 1500 in the neighbourhood
- What would warrant an on-site intervention?
  - 3am in the morning
  - Blatant offenders of the by-law
  - Issue of moving cars
    - This can lead to vehicle lights shining in homes, causing a nuisance
  - If officers can't respond to complaints issue can arise between neighbours
  - Lighting nuisance is linked with noise
  - Not the event but the on-going persistence of noise
  - What would be the availability of an officer?
  - Friday - Sunday night issues
  - The time of the event
  - Length of time
  - Short term accommodation issues like noise by-law violations
  - Noise levels
- Communication Preferences
  - Email
  - Websites
  - Councillor newsletters or emails
  - Rate payer associations groups
  - Ping street usage
- Noise Log
  - Keep it simple and use old office templates (Word 2000)
  - It needs to be accessible
  - Both hand written forms and electronic
  - Logs can have more direction on how they are organized and
  - Completing the noise log can be very difficult
  - Don't understand how valuable or invaluable it is to achieving a resolution
  - More education on the log to understand how they need to be filled out
  - Many choose not to do it due to confusion
  - How to submit supporting evidence
    - Video and audio
- General Input
  - Educating contractors on by-law requirements, especially with regards to construction
  - Can't assume that people know the by-laws or possible violations –
  - Animal services education brochures are great
  - Noise is a health hazard and it effects everyone
    - Especially kids or older adults
  - Hiring companies that do too many houses in one area/neighbourhood

- Want police present at these meetings
- Daycares and home babysitting continue to open in residential areas
- Development and intensification in the area and allowing developments to do whatever they like
- Noise should be considered pollution and wants Peel Public Health to start taking this issue seriously
- Complainants need to be present as a witness in courts and this is where charges “fall in the cracks” because they often do not want to be identified or can take the time off work
- Officers need support from police and the court system
- If particular noise issues are outside the jurisdiction of the City then make it clear in the by-law
- The by-law needs to be clear as to what and why certain things are not included
- Sometimes Federal or Provincial governments may have the resolution processes but even these still require support from the City and often times the City does not support residents in these processes that involve multiple levels of government
- Try to help prosecutions to substantiate a charge
- Questions
  - What do you mean about bundling types of noise together?
  - How do you regulate/enforce noise when it's permitted to occur but may be causing a disturbance?
  - Why are we permitting so many houses to add additions to their home which directly contribute to noise issues?
  - What kind of noise is considered a public safety issue so police will respond?
  - Will we see the recommendations before they go to council?
  - What will be the difference between the new and old by-law?
  - Will the “new” by-law have a chart within it to inform people what is and is not allowed?
  - Rate payer associations are upset and would like to have an increased presence in these processes and would like to know why there is a lack of acknowledgement and inclusion of these groups by the City/Council?
  - Feeling that these meetings generate discussion but then in the final stages the end result does not reflect the input that was provided by residents

## Closing Remarks

Karyn Stock-MacDonald provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.

## Feedback from Participants

Participants were asked to fill out a feedback form at the conclusion of the community consultation. Participants were asked to rate the consultation on a scale from 1 (strongly disagree) to 4 (strongly agree) based on varying statements. Participants who completed the feedback forms mostly agreed that this community consultation was effective and were happy with the result. Some participants added further comments and are captured below:

- Disagreed with the statement “Information provided by the City helped me to prepare for the engagement”
- Hope the comments are taken seriously
- Not many people attended. Maybe 7-9pm is a better time
- Did not agree with being asked to identify a statement that applied to them (i.e visible minority, person with a disability, Indigenous person, etc.)
- Excellent session, looking forward to seeing the results
- Why is the Noise Control By-law being reviewed?
- Concerned with Airbnb’s operating in their neighbourhoods and the corresponding by-law violation renters may cause
- Complainants are often attacked or threatened by the accused and are in fear of the retribution from making a complaint
- Direction by the City and Council regarding intensification and development is not aligned with what the citizens want

## Main Themes

The main themes that emerged from the South Common Community Centre Noise Community Consultation are captured below:

- Enforcement
  - Greater punishment
  - Communication between Officers and complainant
  - Quicker response/resolution times
  - By-law awareness/education for public but also for contractors operating in the City
  - Complainants are often attacked or threatened by the accused and are in fear of the retribution from making a complaint
  - Greater cooperation between police, enforcement and the courts to effectively enforce noise
  - Need objective measurements
- Noise Issues
  - Parties
    - Causing loud music
    - Multiple times a week
  - Dogs barking
  - Late night/early morning noise

- Frequent and persisting noise
- Multiple vehicles on a property
  - Noise and lighting nuisances caused when all those vehicles are moved/rearranged
- Construction
  - Home renovations
- Solutions
  - Noise log needs to be updated
    - Accessible format
    - Written and online submission methods
    - Ability to add audio or visual evidence
    - Clear instructions or guidelines on how to complete a log
  - Greater availability of Enforcement Officers on weekends and late at night
  - By-law regulation and penalty awareness
  - Noise should be considered/recognized as a health issue by government agencies



**Noise Control By-law Review Community Consultation 6**  
**Thursday, January 30, 2020**  
**6:00 - 8:00pm**  
**Tomken Twin Arena**  
**4495 Tomken Road**

## Participants

Approximately five participants attended this community consultation.

## Welcome / Project Background

Councillor Fonseca was present for this community consultation.

Ryan Regent, Municipal Law Enforcement Officer, Compliance and Licensing provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation, introduced Karyn Stock-MacDonald, Facilitator and her role to this project, and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, types of noise the by-laws do and do not address, current state and response processes, changes under consideration and next steps.

Due to the attendance this community consultation did not follow the World Café model where tables were created based on four main themes; Types of Noise, Communication Preference, By-law Exemptions, and Service Levels. Rather this consultation followed an open table discussion regarding the Noise Control By-law guided by Karyn Stock-MacDonald while staff took notes. The feedback from this community consultation based on the open table discussion is captured below.

## Open Table Discussion

- Types of noise affecting you?
  - Vehicles
    - Street racing
    - Modification of vehicles
  - Soccer field that installed light fixtures in their neighbourhood
  - Construction
    - City led road construction
    - Water main repair/construction
      - Councillor Fonseca spoke on construction noise
        - City age and water main issues need to be done in order to deal with City centre growth
    - High concentration of projects in a small area
    - Need a rest from constant construction noise

- Vehicle reverse safety sound
  - Increase in high-rise construction and intensification causes more people in the area with vehicles and attempting to find parking and general traffic
  - Fireworks
- What warrants an on-site visit?
  - Fireworks –
    - People have courts and it becomes a firework central
  - Cherry bombs
  - Swearing and shouting
- How would you file a complaint?
  - 3-1-1
  - Police
  - Depending on the noise they would make a choice on who should be called
    - Police
    - 3-1-1
- Solutions for noise issues?
  - Enforcement is nonexistence especially for fireworks
  - Enforcement blitz in areas that are known for high firework usage on prohibited days/times
  - Create/increase public education and awareness
  - Administer strict penalties and report these charges in local media to create fear
  - Automated update on complaint
    - Complainants could input their service request # and can receive a status update
  - Would like to actually have officers respond on scene or maintain communication with complainant
- Communication preferences?
  - City websites
  - Mississauga local news outlets
  - Ads in local papers
  - Hard copy to everyone
    - Mailing
  - City signs
- General input
  - Question 10 of the public survey that asks if the City should allow construction on Sundays implied the City was working with construction companies and not thinking about residents
    - Wording on question 10 could be better
  - Having construction for seven days is unfair and residents need a break
  - Noise is pollution and it hinders people's health
  - No construction past 7pm
  - There was no acknowledgement or thank you after submitting a completed survey entry
  - How long would a complaint via a noise log take for a response or resolution?
  - Will decibel measurements be used?

- Lights are a nuisance and may be separate from this review but large industrial lights do create noise
- No special by-law privileges for school, companies, and/or contractors
- People can complain about dogs or parties but not about noise created on an adjacent sports field?
- Resident put up their own DIY signs about fireworks not being permitted in the park
- Audio and video submission for noise logs
- No follow-up on complaints when they are made –
- Should have a feature for 3-1-1/call centre to inform officers that complainant wants an update on the situation and its progress
- Having outcome information sent to complainant
- Online forum
- Greater control on the expansion and intensification of the City especially since Enforcement Officers have not increased
- A sense of apathy and people not contributing because they feel that they are not being acknowledged or heard
- Intensification should be halted until we can respond to it accordingly
- How are officers divided
  - Their hours
  - Availability
  - City areas
- Afraid of retribution
- How does the City allow the school board to set up a sports field or any other developments that they know will cause noise or nuisances
- Tiny dogs left in the backyard and they are barking in the backyard and not being let in
- People's common sense and knowing the rules seems to be lacking
- Why is the City trying to compact so much in such small areas
- Support an emergency water main construction that may cause noise but not proactive construction all the time without breaks for residents
- What is the priority level of the water main construction or all City lead construction projects?
- Construction causes many to not be able to enjoy outdoor activities
- Police not directing traffic or helping people on scene of those construction projects

## **Closing Remarks**

Karyn Stock-MacDonald provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.

## Feedback from Participants

Participants were asked to fill out a feedback form at the conclusion of the community consultation. Participants were asked to rate the consultation on a scale from 1 (strongly disagree) to 4 (strongly agree) based on varying statements. Participants who completed the feedback forms mostly agreed that this community consultation was effective. Some participants added further comments and are captured below:

- Was not satisfied with the engagement process
- There should be better advertisement of events
  - Newspapers
  - Flyers
- City intensification and development is not aligning with resident's desires
- As a white female, believes she is a visible minority
- High density of the City is leading to an increase in issues, in this case by-law related issues
- Seniors are increasingly being forgotten in the City
- By-laws need to be more specific and not broad in nature

## Main Themes

The main themes that emerged from the Tomken Twin Arena Noise Community Consultation are captured below:

- Enforcement
  - Lack of response
  - Don't know when Officers would be available
  - Retribution for contacting making a complaint
  - School boards or contractors receiving special privilege to cause noise in the City
  - No staffing increase for Enforcement Officers
- Noise Issues
  - Fireworks
  - Sports field
  - Shouting and swearing
  - Construction
  - Dog barking
- Solutions
  - Limiting City construction
  - More of a response from Enforcement Officers
  - Enforcement Officers providing updates on the status of complaints
  - Enforcement blitz of firework usage during prohibited periods





**Noise Control By-law Review Focus Group Session 1**  
**Tuesday, February 4, 2020**  
**6:00 - 8:00pm**  
**Mississauga Civic Centre, Committee Room A**  
**300 City Centre Drive**

## Participants

Approximately six participants representing various Rate Payer Associations attended this focus group session.

## Welcome / Project Background

Ross Spreadbury, Supervisor, Compliance and Licensing provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, key themes from the community consultations, preliminary survey results, and next steps. The focus group session also included a Noise Control By-law Schedule Two Permitted Period consolidation activity that asked participants to suggest how the 16 activity types in Schedule Two could be consolidated. The feedback from this focus group is captured below.

## Feedback

- Noise Control By-law
  - The different classification for Prohibited Periods of Time is confusing ( A / B / C / D / E / F )
  - Having to flip back and forth to understand which letter corresponds to which timeframe and sound type is bothersome
  - Would prefer is clapping, the instrument of a whistle, and air horns be included in the by-law (referring to noise emitters at sporting events)
  - Do Ice Cream Truck Vendors fall under the by-law?
  - If activity types are consolidated into general categories there would need to be a description of what the category would include or what would be in scope
  - Remove the different types of zones and have the by-law apply to every area the same
  - Sundays should remain separate from other days of the week in regards to noise regulation
- Enforcement Process
  - If resident only call police for noise complaints the City will not have any record of it. Thus a complaint should always be made to 3-1-1 either before or after submitting a noise complaint to the police

- People may not want to complete a noise log in fear of being identified as the complainant
- Use of Ping Street Application
- Modification of motor vehicles
- How are Ice Cream Trucks Vendors enforced?
- Complainant should receive a written follow-up to every complaint made.
- Questions Asked By Staff
  - Would you like to see objective measures in the by-law?
    - Yes
    - Apply a decibel limit
    - Have this apply to more than just 3 or 4 activities
  - Do you believe one-time live events should require a permit?
    - Yes
    - 500 metres is a large requirement
  - Would you support exemption zones for areas of the City where live music and festivals are common?
    - Unsure
- General input
  - The idling of city vehicles is concerning (especially Parks and Recreation)
  - If the by-law becomes very specific as to what is and is not permitted it may present a risk when attempting to enforce or lay charges for non-compliance
  - People who install sound systems should have to present evidence that they are not impeding on their neighbourhoods
  - Noise exemption require a 500 meter notification radius but construction only has a 60 meter requirement, why is that?
  - Memorial Park has increased the amount of events in recent years and residents are rarely notified. For example, the Ribfest
  - Less and less parking available in Port Credit
  - Celebration Square should be the only space to be considered an exemption area
  - Need an increase in enforcement officers
  - Desire for a more tangible result on complaints
  - Staff should of mailed notices for the community consultations
  - Afraid that reviewing the Noise Control By-law will result in more noise
  - Issues with Judges and Prosecutors being able to lay charges for non-compliance

### **Noise Control By-law Schedule Two Permitted Periods**

- An activity was undertaken with participants to identify types of noise that could be consolidated into one category under schedule two of the Noise Control By-law
  - Category A
    - 1. The operation of any auditory signalling device, including but not limited to the ringing of bells or gongs and the blowing of horns or sirens or whistles, or the production, reproduction or amplification of any similar

- sounds by electronic means except where required or authorized by law or in accordance with good safety practices
    - 16. Yelling, shouting, hooting, whistling or singing
  - Category B
    - 9. The operation of any powered rail car At Any Time A including but not limited to refrigeration cars, locomotives or self-propelled passenger cars, while stationary on property not owned or controlled by a railway governed by The Canada Railway Act
    - 10. The venting, release or pressure relief of air, steam or other gaseous material, product or compound from any autoclave, boiler, pressure vessel, pipe, valve, machine, device or system.
    - 14. The operation of a solid waste bulk lift or refuse compacting equipment
    - 15. The operation of a commercial car was with air drying equipment
- Activity types that could be removed
  - 7. The discharge of firearms
- Activity types that should remain its own category
  - 2. The operation of any electronic device or group of connected devices incorporating one or more loudspeakers or other electromechanical transducers, and intended for the production, reproduction or amplification of sound
  - 3. All selling or advertising by shouting or outcry or amplified sound
  - 4. Loading, unloading, delivering, packing, unpacking, or otherwise handling any containers, products, materials, or refuse, whatsoever, unless necessary for the maintenance of essential services or the moving of private household effects.
  - 5. The operation of any construction equipment in connection with construction
  - 6. The detonation of fireworks or explosive devices not used in construction
  - 8. The operation of a combustion engine
  - 11. The venting, release or pressure relief of air, steam or other gaseous material, product or compound from any autoclave. Boiler, pressure vessel, pipe, valve, machine, device or system
  - 12. Persistent barking, calling or whining or other persistent noise making by any domestic pet
  - 13. The operation of any powered or nonpowered tool for domestic purpose other than snow removal

## Closing Remarks

Alex Schwenger provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.



**Noise Control By-law Review Focus Group Session 2**  
**Thursday, February 6, 2020**  
**10:00 - 12:00pm**  
**Mississauga Civic Centre, Committee Room A**  
**300 City Centre Drive**

## Participants

Approximately 10 participants representing various construction companies attended or phoned in for this focus group session.

## Welcome / Project Background

Sam Rogers, Director, Enforcement provided some opening remarks.

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, key themes from the community consultations, current state, response model, exemption process, and next steps. The focus group was asked three particular questions to facilitate the discussion. The feedback from this focus group is captured below.

## Questions asked to the group

- From your perspective what would be the advantages or disadvantages of decibel levels?
- Input:
  - If an exemption was granted could the project then be allowed to go over decibel limit in the by-law?
  - High-rise construction has different restrictions than a smaller scale construction project so how would decibel levels reflect that?
  - Would decibel levels be for all the time?
  - Decibel levels are very challenging in the construction industry
  - Technical aspects of measurements are very inconsistent
  - Other stakeholders are unsure about decibel levels
  - Toronto does not apply decibel limits to construction
  - A general No was expressed for this question due to many gaps in the regulation
- What are some options to mitigate construction noise and what role can Enforcement play?
- Input:
  - Toronto's exemption was to make all parties clear and have the information available (developer/city/resident)
  - Making information available and being able to inform residents of exemptions

- Maybe residents associate noise to construction and place blame on developers but this may be an error in assessing the source of the sound
- Pin pointing noise is an issue
- Identify the noise being emitted and assess if it is the construction industry
- There was no general answer provided to this question
- What changes would you like to see made to the noise exemption process?
- Input:
  - Asking about the role of the councillor in approving the exemption
  - Exemption has a six month duration starting at the commencement of the project
  - No provision of when you start but you only have six months when you begin
  - There was no general answer provided to this question

## General Input

- What are residents complaining about in regards to construction?
- Separate the type of construction complaints during the intake process
- Development vs homeowners vs City construction
- What is the construction noise?
- How does Enforcement respond to a complaint which has had exemption granted?
- Exemption process onerous?
- Road work gets a different exemption process
- Filming has a different process / Parks as well
- Is there an opportunity to see the draft of the report?
- Limited in the ability to try and mitigate noise for the industry
- Making people aware of the exemptions in place for projects
- Point of reception is extremely important if a decibel level would be implemented

## Closing Remarks

Alex Schwenger provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.



**Noise Control By-law Review Focus Group Session 3**  
**Wednesday, February 12, 2020**  
**10:30 - 12:30pm**  
**Mississauga Civic Centre, Committee Room B**  
**300 City Centre Drive**

## Participants

Approximately seven participants representing various Business Improvement Area (BIA) attended this focus group session.

## Welcome / Project Background

Alex Schwenger, Project Lead for the Noise Control By-law Review welcomed people to the consultation and gave a brief presentation to the participants. This presentation included some background information about the by-laws pertaining to noise, key themes from the community consultations, current state, response model, exemption process, and next steps. The focus group was asked three particular questions to facilitate the discussion. The feedback from this focus group is captured below.

## Questions asked to the group

- Would you like to see 'exemption areas' in parts of the City where live music and festivals are common?
- Input:
  - Not many restaurants play live music in Streetsville
  - Door 55 used to have issues
  - Streetsville has a unique village aspect to it
  - Maybe some BIAs may benefit from it
  - There was no general answer provided to this question
- How can Enforcement help 'keep the peace' when it comes to continuous issues like music on outdoor patios where there are competing interests from businesses and local residents?
- Input:
  - Having events on the radar for 3-1-1 and discussing that the event they are calling about has been approved
  - Decibel levels could help enforcement (some BIAs try to monitor their events)
  - What about the availability of staff for enforcement
  - There was no general answer provided to this question
- What changes would you like to see made to the noise exemption process?
- Input:
  - Online option
  - There was no general answer provided to this question

**General Input**

- What is the tolerance for specific types of music
- Music festival once wanted to be allowed but too many residential homes
- Where can people access debrief from community input
- When is the report going to be finished
- How will you give updates to residents or tell them about the changes
- Will there be changes to the prohibited times for noise restrictions
- BIAs will be using the current by-law for their events this year

**Closing Remarks**

Alex Schwenger provided closing remarks and thanked the participants for taking the time to attend and provide their feedback. Staff remained at the session to take personal questions from participants and provide information to those requesting it.