

Council Highlights



Town of Aurora Corporate Communications

communications@aurora.ca

For immediate release
Thursday, April 29, 2021

Highlights of the Meeting of Council on Tuesday, April 27, 2021

Citizen Satisfaction Survey

Council approved a citizen satisfaction survey to be conducted in the early part of 2022. The survey, originally planned for 2021, is being postponed due to the continued COVID-19 pandemic. The purpose of citizen satisfaction surveys is to support decision-making processes and to identify areas where there are opportunities for greater public education, or changes in municipal strategy. A citizen satisfaction survey generally seeks to better understand: Issues that are most important to residents; Residents' opinions about their quality of life; Residents' opinions about municipal services and programs; and Residents' general sense of the future of their community. The survey is now scheduled to begin in the first months of 2022.

Dog Waste Container and Diversion Pilot Project

Council directed staff to prepare a proposal for a pilot project for dog waste containers and diversion as part of the 2022 capital budget. Correctly collected dog waste can be diverted from landfill for conversion to renewable energy and fertilizer and prevents these organics from entering landfills. Also, in-ground containers minimize the contact the public and staff typically have with a traditional mixed waste receptacle where pet waste has been disposed. Staff are considering nine high-traffic park/trail locations for the pilot project proposal, where pre-cast concrete containers would be placed in-ground to store waste. The pilot project will be presented to Council for consideration as part of budget 2022.

Update on the Communications and Community Engagement Strategic Plan 2018-2021

Council received an update on the Communications and Community Engagement Strategic Plan 2018-2021, and directed staff to prepare a new communications strategic plan for 2022-2025. The Communications and Community Engagement Strategy was developed in 2018 to provide a framework for improving the way the Town communicates with members of the community and other stakeholders. The Strategy recommended a number of actions for the Town to implement between 2018 and 2021. Of the 22 recommendations, 19 have been implemented to date. Staff will work over the summer and fall to establish the new communications strategic plan and present it to Council by end of year for consideration.



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Automated Water Meter Antenna System

Council approved a contract for \$1,533,000 to move forward with an automated water meter antenna system. The new technology will significantly improve customer service and internal processes related to water billing. The system will allow the analysis of water consumption data by looking at usage details graphically, notify the Town of issues and track consumption over time. This is a powerful analytical tool that the Town can use to proactively address water consumption issues.

From the customer side, the technology includes the implementation of a customer portal. Residents will have the ability to create an account that will allow them to access the real-time information on their water consumption. This option will reinforce the idea that the resident is ultimately responsible for the water consumption on their property while also giving them the ability to monitor their consumption. Currently the only way to access account information is by calling or emailing the Town.

The portal provides analytics related to the water consumption including (but not limited to) high consumption notifications, usage trends, upcoming bill dates and graphics to assist with understanding of the information being presented. Having this information available increases the transparency of the Town's water service and empowers customers to manage water consumption.

Council approved the contract to be awarded to WAMCO for implementation of the new water meter antenna system.

Canadian Achievements and Diversity Mural

Council approved the next steps associated with the Canadian Achievements and Diversity Mural and directed staff to move forward with a call for artists for submissions for the mural. Final approval of the mural will come to Council at a later date. As part of this project, staff have established with the support of the Town's Anti-Black Racism and Anti-Racism Task Force, guidelines for the development of the mural. A virtual Information Session will be held approximately two weeks following the release of the Call to Artists to provide artists with the opportunity to seek clarification regarding the Mural Guidelines. The call for artists is expected to take place within the next two months.



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The next meetings of Council are as follows:

- General Committee Meeting – Tuesday, May 4, 2021, 7 p.m.
- Council Public Planning Meeting – Tuesday, May 11, 7 p.m.
- General Committee Meeting – Tuesday, May 18, 2021, 7 p.m.
- Council Meeting – Tuesday, May 25, 2021, 7 p.m.

All meetings are being held virtually in accordance with health guidelines. To delegate at a meeting, please visit aurora.ca/participation for further information. To view a live meeting, visit aurora.ca/livecouncilmeeting.

Comprehensive minutes of Aurora Town Council meetings, which detail the full list of Council decisions, are available under **Agendas and Minutes** on the Town of Aurora website. Minutes are available on the Friday afternoon following Council.

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