



City of PARKSVILLE

PO Box 1390, 100 E. Jensen Avenue, Parksville, BC V9P 2H3
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www.parksville.ca

COMMITTEE OF THE WHOLE AGENDA

MONDAY, AUGUST 25, 2008 – 6:00 P.M.

1. ADOPTION OF MINUTES

- a) of the August 11, 2008 minutes of the Committee of the Whole meeting – Pages 1 to 3

2. PUBLIC PRESENTATIONS

3. CORRESPONDENCE

4. DISCUSSION RELATED TO DELEGATIONS OR CORRESPONDENCE

5. STAFF PRESENTATIONS

- a) Communications Officer – 2008 Resident Satisfaction Survey Results – Pages 4 to 29
A Resident Satisfaction Survey was conducted in June 2008 by an independent research firm, Mustel Group, on behalf of the City of Parksville. Survey results have been compiled and a report received.

Recommendation: THAT the results from the 2008 City of Parksville Resident Satisfaction Survey attached to the report from the Communications Officer dated August 19, 2008 be received.

- b) Manager of Operations – Society of Organized Services Request for the City to Donate Commemorative Trees – Pages 30 to 36
A request was received from the Society of Organized Services for the City of Parksville to donate and plant five commemorative trees on City property at 183 Jensen Avenue.

Recommendation: THAT the report from the Manager of Operations dated August 20, 2008 entitled "Society of Organized Services Request for the City to Donate Five Commemorative Trees", be received; AND THAT the request received from the Society of Organized Services for the City of Parksville to donate and plant the trees be denied.

c) Planner – Development Permit Amendment [Common property of VIS3656 in Craig Bay Estates] – Pages 37 to 45

A similar Development Permit Amendment was recently granted to the balance of the strata owner groups at Craig Bay Estates, administered by the Community Lands Committee (CLC). In granting this amendment proposal to the Shorehaven Strata, a common approach to tree management would be realized for all of Craig Bay Estates. The applicant has requested the issuance of a development permit amendment to streamline tree management in Craig Bay Estates, as much of the tree management is routine.

**Recommendation: THAT the report from the Planner dated August 1, 2008 for the issuance of a Development Permit amendment for the Common Property of VIS3656 in Craig Bay Estates be received;
AND THAT an amendment to Development Permit No. 94-04 be issued to the Shorehaven Strata Council of the common property of Strata Plan VIS3656 to permit the establishment of guidelines and procedures for tree management, for Strata Plans VIS3656 located at Craig Bay Estates.**

d) Director of Community Planning – Proposed OCP Amendment – Pages 46 to 49

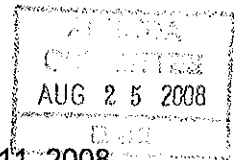
It is Staff's understanding that in light of the amount of development that has occurred in recent years, and the fact that an OCP review is scheduled to commence in 2009, Council wishes to send a message that the only zoning amendments which will be supported are those which offer demonstrable community benefit, and which do not adversely impact the City's infrastructure and servicing. This report addresses the feasibility and mechanics of doing this.

**Recommendation: THAT the report from the Director of Community Planning dated August 14, 2008 for the consideration of an OCP amendment be received;
AND THAT Staff prepare an OCP amendment which provides criteria for the evaluation of rezoning applications.**

6. NEW BUSINESS

7. ADJOURNMENT

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Minutes of the Committee of the Whole meeting held in the Civic and Technology Centre, 100 E. Jensen Avenue, Parksville, BC, on Monday, August 11, 2008 at 6:00 p.m.

PRESENT: Her Worship Mayor S. R. Herle

Councillors: C. R. Burger
M. Lefebvre
C. Robinson

Staff: F. Manson, Chief Administrative Officer
L. Taylor, Director of Administrative Services
G. Jackson, Director of Community Planning
D. Banks, Fire Chief

1. **MINUTES**

Lefebvre - Robinson

THAT the minutes of the Committee of the Whole meeting held July 28, 2008 be adopted. **CARRIED.**

Mayor Herle advised that the agenda item "e) Director of Community Planning – Consideration of Development Variance Permit [280 Island Highway East and 182, 174 and 160 Corfield Street]" was being withdrawn and would be brought forward to the August 18, 2008 regular meeting of Council.

2. **PUBLIC PRESENTATIONS** – Nil

3. **CORRESPONDENCE** – Nil

4. **DISCUSSION RELATED TO DELEGATIONS OR CORRESPONDENCE** – Nil

5. **STAFF PRESENTATIONS**

Mayor Herle noted that all recommendations adopted by the Committee at this meeting will be forwarded to Council for consideration at their August 18, 2008 meeting.

RECOMMENDATIONS:

a) **Fire Chief – 2008 Quarterly Budget Update (verbal)**

The Fire Chief gave a 2008 Quarterly Budget Update for the months of July, August and September 2008

b) **Manager of Budgets and Special Projects – Water Rate Structure and Rate Review**

Burger - Lefebvre

THAT the report dated August 1, 2008 from the Manager of Budgets and Special Projects regarding the Water Rate Structure and Water rate review be received for information.

CARRIED.

c) **Director of Finance – Fees and Charges Update**

Lefebvre - Burger

THAT the report from the Director of Finance dated July 28, 2008 entitled "Fees and Charges Update" be received;

AND THAT staff be instructed to prepare the appropriate amendments to Fees and Charges Bylaw, 2006, No. 1421 and the Dog Licence and Pound Bylaw, 1997, No. 1284 to reflect the fee increases outlined in Schedules B, C and E attached to the report from the Director of Finance entitled Fees and Charges Update dated July 28, 2008;

AND FURTHER THAT the amending bylaws be forwarded to Council for reading consideration.

CARRIED.

d) **Planner – Resignation of Advisory Design Panel Member and Consideration of the Appointment of New Panel Member**

Lefebvre - Burger

THAT the report from the Planner dated August 5, 2008 for Council notification of the resignation of a Panel member and consideration of the appointment of a new panel member be received;

AND THAT Ruben Galdames be appointed to the Advisory Design Panel for the remainder of the current term of Council;

AND FURTHER THAT Michael Chriss be thanked for his valuable services rendered during his term of office as a member of the Advisory Design Panel.

CARRIED.

e) **Director of Community Planning – Consideration of Development Variance Permit [280 Island Highway East and 182, 174 and 160 Corfield Street]**

Withdrawn

f) **Director of Community Planning – Consideration of Amendment to RS-2 and RS-3 Zone to Make the Bonus Provision for Affordable Housing More Effective**

Burger - Lefebvre

THAT the report from the Director of Community Planning dated August 1, 2008 entitled "Consideration of Amendment to RS-2 and RS-3 Zone to make the bonus provision for affordable housing more effective" be received;

AND THAT Staff amend the base densities of the RS-2 and RS-3 Zones by 50%;

AND THAT Staff amend the percentage of affordable units necessary to obtain the bonus provision for RS-2 to 5%;

AND FURTHER THAT Staff amend the percentage of affordable units necessary to obtain the bonus provision for RS-3 to 10%.

CARRIED.

g) **Chief Administrative Officer – Lease Agreement [183 McVickers Street]**

Lefebvre - Burger

THAT the report dated August 5, 2008 from the Chief Administrative Officer regarding the lease agreement for 183 McVickers Street, be received;

AND THAT the Mayor and Director of Administrative Services be authorized to execute the Lease Agreement, on behalf of the City, with German Ju Jutsu Systems and Family Resource Association, for the property legally described as East Half of Lot 11, District Lot 4 Nanoose District Plan 6725 (183 McVickers Street) for the period September 1, 2008 to and including August 31, 2009 at an annual rent of six thousand (\$6,000.00) dollars.

CARRIED.

h) **Director of Administrative Services – Lease Agreement Renewal with Parksville Chrysler Ltd.**

Burger - Lefebvre

THAT the report dated July 31, 2008 from the Director of Administrative Services regarding the Parksville Chrysler Ltd. Lease Agreement, be received;

AND THAT the Mayor and Director of Administrative Services be authorized to execute the Lease Agreement, on behalf of the City, with Parksville Chrysler Ltd. for a 33 ft. x 198.8 ft. portion of the unopened roadway abutting the south property line of Lot A, District Lot 3, Nanoose District, Plan VIP73833 (230 Shelly Road) for the period September 1, 2008 to and including August 31, 2013 with an option to renew for a further term.

CARRIED.

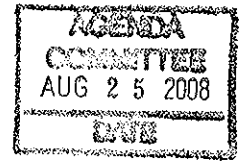
7. **ADJOURNMENT**

Lefebvre - Robinson

Rise and Report to Council at their August 18, 2008 meeting.

The meeting ended at 6:45 p.m.

Mayor



August 19, 2008

MEMO TO: FRED MANSON, CHIEF ADMINISTRATIVE OFFICER
FROM: DEBBIE TARDIFF, COMMUNICATIONS OFFICER
SUBJECT: 2008 RESIDENT SATISFACTION SURVEY RESULTS

ISSUE

Results of the 2008 Resident Satisfaction Survey conducted in June 2008.

EXECUTIVE SUMMARY

A Resident Satisfaction Survey was conducted in June 2008 by an independent research firm, Mustel Group, on behalf of the City of Parksville. Survey results have been compiled and a report received.

REFERENCES

City of Parksville Resident Satisfaction Survey by Mustel Group, June 2008.

BACKGROUND

In June 2008, the City of Parksville commissioned Mustel Group to conduct a Resident Satisfaction Survey. During telephone interviews, residents shared their ideas and opinions about Parksville as a community and the City of Parksville as their municipal government. The primary objective of the survey was to better understand citizens' priorities and their level of satisfaction with the City's services. The survey is a key way for the City of Parksville to engage people to provide their perspectives about service and quality of life. The survey included eleven general questions with one opened ended question that asked residents to identify the most important issues they would like Council to address in the future.

A total of 350 telephone interviews were conducted between June 18 and June 25 from a randomly selected sample of City of Parksville residents, age 18 years and older. There is a 95% level of confidence in the survey results within plus/minus 5.2 percentage points, margin of error or what the results would be if every person aged 18 or older living in Parksville was polled.

The last resident satisfaction survey completed for the City of Parksville was in 2004. Mustel Research Group has advised that it is not possible to make any significant comparisons to the 2004 data as the survey was skewed to females (65.3%) and older residents (53% over 65 in 2004 compared to 40% in 2008). The 2008 results have been weighted to ensure that the sample demographics match Statistics Canada. As well, the questions in the 2008 survey are significantly different than the questions asked in 2004.

OPTIONS

1. Receive the report for information purposes.

ANALYSIS

The report from Mustel Group includes an executive summary as well as survey results. Significant survey highlights include:

Quality of Life - the 2008 survey revealed that overall satisfaction with the quality of life in Parksville is high with 80% of the residents rating their quality of life as excellent or very good. Another 15% indicated a “good” overall quality of life. A total of 93% indicated their quality of life as good, very good or excellent. The survey results reflect the level of confidence that residents have in their municipal government and in the decisions made by them to meet the many day-to-day challenges.

Satisfaction with Services and City Performance - the survey included a series of standard questions about resident satisfaction with the level of services provided by the City of Parksville. Because of the general nature of the survey questions, the responses do not differentiate between the level of satisfaction or dissatisfaction with service delivery and Council direction or policy. In future surveys, questions will more appropriately distinguish between service and policy.

- 80% of the residents are satisfied with the services provided by the City. 40% indicated excellent or very good, another 40% rate the value as good and 20% perceive the value as fair (16%) or poor (4%). The survey results reflect the level of confidence that residents have in their municipal government and in the decisions made by them to meet the many challenges.
- Residents gave particularly high praise to the City of Parksville’s fire department, availability and maintenance of parks and green spaces and with landscaping of public places (all above 76%). The service areas identified as opportunities and important to residents are development services, economic development and downtown revitalization.
- Residents generally support tax increases to pay for special needs housing, increased policing and affordable accommodations.
- About 35% of the residents surveyed had contact with the City in the past year - either in person, by phone and/or public hearings and open houses. About half of these residents indicated satisfaction with the overall quality of service and the speed and timeliness of the service received. These residents had favourable contact experiences; however, survey results indicate that improvements are needed in the speed and timeliness of the services provided.

Communications - when asked what information residents wish to receive from the City, 50% said “nothing in particular” while 28% of residents were most interested in learning about the City’s plans and priorities as well as information about City programs and services and how taxes are spent. Another 14% are interested in information on development, current projects and infrastructure improvements. When combining similar information priorities, 35% are interested in learning about the City’s activities and programs. Local newspapers are the preferred method of communication followed by mail, email, and newsletter.

Priorities - when asked about the issues that Council should address in the future, residents’ top three priorities for Council are City planning issues, affordable accommodation and crime, safety and policing. Other priorities mentioned were increased healthcare facilities, continued revitalization of the downtown core, waterfront development, and maintenance of streets and roads.


FINANCIAL IMPACT

None

STAFF RECOMMENDATION

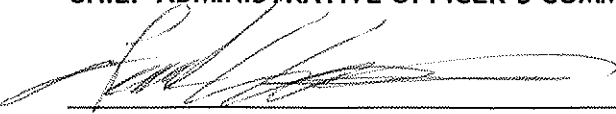
THAT the results of the 2008 City of Parkville Resident Satisfaction Survey attached to the report from the Communications Officer dated August 19, 2008, be received.

Respectfully submitted,



DEBBIE TARDIFF
Communications Officer

CHIEF ADMINISTRATIVE OFFICER'S COMMENTS

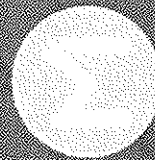
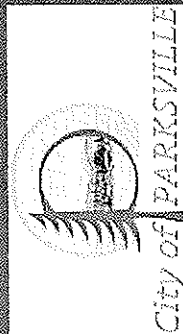


FRED C MANSON, CGA
Chief Administrative Officer

June 2008



City of Parksville Resident Satisfaction Survey



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MARKET RESEARCH



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MARKETING RESEARCH



CITY OF PARKSVILLE

➤ Executive Overview

Introduction

Mustel Group was commissioned by City of Parkville to conduct a resident satisfaction survey. 350 telephone interviews completed with random selection of City of Parksville adults, 18 years of age and over

Specific measures taken to ensure sample randomly selected

Margin of error on total sample: +/-5.2% at the 95% level of confidence

Interviewing conducted June 18-25, 2008

The last survey was completed in 2004 by Pulse Research Ltd. Comparisons in results are not possible due to differences in questionnaire wording and due to the fact that the 2004 survey was skewed to females and older residents (current survey sample matches the most recent Statistics Canada census data for the City).



➤ Executive Overview (cont'd)

Key Findings

Residents express high levels of satisfaction with fire services, with maintenance and availability of parks/ green spaces, and with landscaping of public places.

Residents are least satisfied with services related to land use (planning, zoning, building permits), economic development, and downtown revitalization. These are all areas of importance to residents.

Four-in-ten (40%) residents believe they receive 'excellent' or 'very good value' for the services provided by the City. Another 40% rate the value as 'good'. A total of 20% of residents perceive the value as 'fair' or 'poor'.

Residents are most supportive of tax increases to pay for special needs housing, increased policing and affordable accommodations. There also tends to be support for tax increases to fund improved public transit; however, a sizeable group, over four-in-ten are not supportive.

Opinion is more divided on tax increases to provide more sidewalks, more recreational facilities and for downtown enhancement (despite revitalization being of importance to residents).

When asked what three most important issues residents would like Council to address, the top three are:

- City planning issues
- Affordable accommodations (of interest especially to renters)
- Crime, safety and policing



MUSCEL GROUP
COMMUNITY DEVELOPMENT



CITY OF PARKSVILLE

➤ Executive Overview (cont'd)

A general suggestion is also made for council to be more accessible and responsive to the public.

Approximately one-third of residents have contacted or provided input to the City within the past year, with in person, telephone and public hearings or open houses being the most common forms of contact.

Inquiries about proposed developments or zoning changes, by-law enforcements, road/sidewalk improvements or maintenance, and various issues related to public lands are the most common reasons for contacting the City.

Satisfaction levels vary with the overall quality of service received and speed and timeliness of the service when making contact with the City.

Residents express interest in learning about the City's plans or priorities for Parksville, information about its various programs and services, and how tax revenue is being used.

The local newspaper is the preferred method of communication, followed by mail and email (of particular appeal to younger residents).

Overall, satisfaction with the quality of life in Parksville is high with almost eight-in-ten residents rating the quality they experience as 'excellent' or 'very good'. The City's commitment to green spaces and parks has likely contributed to the quality of life. Addressing concerns related to land use, economic development and downtown revitalization will further enhance satisfaction levels.



MUSTEL GROUP
Market Research



CITY OF PARKSVILLE

➤ Methodology

Introduction

Mustel Group commissioned by City of Parksville to conduct a resident satisfaction survey.

The last survey was completed in 2004 by Pulse Research Ltd. Comparisons in results are not possible due to differences in questionnaire wording and due to the fact that the 2004 survey was skewed to females and older residents. The demographic characteristics of the current survey (gender and age) match the most recent Statistics Canada census data for the City.

Methodology

Completed 350 telephone interviews with random selection of City of Parksville adults, 18 years of age and over

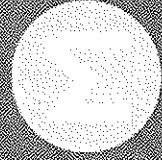
Specific measures taken to ensure sample randomly selected including:

- Random selection of household from up-to-date published listings and random selection of individual interviewed within the household
- Up to 6 attempts to obtain an interview with selected household/individual to minimize potential bias due to non-response
- Weighting of sample to match Statistic Canada Census data for the City

Margin of error on total sample: +/-5.2% at the 95% level of confidence

Interviewing conducted from Mustel Group facilities June 18-25, 2008

Key Findings



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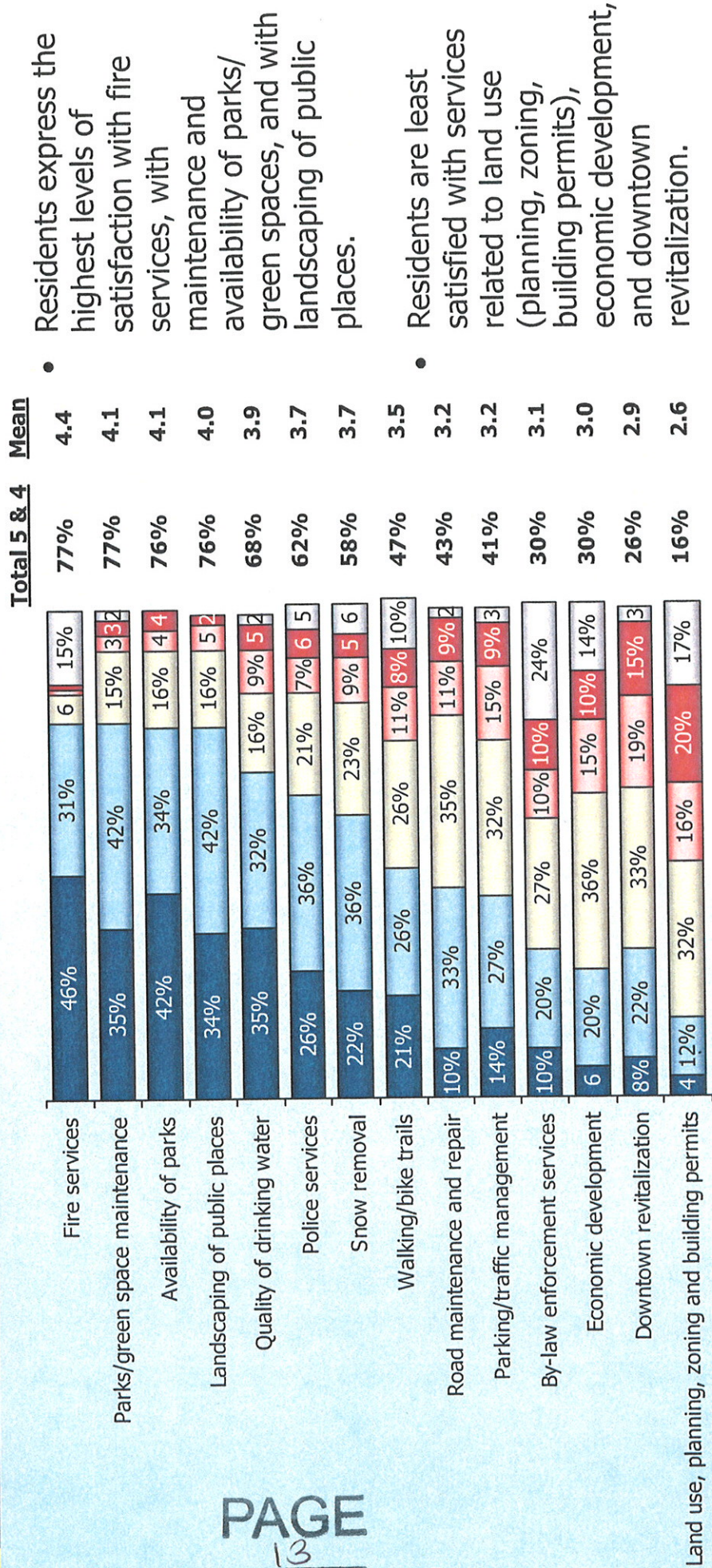


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City of PARKSVILLE

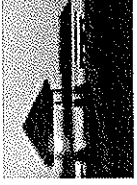
Satisfaction with Services



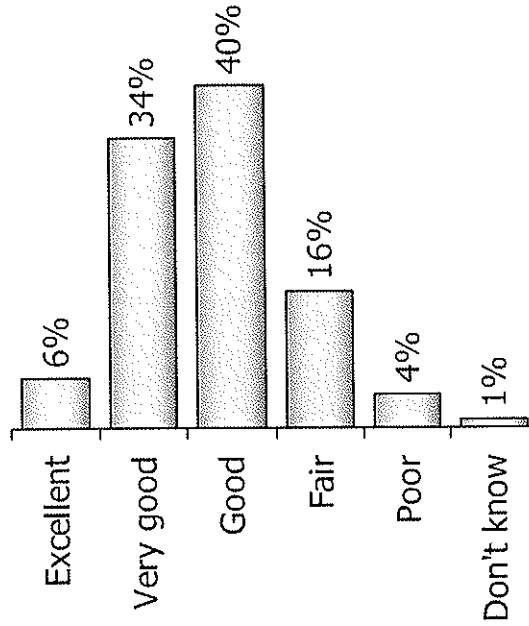
5 (Very satisfied) 4
 3 2
 1 (Not very satisfied) Don't know

Base: Total (n=350)

Q.1) As you may know, the City of Parkville is responsible for providing a variety of services to you as a resident. By level of service, we mean both the amount and quality of the service provided. How satisfied are you with each of the following services. Please use a scale of 1 to 5, where 1 means 'Not very satisfied' and 5 means 'Very satisfied'.



➤ Overall Value of Services



- Four-in-ten (40%) residents believe they receive 'excellent' or 'very good value' for the services provided by the City. Another 40% rate the value as 'good'.
- A total of 20% of residents perceive the value as 'fair' or 'poor'.
- The findings are relatively consistent by various segments of the population (e.g. age, home tenure, those with and without children, length of residency in Parksville).

Base: Total (n=350)

Q.2) Would you rate the overall value of services you receive from the City of Parksville as:



➤ Drivers of Value Perceptions

Additional statistical analysis (correlation analysis) was conducted to determine what services are drivers of overall value perceptions.

The chart following divides the service areas into the four categories:

Success: High importance; high satisfaction

These are service areas that are important to citizens and receive high satisfaction ratings. They are important to maintain.

Opportunity: High importance; low satisfaction

These are areas that are important to residents but in need of attention since satisfaction ratings are lower than average. They should be given greater priority than in the past.

Maintenance: Low importance; high satisfaction

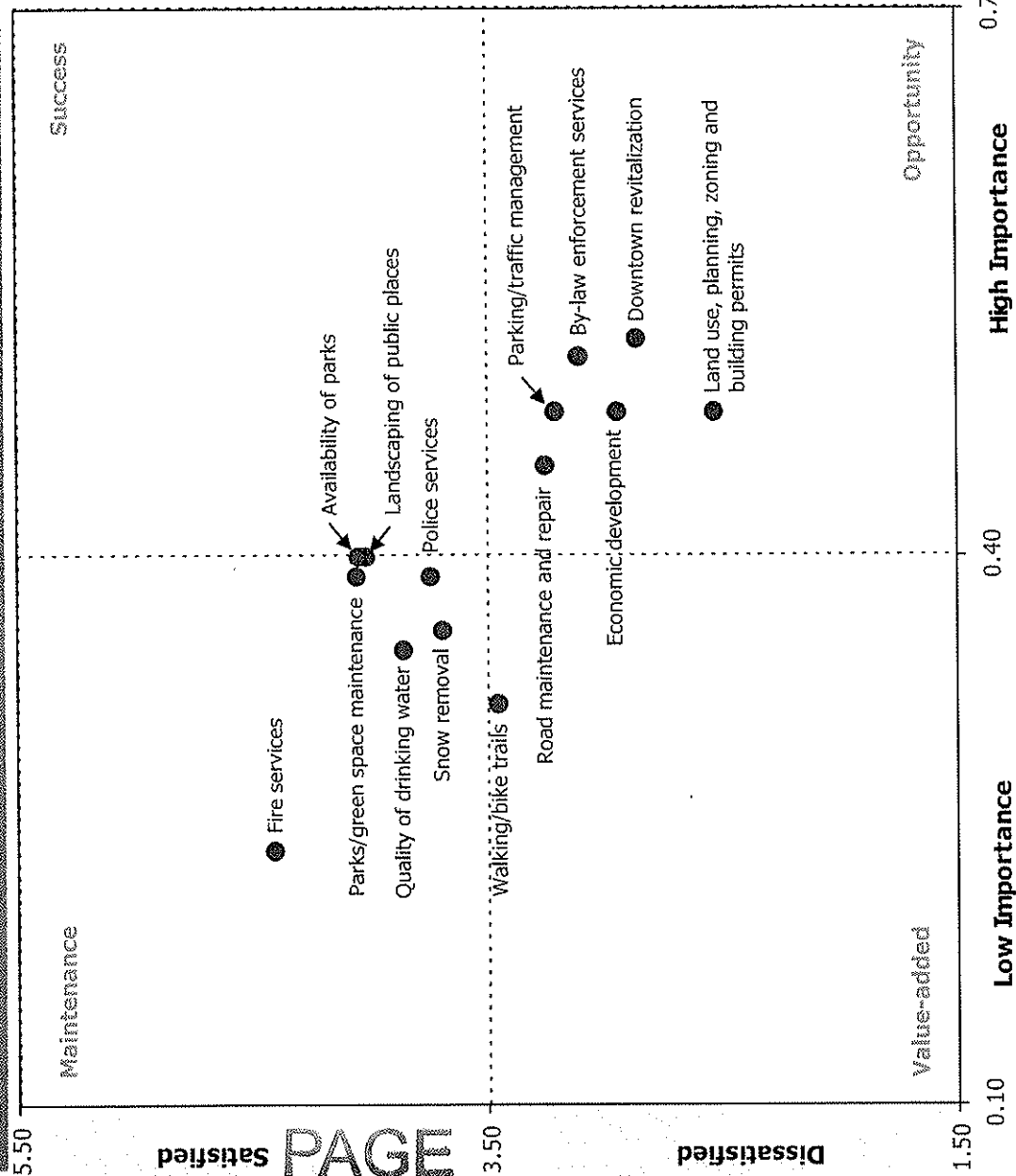
These areas are not an immediate priority as satisfaction is high but the services are not as important as others. No additional effort/communication is required in these areas.

Value-Added: Low importance; low satisfaction

Not a priority for action. Further efforts on services in this quadrant will have minimal impact on value perceptions.



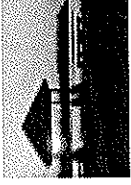
Drivers of Value Perceptions-cont'd



- Availability of parks and landscaping of public place are areas of success. Police services, parks/green space maintenance can also be considered areas of success from the perspective that satisfaction levels are high and they are all areas of relative importance to citizens.
- Areas of opportunity, that is those services that are important to residents but tend to have lower satisfaction levels include:
 - Parking/traffic management services
 - By-law enforcement services
 - Downtown revitalization
 - Economic development
 - Land use, planning, zoning and building permits
 - Road maintenance and repair
 - Economic development

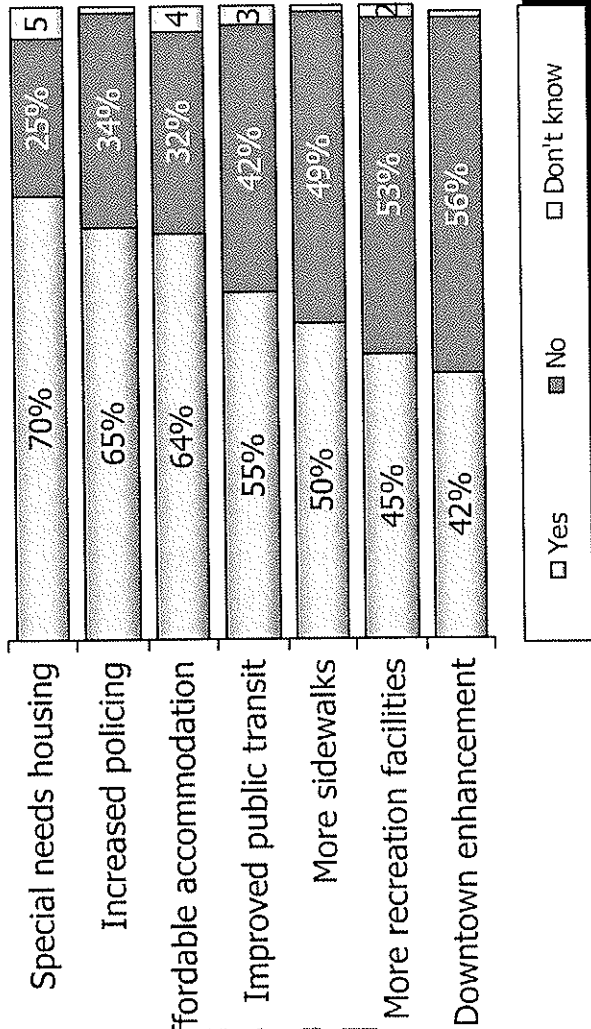


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CITY OF PARKVILLE

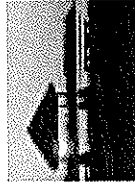
Willingness to Support Tax Increase for...



Base: Total (n=350)

Q.3) Would you be prepared to support a tax increase for the following?

- Residents are most supportive of tax increases to pay for special needs housing, increased policing and affordable accommodations.
- There also tends to be support for tax increases to fund improved public transit; however, a sizeable group, over four-in-ten are not supportive.
- Opinion is more divided on tax increases to provide more sidewalks, more recreational facilities and for downtown enhancement (despite revitalization being of importance to residents).
- Note that younger citizens (under 45 years of age) tend to be supportive of increases for recreational facilities. Responses to all other service areas are consistent across the population.



➤ Important Issues Would Like Council to Address

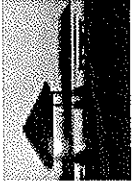
| | <u>First Mentions</u> (350) % | <u>Total Mentions</u> (350) % |
|--|-------------------------------------|-------------------------------------|
| City planning/zoning/infrastructure | 14 | 23 |
| Affordable accommodation | 13 | 17 |
| Crime/safety/policing | 8 | 15 |
| Increase healthcare facilities (i.e. more clinics, hospital) | 6 | 10 |
| Continued revitalization of Downtown core | 6 | 9 |
| Waterfront development | 6 | 8 |
| Maintenance of streets and roads | 4 | 12 |
| Water conservation and quality | 4 | 7 |
| Recreation facility/youth facilities | 3 | 12 |
| Public transit | 3 | 7 |
| Local economy/job creation | 3 | 5 |
| Complaints about Council (i.e. fiscal policy) | 2 | 3 |
| | | <i>continued...</i> |

- When asked what three most important issues residents would like Council to address, the top three are:
 - City planning issues
 - Affordable accommodations (of interest especially to renters)
 - Crime, safety and policing.
- A number of other issues are cited including increased healthcare facilities, street and road maintenance, and recreational facilities (particularly for youth).

Q.4a) What are the three most important issues you would like Council to address in the future, starting with the most important issue facing the City? This would be the issue that should receive the greatest attention from Council.



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 200 WEST 10TH AVENUE
 DENVER, CO 80202



CITY OF PARKVILLE

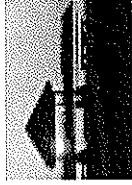
➤ Important Issues Would Like Council to Address (cont'd)

| <i>continued...</i> | First Mentions (350) % | Total Mentions (350) % |
|--|---------------------------------------|---------------------------------------|
| Overdevelopment/reduce/control housing developments | 1 | 2 |
| Reduce taxes | 1 | 3 |
| Improve public landscaping/beautification and upkeep | 1 | 2 |
| Traffic control | 1 | 4 |
| Quality and quantity of municipal services | 1 | 3 |
| Need more shopping | 1 | 1 |
| Protection of resources (water, ocean) | 1 | 3 |
| Improve walking/bike trails | 1 | 2 |
| Need more sidewalks | 1 | 2 |
| Protection of natural areas | <1 | 1 |
| More parking | <1 | 1 |
| Need to be more (wheelchair/scooter) accessible | <1 | 1 |
| Tourist development | <1 | 2 |
| Miscellaneous | 2 | 6 |
| Nothing/don't know | 19 | 19 |

Q.4a) What are the three most important issues you would like Council to address in the future, starting with the most important issue facing the City? This would be the issue that should receive the greatest attention from Council.

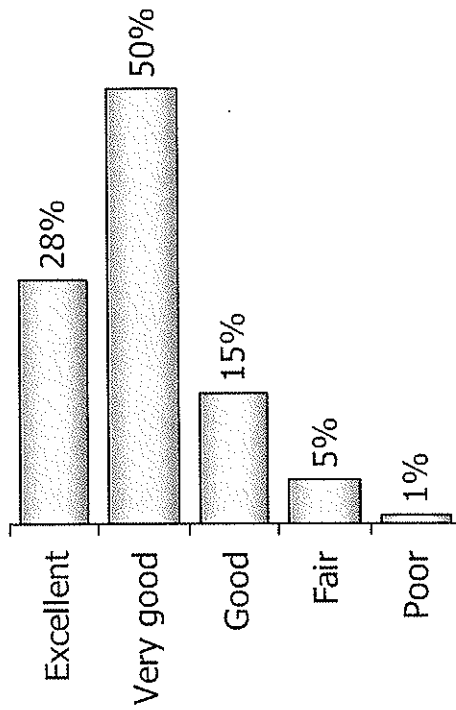


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CITY OF PARKSVILLE

➤ Overall Quality of Life in Parksville



Base: Total (n=350)

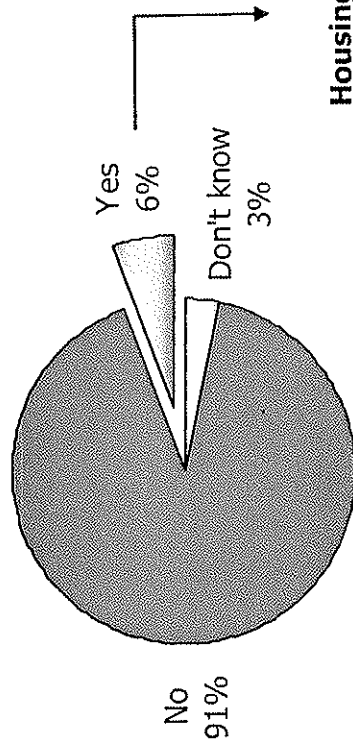
Q.5) How would you rate the overall quality of life that you experience in the City of Parksville? Would you say...

- Satisfaction with the quality of life in Parksville is high with almost eight-in-ten residents rating the quality they experience as 'excellent' or 'very good'. The findings are consistent across all demographic segments.

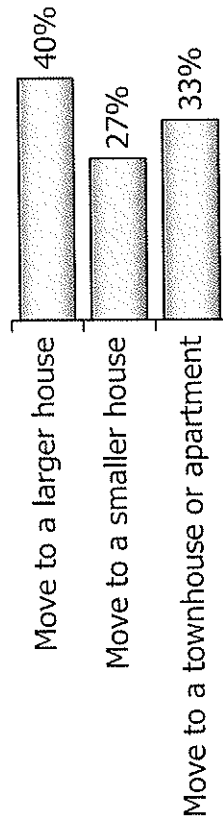


Plan to Move Within Parkville

- Only 6% of the population is planning to move within the next year within Parkville's boundaries, moving to a variety of housing types.



Housing Plans



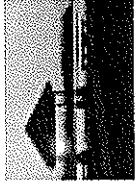
Base: Total (n=350)

Q.6a) In the next year, do you plan to move to another location within Parkville's boundaries?
Q.6b) What best describes your housing plans?

Base: Those who plan on moving within Parkville's boundaries, in the next year (n=19)*
*Interpret with caution: very low base size.

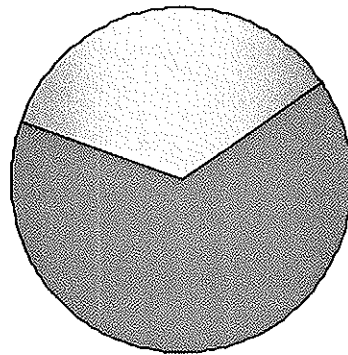


MUSTEL GROUP
MARKET RESEARCH



CITY OF PARKVILLE

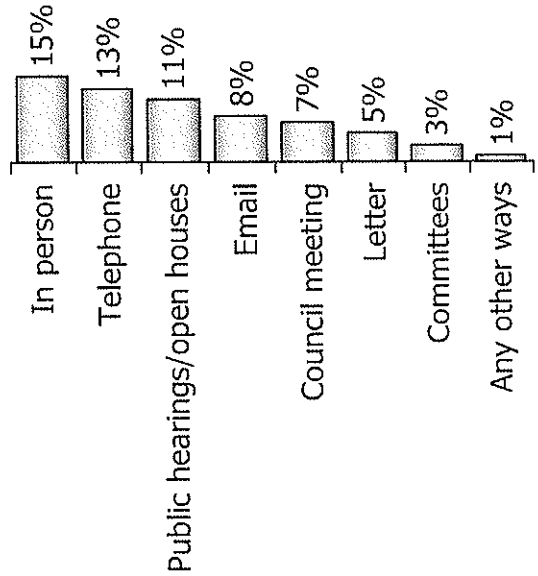
➤ Contacted or Provided Input to City in Past Year



Have not contacted/
provided input
65%

Yes
35%

Method of Contact/Input

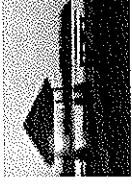


- Approximately one-third of residents have contacted or provided input to the City within the past year, with in person, telephone and public hearings or open houses being the most common forms of contact.

- Note that younger residents are also inclined to make contact by email whereas the older residents are more inclined to attend public hearings or open houses, showing the importance of providing a variety of ways for the public to provide input.

Base: Total (n=350)

Q.7a) Have you contacted or provided input to the City within the past year through any of the following?



➤ Primary Reason for Contacting City

| | Those who have contacted the City (125) % |
|---|--|
| Proposed development/ zoning changes | 17 |
| By-law enforcement request/ inquiry | 16 |
| Road/ sidewalk improvements/ maintenance | 15 |
| Concerns about public lands (i.e. landscaping, maintenance) | 15 |
| Water concerns (i.e. quality, drainage, flooding) | 7 |
| Property tax inquiries/ paying taxes | 7 |
| Permit inquiry | 6 |
| Reporting criminal activities in neighbourhood | 5 |
| General inquiry/ looking for information about current events | 5 |
| Social concerns (i.e. youth services, senior services) | 3 |
| Garbage pick up inquiries | 2 |
| Miscellaneous | 6 |
| Do not recall | 9 |

Q.7b) What was your primary reason for contacting the City in your most recent contact?

- Inquiries about proposed developments or zoning changes, by-law enforcements, road/sidewalk improvements or maintenance, and various issues related to public lands are the most common reasons for contacting the City.