

# ST. JOHN'S

## Committee of the Whole Agenda

May 17, 2023

9:30 a.m.

4th Floor City Hall

Pages

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# ST. JOHN'S

## **Minutes of Committee of the Whole - City Council Council Chambers, 4th Floor, City Hall**

**May 3, 2023, 9:30 a.m.**

Present: Councillor Maggie Burton  
Councillor Ron Ellsworth  
Councillor Sandy Hickman  
Councillor Debbie Hanlon  
Councillor Jill Bruce  
Councillor Jamie Korab  
Councillor Carl Ridgeley

Regrets: Mayor Danny Breen  
Deputy Mayor Sheilagh O'Leary  
Councillor Ophelia Ravencroft  
Councillor Ian Froude

Staff: Derek Coffey, Deputy City Manager of Finance & Administration  
Jason Sinyard, Deputy City Manager of Planning, Engineering &  
Regulatory Services  
Cheryl Mullett, City Solicitor  
Ken O'Brien, Chief Municipal Planner  
Karen Chafe, City Clerk  
Susan Bonnell, Manager - Communications & Office Services  
Christine Carter, Legislative Assistant

Others Leanne Piccott, Manager - HR Advisory Services

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1. **Call to Order**

2. **Approval of the Agenda**

**Recommendation**

**Moved By** Councillor Korab

**Seconded By** Councillor Bruce

That the agenda be adopted as presented.

For (6): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, and Councillor Korab

**MOTION CARRIED (6 to 0)**

**3. Adoption of the Minutes**

**3.1 Approval of Minutes - April 5, 2023**

**Recommendation**

**Moved By** Councillor Bruce

**Seconded By** Councillor Burton

That the Minutes of April 5, 2023, be accepted as presented.

For (6): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, and Councillor Korab

**MOTION CARRIED (6 to 0)**

**4. Presentations/Delegations**

**5. Finance & Administration - Councillor Ron Ellsworth**

**5.1 Revised Alcohol and Drug Policy**

Councillor Ellsworth presented Council with the revised Alcohol and Drug Policy and highlighted the two key goals to this policy which is to:

1. Promote a positive impact on employee health and well-being while addressing performance and productivity within the City and,
2. ensure compliance with current employment and human rights legislation.

Some of the key updates to the policy which include:

- updated definition of “drugs” and other related definitions.
- Removal of Appendix 4: Hosting Guidelines as these are covered in existing Hosting guidelines and Room usage agreement and Use of City Facilities policy and procedures.
- Adjustment to disclosure requirements for mood altering substances.
- Clarification as to what is a “significant work-related incident” and related responsibilities.

Clarification was sought on the testing to be used for cannabis and how this impacts those whose use is doctor prescribed.

Staff advised that there is a protocol for swab and urinalysis testing. Oversight for medically prescribed use would be monitored via the City's Occupational Health Nurse working with the employee's physician.

**Recommendation**

**Moved By** Councillor Ellsworth

**Seconded By** Councillor Bruce

That Council approve the revised Alcohol and Drug Policy.

For (6): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, and Councillor Korab

**MOTION CARRIED (6 to 0)**

6. **Public Works - Councillor Sandy Hickman**
7. **Community Services - Deputy Mayor Sheilagh O'Leary**
8. **Special Events - Councillor Debbie Hanlon**
9. **Housing - Councillor Ophelia Ravencroft**
10. **Economic Development, Tourism & Immigration - Mayor Danny Breen**
11. **Arts & Culture - Deputy Mayor Sheilagh O'Leary**
12. **Governance & Strategic Priorities - Mayor Danny Breen**
13. **Planning - Councillor Ian Froude**

**13.1 Text Amendment – Heritage Use Definition and Conditions for Extensions to Heritage Buildings**

Councillor Burton reviewed for Council the recommended text amendment to the Envision St. John's Development Regulations to clarify the definition of a Heritage Use and add conditions for building extensions to designated Heritage Buildings.

The rationale for this amendment is two-fold. First, it is to protect a Heritage Building from being overshadowed by a large extension. Second, there are many Heritage Buildings in residential zones and there is a desire to limit the size of extensions so that a non-residential use remains appropriate in its neighbourhood. Should an applicant wish to propose a

larger extension than what the Heritage Use permits, the applicant may have to apply for rezoning to a non-residential zone.

The next step would be to receive public feedback on the proposed recommended text amendments, noting that further discussion on the feedback received from the public engagement would be held and possible revisions made to the proposed amendments.

There was a discussion on the timing of these amendments and whether there were any past or current applications that would be affected. Staff advised that there have been inquiries only, and no applications have been submitted.

Staff advised that an application for an extension would be reviewed by Staff and the Built Heritage Experts Panel, and this is just an attempt to put criteria in place for what can be done in these areas. Staff also noted that it is not trying to close the door on development but to lay the ground rules to allow for such developments.

This is a very important conversation to see Heritage Buildings remain viable in their neighbourhoods allowing for commercial activities that Council deems appropriate.

The public was encouraged to share their feedback on the amendment.

### **Recommendation**

**Moved By** Councillor Burton

**Seconded By** Councillor Ellsworth

That Council consider a text amendment to the Envision St. John's Development Regulations to update the definition of Heritage Use and add conditions for extensions to Heritage Buildings.

For (6): Councillor Burton, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Korab, and Councillor Ridgeley

Against (1): Councillor Ellsworth

**MOTION CARRIED (6 to 1)**

## **13.2 Built Heritage Experts Panel Report April 19, 2023**

### **1. 70 Circular Road, Designated Heritage Building, SIT2300008**

#### **Recommendation**

**Moved By** Councillor Burton

**Seconded By** Councillor Korab

That Council approved the landscaping renovations and accessory buildings at 70 Circular Road, a designated Heritage Building, as proposed on the landscape development plans dated October 21, 2022.

For (7): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Korab, and Councillor Ridgeley

**MOTION CARRIED (7 to 0)**

**2. 70 Queen's Road, Extension, Designated Heritage Building**

**Recommendation**

**Moved By** Councillor Burton

**Seconded By** Councillor Bruce

That Council approve the proposed extension at 70 Queen's Road, a designated Heritage Building, with the following conditions:

- that the brick being used is to be the same brick used on the front façade;
- brick is to be installed on the back of the building; and
- the chain-link fence is to be replaced with a wooden fence.

For (7): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Korab, and Councillor Ridgeley

**MOTION CARRIED (7 to 0)**

**14. Development - Councillor Jamie Korab**

**15. Transportation and Regulatory Services - Councillor Maggie Burton**

**16. Sustainability - Councillor Maggie Burton & Councillor Ian Froude**

**17. Other Business**

**17.1 Royal St. John's Regatta Committee Hall of Fame Banquet Luncheon**

**Recommendation**

**Moved By** Councillor Ellsworth

**Seconded By** Councillor Korab

That Council sponsor the Royal St. John's Regatta Committee Hall of Fame Banquet Luncheon at an estimated cost of \$7000.

For (7): Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Korab, and Councillor Ridgeley

**MOTION CARRIED (7 to 0)**

**18. Adjournment**

There being no further business the meeting adjourned at 10:00 am.

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Mayor



# DECISION/DIRECTION NOTE

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**Title:** New Street Naming and Civic Addressing Policy

**Date Prepared:** May 5, 2022

**Report To:** Committee of the Whole

**Councillor and Role:** Councillor Ron Ellsworth, Finance & Administration

**Ward:** N/A

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**Decision/Direction Required:** Approval of a New Street Naming and Civic Addressing Policy

**Discussion – Background and Current Status:**

Council has previously approved street names based on the advice of the Nomenclature Committee (R1998-09-08/16 refers) and civic addressing based on the advice of the Land Information Services Division.

This new policy provides formalized guidance for existing practices, while allowing the incorporation of best practices from other jurisdictions. The new Street Naming Advisory Committee (replacing the Nomenclature Committee) will review street naming applications received from both developers and the general public. The Committee will also solicit feedback from the Inclusion Advisory Committee, and other groups as required, in order to support a more equitable and diverse selection of names.

The policy also addresses the issue of street renaming requests. Such requests will only be considered if there is an engineering rationale or the continued use of the name would not be in the best interest of the City. Requestors must be City residents or property owners and will need to provide a petition with support from a majority of property owners on the Street before the request will be processed for further consideration.

There are three street names reserved for developments that have been approved by the SJRFD and Council. The Office of the City Clerk recommends that these names still be assigned. However, the City has an existing list of over 400 street names that have been submitted over the years. There is no background information readily available for these names, nor were there any equity or diversity considerations. The Office of the City Clerk is seeking Council approval to begin the Reserved Street Names Inventory anew and request



that anyone who wishes to resubmit a name complete a street naming application under the new policy.

**Key Considerations/Implications:**

1. Budget/Financial Implications: There are no expected immediate financial implications and the policy will not result in any immediate cost increases. The policy does note that City will not reimburse any costs that may be incurred by any property owner due to reassignment. The naming and renaming of streets have associated costs for the City (signage, staff time, contractor time), which are not currently allocated in any budget. When seeking approval of a specific new street name or a street to be renamed, Council will be provided with an estimated cost for implementation.
2. Partners or Other Stakeholders:
  - Inclusion Advisory Committee (IAC)
  - St. John's Regional Fire Department
  - Other emergency services (police, ambulance)
  - St. John's Transportation Commission
  - Electrical utilities and telecommunications providers
3. Alignment with Strategic Directions/Adopted Plans: "An Effective City" Goal: "Work with our employees to improve organizational performance through effective processes and policies".
4. Alignment with Adopted Plans:

This policy will interact with the Development Regulations, as developers will be required to follow the new process for street naming.
5. Accessibility and Inclusion: The IAC will be consulted prior to adding names to the Reserved Street Names Inventory.
6. Legal or Policy Implications: The Office of the City Solicitor has reviewed and approved the policy.
7. Privacy Implications: Implementation of the policy will require compliance with the City's Privacy Management Policy and the Access to Information and Protection of Privacy Act, 2015. The City's Access and Privacy Analyst was consulted during the development of the policy, procedures and related forms.
8. Engagement and Communications Considerations: Discussions with the Marketing and Communications Division have begun regarding communications of the new policy.

Once the policy is operational, there will be ongoing engagement requirements for any street renaming and the Committee will discuss how to proceed with the Organizational Performance and Strategy Division.

- 9. Human Resource Implications: The policy will be implemented with existing human resources. However, should the City receive an influx of multiple requests for street renaming over a short period of time, additional resources may be required.
- 10. Procurement Implications: For streets that are named or renamed, there will be a need for contracted services to install signage, using approved procurement policies and procedures.
- 11. Information Technology Implications: Not applicable.
- 12. Other Implications: Not applicable.

**Recommendation:**

That Council approve the new Street Naming and Civic Addressing Policy.

- Prepared by:** Trina Caines, Policy Analyst
- Reviewed by:** Greg Keating, Manager, Land Information Services  
Sharon McDonald, GIS Technologist
- Approved by:** Derek Coffey, Acting City Manager;  
Karen Chafe, City Clerk, Corporate Policy Committee (CPC) Co-Chair

**Attachments:**

- Draft Street Naming and Civic Addressing Policy
- Draft Street Naming and Civic Addressing Procedures

**Report Approval Details**

Document Title:	DN - New Street Naming and Civic Addressing Policy.docx
Attachments:	- Draft Street Naming and Civic Addressing Policy - For COTW.docx - Draft Street Naming and Civic Addressing Procedures - For COTW.docx
Final Approval Date:	May 5, 2023

This report and all of its attachments were approved and signed as outlined below:

**Karen Chafe - May 5, 2023 - 10:57 AM**

**DRAFT – For Discussion Only**  
**Last revised 2023-05-03**

**City of St. John’s Corporate and Operational Policy Manual**

<b>Policy Title:</b> Street Naming and Civic Addressing Policy	<b>Policy #:</b> to be assigned
<b>Last Revision Date:</b> N/A	<b>Policy Section:</b> to be assigned
<b>Policy Sponsor:</b> City Clerk	

**1. Purpose**

To provide direction for the naming/renaming of City Streets and the assignment/reassignment of Civic Addresses or Civic Numbers to residential and commercial properties.

**2. Definitions**

“**Civic Address**” means the Civic Number, including the unit number where applicable, and the Street name assigned to a particular property.

“**Civic Number**” means the number (including any alphanumeric characters) assigned by the City for the purpose of identifying a property.

“**Inclusion Advisory Committee**” (IAC) means the Committee approved by Council as detailed in the Inclusion Advisory Committee Terms of Reference.

“**Reserved Street Names Inventory**” means the inventory of names approved by the Street Naming Committee that meet the requirements of the Policy.

“**Street**” shall have the same meaning as defined by the St. John’s Development Regulations 2021, that is “a publicly owned street, road, highway, or other way including a structure for any part of the street, road,

highway, or other way designed and intended or used by the public for the passage of traffic and include all the space between the boundary lines of the street, road, highway, or other way”.

“**Street Naming Committee**” means the committee approved by Council as detailed in the Policy and related procedures.

### **3. Policy Requirements**

#### **3.1 Committee**

- a) Council shall approve the creation of the Street Naming Committee (“the Committee”) to advise and provide recommendations on issues with respect to Street naming and Civic Numbering. The Committee shall operate as detailed below and in the **Street Naming and Civic Addressing Procedures**.
- b) The Committee shall establish and maintain the Reserved Street Names Inventory.
- c) The Committee shall be comprised of at least one representative from each of the following:
  - i. Office of the City Clerk;
  - ii. Corporate Information Services (CIS) Division;
  - iii. Organizational Performance and Strategy Division;
  - iv. St. John’s Regional Fire Department.
- d) The Committee may consult with various other departments as required.

#### **3.2 Street Naming and Renaming**

- a) All Streets shall have names approved by Council.
- b) Members of the public (including property developers) may submit Street naming requests as detailed in the **Street Naming and Civic Addressing Procedures**. The City shall not be required to approve any such requests.

- c) All new Street names and any existing Streets that are renamed shall comply with the Street naming and renaming requirements as detailed in the **Street Naming and Civic Addressing Procedures**.
- d) Street renaming shall not be considered unless there is an engineering rationale or the continued use of the name would not be in the best interest of the City, both as determined solely by the City.
- e) Street renaming requests shall only be accepted from City residents or property owners.
- f) Those requesting Street renaming shall complete the necessary documentation as detailed in the **Street Naming and Civic Addressing Procedures**.

### **3.2.1 Review and Consultation for the Reserved Street Names Inventory**

- a) The Committee shall review requests as detailed in the **Street Naming and Civic Addressing Procedures**.
- b) The Committee shall follow the process detailed in the **Street Naming and Civic Addressing Procedures** for streets named after people or organizations.

### **3.2.2 Public Engagement for Street Renaming**

- a) The Committee shall seek preliminary approval at a Special Meeting of Council prior to conducting any public engagement related to street renaming.

### **3.3 Civic Addressing Assignment or Reassignment**

- a) The CIS Division shall determine which properties shall be assigned or reassigned a Civic Address or Civic Number as detailed in the **Street Naming and Civic Addressing Procedures**.
- b) Where a property owner or property developer requests a reassignment of a Civic Number, the request shall be submitted in writing to the City Clerk for consideration.

- c) All assignment or reassignment of Civic Addresses or Civic Numbers shall be approved by the CIS Division.

### **3.4 Costs and Notification**

- a) When a Street is being named/renamed, or a property is assigned/reassigned a Civic Address or Civic Number, the City shall not be responsible or liable for any direct costs to residents and property owners associated or attributable to the said Street naming/renaming or assignment/reassignment of a civic address.
- b) The City shall notify the organizations as detailed in the **Street Naming and Civic Addressing Procedures** of any Street naming/renaming and/or assignment/reassignment of a Civic Address or Civic Number.

## **4. Application**

This policy and related procedures apply to all Streets in the City of St. John's and all Civic Addresses/Civic Numbers for these Streets.

## **5. Responsibilities**

### **5.1 Council** shall be responsible for:

- a) reviewing recommendations of the Street Naming Committee;
- b) approving any Street naming/renaming.

### **5.2 The Street Naming Committee** shall be responsible for:

- a) providing recommendations to Council with respect to Street naming or renaming;
- b) completing any required consultations or public engagement;
- c) managing the Reserved Street Names Inventory.



**5.3 The Office of the City Clerk** shall be responsible for:

- a) managing requests received for changes of civic numbers.

**5.4 The CIS Division** shall be responsible for:

- a) managing the civic addressing process, including civic numbering/renumbering.

**6. References**

Street Naming and Civic Numbering Procedures (draft)

**7. Approval**

- Policy Sponsor: City Clerk
- Policy Writer: Policy Analyst; Manager, Land Information Services; Geographic Information Systems Technologist
- Date of Approval from
  - Corporate Policy Committee:
  - Senior Executive Committee:
  - Committee of the Whole:
- Date of Approval from Council:

**8. Monitoring and Contravention**

- a) The Office of the City Clerk shall monitor the application of the policy and procedures.
- b) Any contravention of the policy and/or associated procedures may be brought to the attention of the Office of the City Clerk, the Department of Finance and Corporate Services (Human Resources Division), the Office of the City Solicitor, and/or the Office of the City Manager for further investigation and appropriate action, which may include, but is

not limited to, legal action and/or discipline up to and including dismissal.

**9. Review Date**

Every five years

DRAFT

**DRAFT – For Discussion Only**  
**Last revised 2023-05-03**

**City of St. John’s Corporate and Operational Policy Manual**

<b>Procedure Title:</b> Street Naming and Civic Addressing Procedures	
<b>Authorizing Policy:</b> Street Naming and Civic Addressing Policy	
<b>Last Revision Date:</b> N/A	<b>Procedure #:</b> to be assigned
<b>Procedure Sponsor:</b> City Clerk	

**1. Purpose**

To provide direction for the naming/renaming of City Streets and the assignment/reassignment of Civic Addresses or Civic Numbers to residential and commercial properties.

**2. Definitions**

“**Civic Address**” means the Civic Number, including the unit number where applicable, and the Street name assigned to a particular property.

“**Civic Number**” means the number (including any alphanumeric characters) assigned by the City for the purpose of identifying a property.

“**Lot**” shall have the same meaning as defined by the St. John’s Development Regulations 2021, that is, “a plot, tract, or parcel of land which can be considered as a unit of land for a particular use or building”.

“**Policy**” means the Street Naming and Civic Addressing Policy.

“**Reserved Street Names Inventory**” means the inventory of names approved by the Street Naming Advisory Committee that meet the requirements of the Policy.

**“Street”** shall have the same meaning as defined by the St. John’s Development Regulations 2021, that is “a publicly owned street, road, highway, or other way including a structure for any part of the street, road, highway, or other way designed and intended or used by the public for the passage of traffic and include all the space between the boundary lines of the street, road, highway, or other way”.

**“Street Naming Committee”** (Committee) means the committee approved by Council as detailed in the Policy and related procedures.

### **3. Procedure Requirements**

#### **3.1 Street Names**

##### **3.1.1 Naming Categories**

- a) A Street name may recognize people (with the exception of living people), organizations, events, places, flora or fauna.
- b) A Street name may describe natural or geographical features.
- c) A Street name honouring a person or organization shall be of historical significance, while recognizing societal, cultural, and historical sensitivities.
- d) A Street name may be established on the basis of a theme. Where Street names in a neighbourhood are based on a specific theme, the Committee may prioritize names for new Streets consistent with that theme.

##### **3.1.2 General Naming Requirements**

- a) A Street name shall not be a duplicate of an existing Street or sound similar to any other Street within the City or any communities within the greater St. John’s area that are under the responsibility of the SJRFD. Duplication shall include similar names that are differentiated only by Street suffix.

- b) A Street name shall not contain numbers or special characters with the exception of hyphens or apostrophes.
- c) A Street name shall not be discriminatory (based on any prohibited grounds as defined by the Human Rights Act, 2010 SNL 2010 c. H-13.1 as amended from time to time), or derogatory in nature, or be perceived as such, as determined solely by the City.
- d) A Street name shall not contain more than 20 characters including any combination of spaces and letters and excluding the suffix portion of the Street name.
- e) No Street names added to the Reserved Street Names Inventory shall begin with the use of “Old”, “New” or “The”.
- f) In order to prevent confusion with property records management and public safety, no former Street names shall be reused.
- g) A Street name shall not incorporate product, trademarked, business/commercial, or copyrighted names.
- h) A continuous Street shall have one name throughout its entire length.
- i) A Street name shall not be continued through a right-angle turn.

### **3.1.3 Street Suffixes**

- a) Street names shall have an appropriate suffix, which shall be abbreviated in accordance with Canada Post guidelines.
- b) Selection of Street suffix shall be at the discretion of the Corporate Information Services (CIS) Division.
- c) A non-exhaustive list provides standard suffixes for common Street types is contained in Annex A.

## **3.2 Submitting a Name for the Reserved Street Name Inventory**

As noted in Section 3.2 of the Policy:

- a) Members of the public (including property developers) who wish to submit a Street name for the Reserved Street Name Inventory shall submit a **Street Naming Application Form** to the City.

- b) Property developers submitting draft plans for subdivisions may suggest names from the Reserved Street Names Inventory for the Street names in the subdivision.
  - i. Any suggested Street names not on the Reserved Street Name Inventory shall require a **Street Naming Application Form**.
  - ii. If no names are suggested from the Reserved Street Names Inventory and no Street Naming Application Form is submitted, property developers shall accept recommendations from the Committee for Street names.

### **3.2.1 Review Process of a Name Submitted for the Reserved Street Name Inventory**

As noted in Section 3.2.1 of the Policy:

- a) The Committee shall review Street names submitted to the Reserved Street Name Inventory.
- b) The Committee shall consult the Inclusion Advisory Committee (IAC) prior to adding names to the Reserved Street Names Inventory.
- c) The Committee reserves the right to consult with additional committees, boards, or other groups.
- d) The Committee shall seek approval at a Special Meeting of Council for names related to people or organizations, pending consent from the named party's representative.
- e) Following approval at a Special Meeting of Council, where a Street name proposed for the Reserved Street Names Inventory relates to a person or organization, the City shall contact the applicant to arrange the completion of a **Named Party's Representative Consent Form**.
- f) All Street names shall be approved by the St. John's Regional Fire Department prior to adding them to the Reserved Street Names Inventory.

### **3.3 Naming a New Street**

- a) When a Street requires a name, it shall be selected by the Committee, prioritizing names significant to equity-deserving groups, where possible, at the sole discretion of the Committee.

- b) All selections shall be subject to final Council approval.

### **3.4 Street Renaming**

#### **3.4.1 Requests for Street Renaming**

- a) Applicants shall complete a Street Renaming Application and provide a map or illustration of the Street to be renamed to the Office of the City Clerk.
- b) Upon receiving the Street Renaming Application, the Office of the City Clerk, in consultation with the CIS Division, shall provide the applicant with a list of all of the residential and commercial properties on the street, along with the number of properties required to meet the 50 percent plus one threshold for the petition.
- c) The applicant shall submit a petition with support from a minimum of 50 percent plus one property owners on the Street (with one signature per property), containing the property owner's name, Civic Address, and handwritten signature, using the City-provided template.

#### **3.4.2 Processing**

- a) Upon receiving the petition associated with the Street Renaming Application,
  - i. The Office of the City Clerk shall review the submitted petition to confirm that it contains valid property owner names and upon any exclusion for those who are not property owners, that it still meets the 50 percent plus one threshold, and
  - ii. The City Clerk shall seek a Member of Council to sit on the Street Naming Committee only for the purposes of the particular street renaming request, in accordance with Section 93(a) of the Rules of Procedures for the St. John's Municipal Council.
- b) If the petition, upon review, does not meet the 50 percent plus one threshold, the City Clerk may reject the request, subject to extenuating circumstances as determined solely by the City. The City may permit revisions to the petition, in its sole discretion, due to extenuating circumstances.

- c) If the required petition threshold is met, the Office of the City Clerk shall conduct a mail poll of all affected residential and commercial property owners. The Street Renaming Application request shall only proceed further if 50 percent plus one of all property owners polled by mail by the City support the street renaming.
- d) The Office of the City Clerk shall advise the applicant of the result and any further action.

### **3.4.3 Public Notice and Consultation**

- a) Following completion of the mail poll with 50 percent plus one of all property owners supporting street renaming, and with the approval of Council, the Committee shall provide a public notice period of not less than 60 days.
- b) The Committee shall schedule a public meeting, to be held not less than 30 days prior to submitting a recommendation to Council.
- c) All property owners on the Street shall be notified by mail of the public notice period and the time of the scheduled public meeting.
- d) Following the 60-day public notice period, the Committee shall submit a report and recommendation, including a new recommended Street name, if necessary, to Council.
- e) Following the decision by Council, all property owners on the Street shall be notified by mail of the outcome, including when any change will occur. The City shall also include a pamphlet for affected property owners, as detailed in Annex B, to provide some guidance with respect to notification of the change to various groups.

### **3.5 Civic Number Assignment Requirements**

As noted in Section 3.3 of the Policy:

- a) New Civic Numbers shall be assigned as part of the procedures related to the establishment of new Lots or redevelopment projects and verified by the CIS Division as part of development approval process. The CIS Division shall confirm the Civic Numbers with the Department of Planning, Engineering and Regulatory Services (PERS) and send notification of assignment to an applicant.



- b) With the exception of cul-de-sacs, Street orientation shall define the direction for increasing Civic Numbers.
  - i. Civic Numbers shall begin at the south end of a Street and increase toward the north end.
  - ii. Civic Numbers shall begin at the east end of a Street and increase toward the west end.
- c) Civic Numbers along a Street shall be even numbers on the right-hand side and odd numbers on the left-hand side in the direction of increasing civic numbers.
- d) The City shall make every effort to maintain Civic Number orientation with adjacent municipalities when possible.
- e) Fractions shall not be permitted to be assigned as part of a Civic Address.
- f) Alphabetic characters (e.g., A, B, C) shall be permitted to be assigned as part of a Civic Address, at the sole discretion of the CIS Division.

### **3.5.1 Civic Address or Civic Number Reassignment Requirements**

As noted in Section 3.3 of the Policy:

- a) When a situation arises requiring reassignment of Civic Numbers, the City shall attempt to minimize the number of properties requiring reassignment.
- b) The City Clerk shall consult with the CIS Division and based on the CIS Division's recommendation, shall provide a response to the property owners of all affected properties.
- c) If there is a change to the civic number, the CIS Division shall advise PERS of the change.

### **3. Notification**

As noted in Section 3.4 of the Policy:

- a) Following approval by Council, the City shall notify the following organizations regarding Street naming/renaming and Civic Address/Civic Number assignment/reassignment:
  - i. St. John's Regional Fire Department

- ii. NL 911
- iii. St. John's Transportation Commission (Metrobus)
- iv. Royal Newfoundland Constabulary
- v. Eastern Regional Health Authority
- vi. Canada Post
- vii. Elections Canada
- viii. Newfoundland Power and
- ix. telecommunications providers.

#### **4. Application**

These procedures apply to all Streets in the City of St. John's and all Civic Addresses/Civic Numbers for these Streets.

#### **5. Responsibilities**

##### **5.1 The Street Naming Committee** shall be responsible for:

- a) providing recommendations to Council with respect to Street naming;
- b) completing consultations or public engagement;
- c) managing the Reserved Street Names Inventory.

##### **5.2 The CIS Division** shall be responsible for:

- a) managing the Civic Addressing process, including Civic numbering/renumbering.

### **5.3 The IAC shall be responsible for:**

- a) providing recommendations to the Street Naming Committee regarding names submitted for the Reserved Street Names Inventory.

### **5.4 The St. John's Regional Fire Department shall be responsible for:**

- a) approving and reserving Street names for use.

## **6. References**

[Human Rights Act, 2010](#)

[Inclusion Advisory Committee Terms of Reference](#)

Named Party's Representative Consent Form (in development)

Street Naming and Civic Addressing Policy (draft)

Street Naming Application Form (in development)

Street Renaming Application Form (in development)

## **7. Approval**

- Procedure Sponsor: City Clerk
- Procedure Writer: Policy Analyst; Manager, Land Information Services; Geographic Information Systems Technologist
- Date of Approval from:
  - Corporate Policy Committee:
  - Senior Executive Committee:

## **8. Monitoring and Contravention**

- a) The Office of the City Clerk shall monitor the application of the policy and procedures.
- b) Any contravention of the policy and/or associated procedures may be brought to the attention of the Office of the City Clerk, the Department

of Finance and Corporate Services (Human Resources Division), the Office of the City Solicitor, and/or the Office of the City Manager for further investigation and appropriate action, which may include, but is not limited to, legal action and/or discipline up to and including dismissal.

**9. Review Date**

Initial Review: Two years

Subsequent Reviews: Concurrent with policy review

DRAFT

## Annex A

### List of Standard Suffixes for Common Street Types\*

<b>Street Type</b>	<b>Suffix</b>
Avenue	Ave
Boulevard	Blvd
Circle	Cir
Close	Close
Court	Crt
Cove	Cove
Crescent	Cres
Drive	Dr
Heights	Hts
Highway	Hwy
Hill	Hill
Lane	Lane
Line	Line
Loop	Loop
Place	Pl
Road	Rd
Row	Row
Square	Sq
Street	St
Terrace	Terr
Turn	Turn
Way	Way

\* Note: this is a non-exhaustive list.

## Annex B

### Notifications of Address Change

The following is a non-exhaustive list of individuals and organizations that may need to be contacted by property owners/residents to advise them of an address change. The onus will be on the individual to follow up with appropriate organizations.

- Canada Post
  - If approved by Council, there is no charge, but individual property owners and residents still need to arrange the mail forwarding.
- [Digital Government and Service NL](#) - Drivers License and/or Vehicle Registration
- Canada Revenue Agency
- Service Canada
  - Canada Pension Plan and Old Age Security
  - Employment Insurance
- [Medical Care Plan \(MCP\)](#)
- Immigration, Refugees and Citizenship Canada
  - Work permit, study permit, travel visa
  - [Passport](#) - Only requires updating of the physical passport document with new address.
- Employer
- Private pension plan
- School, university, daycare
- Financial institutions and/or credit card companies
- Landlord
- Doctor, Dentist, or other healthcare professional
- Phone/cable/internet
- Newfoundland Power and/or fuel company
- Insurance companies (home, vehicle, health, etc.)
- Subscriptions

# INFORMATION NOTE

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<b>Title:</b>	<b>Resident Satisfaction Focus Group</b>
<b>Date Prepared:</b>	May 1, 2023
<b>Report To:</b>	<b>Committee of the Whole</b>
<b>Councillor and Role:</b>	Mayor Danny Breen, Governance & Strategic Priorities
<b>Ward:</b>	N/A

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**Issue:** Provide Council with an overview of the results of the Resident Satisfaction Focus Group

## **Discussion – Background and Current Status:**

In Fall 2022, the City completed its third biennial Resident Satisfaction Survey. As a follow-up to this research, a virtual focus group with City residents was conducted in February 2023 to gather additional insights. As a research tool, focus groups complement surveys and enable deeper engagement and discussion. Surveys and focus groups are best practices in accountability and performance management and are fundamental tools in the City’s accountability framework.

The vendor, MQO Research, in collaboration with the City of St. John’s, designed and organized the focus group. Key subject areas included overall perceptions of the city, City programs and services, and City communications. A total of seven residents attended the session representing a mix of demographic characteristics (e.g., age, income, gender). At least one participant attended from each City ward. MQO moderated the discussion with City staff attending as observers.

## **Focus group findings**

A detailed report from the focus group is attached for Council’s information. Overall, findings were consistent with the results of the 2002 Resident Survey. It is important to note that the moderator of the focus group did not influence or correct participant opinions and thus comments are presented “as is.” In some cases, suggestions raised by residents may be outside the City’s jurisdiction or sphere of influence. Highlights from the focus group include:

- Residents rated both the City of St. John’s as a place to live and the City’s programs and services highly. Common suggestions to improve City services were better transportation services and road quality, increased snow/sidewalk clearing, and a more comprehensive recycling program.



- Residents generally feel the City has a role to play in terms of crime and affordable housing. Suggestions included increasing programming for vulnerable populations, collaborating with organizations such as police and non-profits, and more restrictions on short-term rentals and commercial construction.
- Most residents feel they receive a fair value for their tax dollars, although many were unaware where their taxes were being spent specifically.
- Residents generally feel that the City does a good job of keeping them informed, although they expressed an interest in seeing more opportunities to provide input.
- A common message for City Council was to increase efficiency in city services, such as using models from other cities and investing in more sustainable maintenance/repairs.

### **How the City has used resident survey/focus group results to date**

Many of the initiatives and service improvements the City has introduced are reflected in the City's 2023 strategic action plan and relate directly to issues raised by residents. These initiatives include:

- Continued investment in, and improvements to, public transit including the development of a service growth strategy and upgrades to the communications system to help improve service reliability.
- Investments in active transportation and shared-use paths including Kelly's Brook, Canada Drive, and Elizabeth Avenue.
- Continuing work on the City's Asset Management program to improve decision-making accountability and transparency and to maintain or reduce costs while maintaining levels of service.
- A review of the City's engagement website, [engagestjohns.ca](https://engagestjohns.ca), to determine how effectively it is meeting the needs of the public as a tool for providing input.
- Ongoing application of continuous improvement to enhance the efficiency of City processes and to deliver more value to customers. Since 2018, CI has helped reduce process time by an average of 45% in some areas.
- Development of a digital strategy to help advance service excellence.
- Implementation, with partners, of the Healthy City Strategy; a long-term plan to build healthy neighbourhoods that support the health, wellness, and inclusion of all citizens.
- Continued implementation, with partner organizations, of the City's Affordable Housing Strategy and technology improvements to enhance the administration of the City's non-profit housing program.

The focus group was a valuable research tool and insights gathered, along with the results of the resident survey, will help inform City programs and services.



**Key Considerations/Implications:**

1. Budget/Financial Implications: The focus group was conducted as part of the vendor contract for the resident survey at no additional cost to the City.
2. Partners or Other Stakeholders: Residents/taxpayers
3. Alignment with Strategic Directions:  
  
An Effective City: Ensure accountability and good governance through transparent and open decision making.  
  
An Effective City: Achieve service excellence through collaboration, innovation and modernization grounded in client needs.
4. Alignment with Adopted Plans: The resident survey and focus group are key elements of the City's Accountability Framework and used to inform both strategic plan, budget, and continuous improvement every two years.
5. Accessibility and Inclusion: MQO used their database to solicit volunteers for the focus group.
6. Legal or Policy Implications: Any change to policy or procedure arising from data collected would go through the appropriate process.
7. Privacy Implications: Privacy legislation applies to any initiative of this nature. Individuals are not identified, and comments are not attributed to any one individual.
8. Engagement and Communications Considerations: Findings from the focus group will be made available on the City's website and shared internally.
9. Human Resource Implications: N/A
10. Procurement Implications: Work was completed through an existing contract.
11. Information Technology Implications: N/A
12. Other Implications: N/A

**Conclusion/Next Steps:** This is the first year that a focus group has been completed following the resident survey. It is recommended that the City continue with this added element of the research to enable a deeper dive into the topics.



**Report Approval Details**

Document Title:	Resident Satisfaction Focus Group.docx
Attachments:	- 2023 Resident Satisfaction Focus Group - Topline Report - March 2023.pdf
Final Approval Date:	May 3, 2023

This report and all of its attachments were approved and signed as outlined below:

**Victoria Etchegary - May 3, 2023 - 3:46 PM**

**Derek Coffey - May 3, 2023 - 4:35 PM**

# 2023 Resident Satisfaction Focus Group Topline Report

ST. JOHN'S



# OBJECTIVES AND METHODOLOGY

In Fall 2022, MQO conducted the 2022 City of St. John's Resident Satisfaction Survey. As a follow-up to this research, MQO conducted a value-add Focus Group with City residents to gather insights into a number of topics related to life in the City of St. John's.

## Methodology

The focus group discussion guide was designed by MQO in collaboration with the City of St. John's. Key subject areas included overall perceptions of the City of St. John's, City programs and services, and City communications.

The group was conducted virtually using the Zoom platform on February 13<sup>th</sup>, 2023. A total of 7 St. John's residents attended. Participants shared a mix of demographic characteristics (e.g., age, income, gender) with at least one participant from each ward.

Section A:

# OVERALL PERCEPTIONS

# OVERALL PERCEPTIONS

Overall perceptions of life in the City of St. John's were positive. When asked to describe St. John's as a place to live, residents cited a nice pace of life, a laid-back atmosphere, and beautiful scenery as the first things that came to mind.

Ratings of St. John's as a place to live were high. On a scale of 1 to 10 where 1 was *poor* and 10 was *excellent*, most participants rated a 7 or 8, while one participant rated a 5.

Likeable aspects of the city included a well-ingrained trail system, welcoming culture, family-friendly infrastructure, and walkable neighbourhoods.

Aspects of the city that were disliked included an unsatisfactory transit/busing system, accessibility issues, lack of sidewalks in the winter, and a rising cost of living.



# OVERALL PERCEPTIONS

**Overall impressions of the City's programs and services were generally positive, however there were multiple suggestions to improve City services.**

Ratings of the City's programs and services on the same 1-10 scale ranged from 6 to 8. Residents appreciated the availability of community recreation programs, day camps for children, and regular garbage collection.

In terms of areas for improvement, residents mentioned a more comprehensive recycling program (including glass and styrofoam), better snow/sidewalk clearing, improved garbage/litter clearing in the downtown area, and expanded transportation services (e.g., Metrobus).



Road quality was also cited as an area for improvement, specifically in terms of better paving to reduce potholes and increased availability of parking garages.

An additional area of improvement was increased utilization of the City's waterfront – the area could be used as a public space for families and public gathering, similar to the Halifax waterfront.



Section B:

# PROGRAMS AND SERVICES

# PROGRAMS AND SERVICES

**Participants had a conventional understanding of the City's responsibilities and the services it delivers. In general, residents felt the City could play a role in terms of crime and affordable housing.**

When asked what core programs and services the City is responsible for, participants most commonly cited road maintenance, snow clearing, garbage/recycling services, libraries, and parks/recreation spaces.

In terms of crime, residents generally felt that petty crime was on the rise. They felt that there were repeat offenders of crimes that experience little to no consequences for their actions. Rise in drug use and related offenses were also mentioned.

Residents seemed to recognize that the City was not solely responsible for crime and mentioned other organizations such as police (the RNC), and provincial and federal governments.

To help with crime, participants felt the City could increase programming for vulnerable populations (e.g., drug users, homeless individuals, youth), and collaborate with the police to work on specific issues, such as reducing or eliminating known criminal residences in the city.



# PROGRAMS AND SERVICES

To address the issue of affordable housing, residents felt the City could introduce rent control measures such as rent caps, and work directly with non-profit organizations to create more affordable housing provided on the basis of income level. One participant mentioned that the current low-income housing service had very long wait times, and expanding the number of housing units available could help with this.

Other participants mentioned reducing the number of short-term rental properties such as Airbnb's to make more space for affordable housing, as well as reducing zoning approvals for new commercial construction and incentivizing the use of unused/abandoned spaces in the City. Another participant questioned whether the City's tax sale process (whereby properties are placed on public auction for arrears of taxes) could in some way be used to support the development of affordable housing

A final participant indicated that a lot of construction was taking place outside of the City centre in areas such as Galway, thus attracting more residents to live and pay taxes in those areas and leading them to be less concerned with issues in the 'interior' of St. John's. He suggested that reducing approvals and/or raising taxes on such developments could generate income that could go toward affordable housing throughout the City.



# PROGRAMS AND SERVICES

**When asked about taxes, participants felt they receive a fair value for their tax dollars, however most residents were unaware exactly where their tax dollars were being spent. When shown the tax breakdown, participants felt less could be spent on general administration and transfers/payments.**

In general, participants indicated they receive a fair value for their tax dollars and that the amount is reasonable. Residents generally felt (unaided) a large portion of their tax dollars went toward services such as snow removal, garbage collection/recycling, road maintenance and light and power.



When shown the 2022 Budget St. John's Expenditure graphic, participants were generally not surprised at the tax breakdown. Participants felt the 24.9% toward Environmental Health was reasonable as the City is growing. However, they did feel that 13% toward General Administration was too high and could perhaps be lowered through reducing the number of City employees or their salaries.

Further, the 20.6% toward Transfers/Payments was a slight concern, with some participants questioning if the City is in a bad debt servicing position or have too many vehicles for the work required. Finally, participants felt more tax dollars could be spent on City Development and Heritage Preservation.

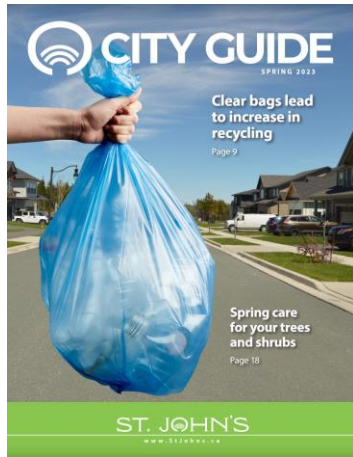
Section C:

# COMMUNICATIONS

# COMMUNICATIONS

Participants generally felt that the City does a good job of keeping residents informed, although they felt more opportunities could be available for residents to provide input (e.g., Town Halls).

Residents typically find out about information about the City through the City website, mailing/email lists, and social media. One participant mentioned they read the City Guide quarterly. Most participants did not seek out City news through traditional media like broadcast news stations (e.g., CBC).



In terms of direct communication from the City, participants generally felt the City did a good job of informing residents of potential changes in their neighborhood, as well as seeking out their input before implementing such changes (e.g., installation of the Blackmarsh Road roundabout).

Another participant mentioned City outreach to youth/students on key issues that concerned them (e.g., issues at Churchill Square), which was appreciated.

# COMMUNICATIONS

In terms of opportunities to provide meaningful input, most participants were unaware of platforms like *engagestjohns.ca* to submit their opinions. Town Halls were a preferred method to provide input, and residents felt the City could hold more Town Halls that are advertised to a wider audience.

For example, multiple participants indicated that they only hear about City engagement sessions after they take place, and if it was a topic that impacted them they would attend (e.g., crime, housing). They felt that engaging more community members from all backgrounds would provide insights that the average citizen may not have.

In terms of information received from the City, the general consensus was that there is no such thing as *too much information*. Residents would like to receive more information on the City budget and tax spending, particularly breakdowns of where specific tax dollars are being spent (e.g., breakdown of spending on road maintenance, affordable housing, etc.).



Section D:

# FINAL COMMENTS



# FINAL COMMENTS

To conclude the session, residents were asked what message they would send to City Council if given the opportunity. Responses varied, with most participants reiterating improvements to city services such as transportation and recycling, as well as suggestions to improve overall efficiency.

Multiple participants reiterated improvements to public transit such as Metrobus. Recycling services were also mentioned, particularly in terms of expansion and adopting models from other cities such as Halifax.



A message that multiple participants agreed on was improving overall efficiency in the City's services, such as reducing expenditure for services like road maintenance by investing in better quality repairs that would last longer.

Some participants also revisited the need for increased community input through Town Halls and addressing root causes of societal issues such as crime. Overall, residents indicated the City is generally doing a good job, and they appreciate living in the City of St. John's.

# CONCLUSIONS

# CONCLUSIONS

- ✓ Residents rated both the City of St. John's as a place to live and the City's programs and services highly. Common suggestions to improve City services were better transportation services and road quality, increased snow/sidewalk clearing, and a more comprehensive recycling program.
- ✓ Residents generally feel the City has a role to play in terms of crime and affordable housing. Suggestions included increasing programming for vulnerable populations, collaborating with organizations such as police and non-profits, and more restrictions on short-term rentals and commercial construction.
- ✓ Most residents felt they receive a fair value for their tax dollars, although many were unaware exactly where their taxes were being spent. When shown the City of St. John's tax breakdown, participants felt less could be spent on general administration and transfers/payments.
- ✓ Residents generally felt that the City does a good job of keeping them informed, although they felt more opportunities could be provided for residents to provide input (e.g., Town Halls that are widely advertised). Participants indicated they would like to receive more information on the City budget and tax spending.
- ✓ A common message for City Council was to increase efficiency in city services, such as utilizing models from other cities and investing in more sustainable maintenance/repairs.

# DECISION/DIRECTION NOTE

**Title:** Youth Forum Recommendations.docx

**Date Prepared:** April 14, 2023

**Report To:** Youth Engagement Working Group

**Councillor and Role:** Jill Bruce, Youth Engagement Working Group

**Ward:** N/A Choose an item.

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**Decision/Direction Required:** Review What was Heard at the three Youth Forum events held in Oct. Nov and Jan. and bring recommendations from the Youth Engagement Working Group to staff leads and provide feedback on potential actions.

**Discussion – Background and Current Status:**

The City’s Youth Engagement Working Group has been operational for just over a year. The group’s goals, derived from the Youth Engagement Strategy, include improving engagement with young people between the ages of 18 and 30 in the City of St. John’s. One of the actions the group focused on in 2022 was a youth forum event. With Council’s approval, the group broke the event into three activities:

1. An in-person event focused on three topic areas held in Oct. 2022
2. A virtual event focused on three topic areas held in Nov. 2022
3. A virtual event to review what was heard and make tangible recommendations which was held in Jan. 2023

Following the Jan. 2023 event, the YEWG reconvened to review all the information collected throughout the forum and developed a series of recommendations for Council’s consideration. One of the key things heard throughout the youth engagement work to date is the importance of letting those who provide feedback know how their input is used. It is important that the Youth Engagement Working Group receive feedback on their recommendations and be able to communicate to those who attended the events about which actions are feasible.

After reviewing all the recommendations, the YEWG suggests the following potential key focus areas as priorities:

**Sustainability**

- Easier access to information on composting in the city such as classes and rules and regulations
- Document and integrate composting sites with the city’s mapping solution

**Economic Development**

- Develop a list of easy to access resources about programs and services available which can be accessed via paper and digitally
- Access to frequently asked questions and a chat bot on the website



## Public Transit

- Improve online experience (website, app, etc.)
- Accessible considerations for user centered design/universal design for all users

## Parks, Trails, Open Spaces

- Promotion of trails and parks with a focus on making places “destinations”
- Document and integrate parks, etc. with city mapping solution for easy access

## Active Transportation

- Add bike lane/safe cycling to city mapping for easy use

## Arts and Culture

- Positive efforts were noted in this area. Some of the things recommended are already being actioned. Continue to engage with youth on arts and culture matters.

**Key Considerations/Implications:**

## 1. Budget/Financial Implications:

Would need to consider any budget in relation to the program area noted.

## 2. Partners or Other Stakeholders:

St. John’s Transportation Commission  
Parks and Trails Foundations/organizations  
Economic development stakeholders

## 3. Alignment with Strategic Directions:

A Connected City: Increase and improve opportunities for residents to connect with each other and the City.

An Effective City: Achieve service excellence through collaboration, innovation and modernization grounded in client needs.

## 4. Alignment with Adopted Plans: The Youth Forum event was a recommendation from the Youth Engagement Strategy approved in 2020.

## 5. Accessibility and Inclusion:

Considered as part of recommendations

## 6. Legal or Policy Implications: N/A

## 7. Privacy Implications: N/A

## 8. Engagement and Communications Considerations:

Many of the tangible actions and recommendations are rooted in improved communications to the youth demographic and the use of more creative communications tools.

9. Human Resource Implications:

N/A

10. Procurement Implications:

N/A

11. Information Technology Implications:

Any technical recommendations would need to be reviewed by the City's Information Services Team.

12. Other Implications:

**Recommendation:**

That Council share What we Heard including the recommendations from the YEWG within this note with relevant City staff and require follow up on which recommendations could possibly be actioned, including potential timelines that could be communicated back to the YEWG and those who attended the events.

**Prepared by: Victoria Etchegary, Manager, Organizational Performance and Strategy**

**Approved by:**

# What we Heard & Recommendations

Youth Engagement Forums



## Context

- Council approved the Youth Engagement Strategy in Oct. 2022; one of the recommendations was to create more youth-focused events such as youth forums to demonstrate the value of youth voices in decision making. These activities can help create a welcoming environment for youth thereby increasing their connection to the City, a strategic direction in the City's Strategic Plan.
- In July, Council approved a Youth Forum for 2022 to include one in-person youth event and two virtual events as a way of bringing young people together to talk about issues important to them, and for youth to learn more about what's happening within the city organization that may impact their experience living in St. John's.
- The Youth Engagement Working group worked with city staff to plan these events.



## Event One – Oct. 18, 2022

- In-Person Youth Forum at City Hall
- Twenty-nine youth participated in round table discussions with Mayor Breen, Councillor Bruce, Director of Economic Development, Culture, & Partnerships Elizabeth Lawrence, Sustainability Coordinator Edmundo Fausto, and Metrobus CEO Judy Powell.
- The topics discussed were Sustainability, Entrepreneurship & Economic Development, and Public Transit.

## Event Two– Nov. 29, 2022

- Virtual Youth Forum via Zoom
- Fifteen youth participated in break out room discussions with Councillor Bruce, Transportation System Engineer Marianne Alacoque, Manager of Parks & Open Spaces Brian Head, and Arts & Cultural Development Coordinator Théa Morash.
- The topics discussed were Parks, Trails, & Open Spaces, Arts & Culture, and Active Transportation.

## Event Three– Jan. 26, 2023

- Virtual Youth Forum via Zoom.
- Twelve youth participated in break out room discussions with members of the Youth Engagement working Group and staff lead Victoria Etchegary, Manager Organizational Performance and Strategy
- The purpose of this event was to share what was heard at the previous two events and seek agreement or new ideas on recommendations.

# Sustainability

### Questions:

1. What environmental/sustainability challenges are you most concerned with?
2. What tangible actions can the City carry through on to achieve results?
3. What do you feel the City is going well regarding environment and sustainability?
4. What do people need to more information about or want to talk about?

# Concerns About Sustainability

- Transit budget
- Zones impacted by climate change and plans/incentives to prevent building
- Greenhouse gases, including at the Robin Hood Bay facility
- Creating/maintaining green spaces including community gardens
- Bike lanes and alternative transport
- Balancing development and green space
- What other municipalities do above the water shed

# What the City is Doing well

- Expression of interest requests relating to sustainability
- Engaging companies to finance green initiatives
- Using garbage for energy
- Repainting bike lanes and making new ones
- Tree planting
- Rainwater from Metrobus roof used to wash buses

# What They Want to Know More About

- Master Plans and Green Strategy
- Composting at home
- How green spaces are prioritized
- How to recycle in apartments
- Whether recycling bins could be more prominent around the city

## Suggested Actions

- Make changes for new builds and retrofit existing
- Increase composting in the City
  - Opportunity for volunteers to maintain
  - Interest in more information sessions, especially for indoor composting
  - Community composting options
  - Remove cost of the bin
- Increase the frequency of recycling pickups and have it available in apartments
- More community gardens
- Improve frequency of cardboard recycling
  - Takes up a lot of space
  - Not easy for everyone to get the Robin Hood Bay City needs to talk more and share more success stories about what it is doing well to support sustainability



## Suggested Actions

- Electric Vehicles
  - More 24 hr. chargers
  - Podcast about EVs to talk about benefits/investment
- Improve infrastructure for mega storms
- Investigate or educate about landfill gases for energy
- Initiate collaboration with the Province on energy generation
- Plant fruit trees
- Advocate for low low-carbon products

## **Entrepreneurship, Economic Development and Affordability**

Questions:

1. What can the city do to support people to start their own business?
2. What can the city do to support small business owners?
3. What are the areas of concern related to affordable living?
4. What can the city do to support affordable living?

## Supporting Business Start Up

- Education
  - Clearly accessible information on entrepreneurship resources and programs
  - Share success stories from entrepreneurship programs
  - Promote Junior Achievement
- Storytelling
  - Storytelling about the path towards successful entrepreneurship
- Exposure
  - Share more examples of successful entrepreneurship
  - Workshops and in-person sharing
- Target
  - Entrepreneurship education starting earlier (high school)
  - Workshops that target younger versus older youth (e.g., high school vs. university)

## Supporting Small Business

- Lower Costs/Barriers
  - Fees associated with starting new businesses
  - Regulations associated with starting a new business
- Support Business Accessibility
  - Retrofit
  - Ramps for businesses
- Stories/Diversity
  - Share stories of existing diverse success cases
- Labour Market Participation
  - Incentivize businesses to hire vulnerable populations
  - Incentivize building and retrofitting of green buildings

## Affordability and Cost of Living

- Housing
  - Incentivize density and building more affordable units
  - Community agency operation of City-owned housing
- Transit
  - Wider sidewalks
  - Increase transit routes, frequency, and reach

## Suggested Actions

- Housing and affordability
  - Have a tenants' working group to achieve balance with landlord working group
  - Develop a “how to” guide for renting in St. John's and include such things as:
    - Set up mailing
    - Garbage
    - Bus routes
    - Should have both online and printed versions
- Entrepreneurship/economic development
  - Job fairs – connect business owners/entrepreneurs with existing events
  - Share more success stories – video format
  - Use data available to city and share it
  - Can the city do anything around rent caps?

# Public Transit

Questions:

1. What challenges are you currently facing with public transit?
2. What tangible actions can the city take to improve public transit?
3. What else did you hear? What else do people want more information about?

## Challenges

- Lack of shelters for some bus stops combined with bad weather
- Harassment or feeling uncomfortable while using transit
- Overcrowding at peak times such as mornings
- Reliability generally
- Infrequent service
- Inconvenient transfers, routes, longer commutes
- Lack of access in places such as Mt. Pearl & Southlands
- Not pet friendly



# What else did you hear?

- Can drivers provide emergency response support if needed? What role can they play in addressing harassment?
- People want to better understand the budget, costs of operating
- What else can be done to improve fleet?
- Go Bus vs Metrobus and costs
- Are all routes needs for the hours they operate?, ex. Route 22.

## Suggested actions

- Announcements for stops
- Better maps online for planning (ensure accessible format)
- Visa/debit pay system on board
- Transit in Southlands
- Improve timing/frequency
- Expand network for greater coverage

## Suggested actions

- Expand ZIP network
- Bus pass available on mobile device or ability to link to Google Pay
- Update app interface to be more user friendly – incorporate tracker
- Kneeling buses for accessibility
- Bike racks year round
- Adapted stops for evening to be dropped at a location on route but not bus stop (safety)
- Drivers to have “Ask Me” sign – encourage welcoming city for newcomers
- Keep costs low
- Update website
- More shelters – accessible after snow and heated if possible

## Parks, Trails & Open Spaces

Questions:

1. How do Parks, Trails, and Open Spaces impact your daily life in the City?
2. What aspects of Parks, Trails, and Open Spaces are currently missing for you?
3. What challenges do you have related to Parks, Trails, and Open Spaces?
4. What should the City prioritize?

## Impact on Daily Life

- Enjoy that trails in the City allow for active transportation
- The trails are great for getting to bus stops when there is no snow/ice
- Many amenities in parks
- Just being able to get outside to enjoy open space and be active

## What's missing? Challenges?

- Safety on trails and being able to use them year round
  - Salting
  - Snow clearing
  - Visibility in evenings e.g., Rennies River
- Lights in dog parks
- Access to some amenities only in summer such as water fountain in Bannerman Park

## Suggested Actions

- Volunteer program for community clean up, possibly in high schools (volunteer hours)
- Community gardens
  - Make a list of what is available and some means of connecting as volunteers
- Promotion of trails and parks – more about the destination and what you can do there versus facts about the space, i.e. places for picnics – use social media more for this
- Pave more trails – make them accessible

# Arts & Culture

Questions:

- How does Arts and Culture impact your daily life in the City?
- What aspects of Arts and Culture are currently missing for you?
- What challenges do you have related to Arts and Culture?
- What should the City prioritize?



# Impact on Daily Life

- Musical events are good for community to get together and get a sense of community
- Love to see murals and other free art spaces

## What's missing? Challenges?

- Free art spaces
- More graffiti walls and commission artists to do murals, especially downtown – less red tape #locations
- More creative social media that is eye catching, sponsored, and tailored to audiences; people often stumble upon events
- Diversity
- Theatre activities from the City

## Suggested Actions

- More music, smaller events, less formal
- More diversity, multicultural reflection within Arts and Culture especially for large events
- A day to celebrate diversity in St. John's, sharing from cultures around the world, maybe tie in with the college and Memorial University
- Create one place with key information on Arts and Culture – a space for the City to claim and hyperlink to the organizations they support
- Promotion of crafting – groups, where you can access classes, develop a list and build a community
- Wall on Harvey Rd for public art

## Active Transportation

Questions:

1. How does Active Transportation impact your daily life in the City?
2. What aspects of Active Transportation are currently missing for you?
3. What challenges do you have related to Active Transportation?
4. What should the City prioritize?

## Impact on Daily Life

- Rely on active transportation in their day-to-day lives - “obligatory pedestrians” for example
- Cyclists, walkers, etc. who shared similar perspectives on Active Transportation
- The extent to which the city develops and maintains corridors for pedestrians directly impacts the regions of the city which are ‘accessible’

## Missing? Challenges?

- Painting lines on the roads – bike lanes - is not enough to address the concerns of cyclists (and others)
- There is a pressing need for physical infrastructure which separates pedestrians from other forms of motorized transportation (Boulevards)
- Currently, in high demand areas (e.g., Kenmount Rd) safety is a major issue
- Hostility and lack of awareness to pedestrians is a constant challenge
- Wintertime poses additional hurdles for pedestrians

## Tangible Recommendations

- Map of cycling safe routes instead of “bike lanes”
- Walkability is a feature people look for when choosing where to live; add layers to existing information on city website/maps to show what is in a neighbourhood, wider sidewalks, cross walks, link to affordability

# INFORMATION NOTE

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<b>Title:</b>	<b>Youth Panel Update</b>
<b>Date Prepared:</b>	May 8, 2023
<b>Report To:</b>	<b>Committee of the Whole</b>
<b>Councillor and Role:</b>	Councillor Jill Bruce, Youth Engagement Working Group
<b>Ward:</b>	N/A

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**Issue: Provide Council with an update on surveys completed through the Youth Panel since its launch in 2022 and the proposed name change**

## **Discussion – Background and Current Status:**

One of the recommendations from the Youth Engagement Strategy approved by Council in Oct. 2022 was the creation of an Online Youth Panel. The idea for the panel came from research and feedback from young people who wanted more opportunities to provide feedback to the City using quick and easy tools on topics that mattered to them. Using the City’s existing online engagement platform, staff created a page where surveys are developed and then accessible only to those who opt into the Youth Panel. Panel members can also choose to receive their communication via text message, another recommendation from the group, and participate in only the surveys of interest to them. There are currently 174 registered users in the group. Survey topics are determined based on feedback received from the Youth Engagement Working Group, previous research conducted, or emerging priorities or current public engagement activities. To date, 12 surveys have been issued with varying response rates. As well, a survey of panel members was completed last summer (about 6 months into the project) with positive feedback on their experience to date.

[Panel Survey](#) topics to date have included:

- Youthful Cities Indicators
- The City as Employer
- Housing
- Elections
- Emergency Management
- Metrobus
- Social Media
- Forum Topics -tied to Youth Forum events
- Waste and Recycling – a series of 4 surveys
- Winter Activities
- Heritage Plan – tied to public engagement process
- Post-Secondary Students – Post Graduation Plans

# ST. JOHN'S



A current survey is in development related to summer-based activities and events. Staff aim to have at least one survey live per month. Those who participate also have opportunities to receive quarterly prize draws.

Results from surveys are compiled and shared with relevant staff and posted on the City's intranet. As well, the [Youth Panel engage page](#) also hosts the what we heard documents and they are shared with the panel members via email and SMS. While only members can complete the surveys, anyone can access the outcomes if they are interested.

### **Name Change**

The Youth Engagement Working Group is also briefed on the outcomes of each survey. Over the past few meetings, committee members have discussed whether the name of the "Panel" is the most appropriate given that the city also used the term youth to refer to school-aged children, i.e. youth week, youth awards, etc. The committee also believes that the term panel may sound too formal. They have suggested the online survey presence be renamed the 18-30 Collective. Staff are supportive of this change. The new title will create more clarity about for whom the group is for and create a better sense of community among this peer group as all members will be part of the Collective.

Organizational Performance and Strategy staff will work with Communications to better brand the online survey and continue to grow the Collective and work internally to develop surveys that are relevant to this audience.

### **Key Considerations/Implications:**

1. Budget/Financial Implications:  
Minimal costs for SMS, about \$100 per year and \$200 for quarterly prize draws.

2. Partners or Other Stakeholders:

3. Alignment with Strategic Directions:

A Connected City: Increase and improve opportunities for residents to connect with each other and the City.

An Effective City: Achieve service excellence through collaboration, innovation and modernization grounded in client needs.

4. Alignment with Adopted Plans:  
Youth Engagement Strategy

5. Accessibility and Inclusion:

Panel is open to anyone 18-30 who wants to join. The site is fully compliant with WCAG 2.1, the current global web accessibility standard. Review the accessibility information on [the site](#).

6. Legal or Policy Implications:  
Non noted at this time.
7. Privacy Implications:  
All ATIPPA legislation is followed through the sign up and notification processes.
8. Engagement and Communications Considerations:  
Ongoing plans to attract members and effectively communicate results and what we are doing with the feedback.
9. Human Resource Implications:  
N/A
10. Procurement Implications:  
N/A
11. Information Technology Implications:  
N/A
12. Other Implications:

**Conclusion/Next Steps:**

Continue to collaborate with staff to develop relevant surveys and effectively promote the Collective to potential members.

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**Report Approval Details**

Document Title:	Youth Panel Update.docx
Attachments:	
Final Approval Date:	May 11, 2023

This report and all of its attachments were approved and signed as outlined below:

**Derek Coffey - May 11, 2023 - 12:25 PM**