



**Oshawa Executive Airport Community Liaison
Committee Town Hall June 13th, 2018
Meeting Summary**

Prepared by Lura Consulting for:
Oshawa Executive Airport
June 2018



This report was prepared by Lura Consulting, the neutral, third-party facilitator for the Oshawa Executive Airport. This Document is provided as a summary of the Community Town Hall meeting that took place on June 13, 2018. This summary is not intended as a verbatim account of events. Rather, it provides the key points made during the open house, presentation and question and answer session. If you have any questions or comments regarding this report, please contact:

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1. Introduction

Project Background

The Oshawa Executive Airport will commence its business planning process in 2019. The Business Plan will provide a long-range vision for the airport’s infrastructure and operations. The Business Plan is not a regulatory document. However, it is a best management practice, which all levels of government/agencies use as a long-term planning tool. Prior to embarking on this process, the Airport Community Liaison Community, in conjunction with airport staff, hosted a community town hall to gather initial feedback from the community. The purpose of the meeting was to receive comments, concerns and general input from the public and to determine the preferred method of communication moving forward. All feedback collected from this meeting will influence the design of the business plan consultation program.

2. Community Town Hall Overview

The Community Town Hall took place on Wednesday, June 13, 2018 at the Oshawa Executive Airport from 5:00pm to 9:00pm. The meeting was publicized through leaflets distributed to over 11,000 residences within a direct radius of the airport.

The purpose of the meeting was to:

- Provide an update on airport operations and improvements;
- Listen to public input prior to the commencement of the business planning process; and
- Determine preferred methods of engagement for the Business Plan engagement program.

The meeting was split into two portions; an open house and a presentation, and a follow-up question and answer session. Approximately seventy five people attended the meeting.

The following section provides a more detailed account of the Community Town Hall events as well as a summary of the feedback received from participants.



3. Presentation and Q&A

Presentation

Following the open house session, a presentation on the 2018 Airport Master Plan process and objectives was given by Stephen Wilcox, Manager, Oshawa Executive Airport (Appendix A). Jim Faught, Lura Consulting, commenced the meeting by welcoming participants and thanking them for their attendance and feedback. Mr. Faught explained the purpose of the evening's meeting and reviewed the agenda. Mr. Faught then turned the floor over to Stephen Wilcox.

Mr. Wilcox began his presentation by thanking participants for attending the meeting and provided a brief introduction to his title and role at the Oshawa Executive Airport as the Manager of the Airport. He reviewed the three key lessons learned from previous engagement with the community, which are the following:

- Aircraft noise is an important issue;
- Communication between the airport and the community needs to improve; and
- Safety of the surrounding communities is a concern particularly as it relates to the height of aircraft departing or arriving.

Mr. Wilcox's presentation provided detail on the airport's updated communications plan, aircraft movements, airport growth projections, noise and traffic management, flight training and simulator use and an introduction to the Business Plan update consultation program. A complete copy of the presentation can be found in **Appendix A**.

Facilitated Question and Answer Session

The following represents a summary of the question and answer session that followed the presentation. The summary is not verbatim. Questions posed by the participants are noted with a 'Q,' comments made by participants are represented by a 'C,' and answers provided by Stephen Wilcox are represented by an 'A.'

- C.** Currently, a major problem is flight school and circuit flying. Planes go over house 45 times per hour from 6:30am to 10:30pm and it is not acceptable. It limits our access to our backyard and our ability to open doors and windows. Flight schools and neighbourhoods don't match. Consider requiring different types of planes. Find ways to reduce the noise and replace noisy planes if needed. Consider a decibel study in different neighbourhoods.
- Q.** I believe the airport is diamond in rough. It has huge potential for economic development in Oshawa and to attract high tech industry like at Buttonville. Has an economic analysis been done? An analysis should be done to determine the of level of interest for high tech firms to



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- relocate and the potential economic windfall for the City. What is the shortcoming that prevents us from capitalizing on the airport? Communities to kill have an airport like ours.
- A.** We work closely with the City and the Region economic departments. Their fulltime task is to bring business and growth to city and the Region. We also work with all other municipalities across the region. Each municipality has target groups that they conduct outreach with. The airport is a proponent of business and is focused on supporting business. We are an enabler for business and that's a roll we recognize.
- Q.** Circuits are a problem. We can't open our windows. I am also concerned about the height of planes taking off and landing. They barely clear the trees. I'm surprised to hear that you do not allow flights on long weekend Mondays - I have heard planes on these days. Why can't circuits take place over busy roads, not over houses?
- A.** All movements from airplanes including landing and taking off are managed by NAV Canada. Nav Canada creates visual benchmarks for aircraft to funnel through (such as the university, home depot, etc.). They can't use the roads themselves and their flight path is at the discretion of Nav Canada. Airplanes are regulated by Transport Canada and there is some new technology coming out to reduce noise. We will look into options when they become available. Noise is not only about decibels. We have a Noise Exposure Forecast (NEF) to look at noise, but decibels are not a good measure. We may be able to work with NAV Canada to be more creative for our flight paths. We will look at this further during our noise and traffic management assessment in 2019.
- C.** You talked about take off trajectories staying in line with runway until 500 feet the rate of climb is significant – many pilots are not meeting that guideline. Pilots need reminding that they need to follow the rules to limit the noise. Can we share load of circuits with Peterborough? New pilots are a risk. It would be better to have them in Peterborough than over houses.
- C.** Why does your survey not include Whitby? Whitby is greatly impacted. Flight circuits are an issue – planes fly over our house every 90 seconds. It is constant. Decibels are a real problem. Runway 23 banking to the right because of no population, yet there is significant population at that runway in Whitby. On the climb out they dump noise in Whitby on right hand turn. This is not fair to Oshawa or Whitby. Don't succumb to lowest denominator of flight school for business plan.
- Q.** Your website does not give annual budget statement – other airports do. You might want to look at Kingston airport plan. Can you update those numbers or undertake to do that on website at earliest convenience?
- A.** The Business Plan forecasts many things and has 25 year capital plan and It does balance itself in 25 years. We make regular contributions to capital plan. When we do update to Business Plan we will update all revenue and expenses. The annual budget is also on the website.
- Q.** You are required to operate until 2047. I'm wondering about your statement with regard to the potential Pickering Airport.
- A.** There is lots of conjecture on Pickering and the Southern Ontario Airports Network (SOAN) is also looking at the issue of airport capacity. Pickering not up to me. If Pickering airport was to open the City could decide to close the Oshawa airport.



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- Q.** I've heard about a new type of hybrid engine being developed that is quieter. Would Oshawa Executive Airport consider this technology?
- A.** That is the Bombardier C-Series. There is no strategy for single engine planes yet. There is a lot of evolution with quiet jets and we will continue to explore this as it becomes available.
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- Q.** With regard to the path on the south side, the nature walk – when will that be completed?
- A.** I also want to see it finished. Currently, we're waiting on the design to be finished by the engineering group. We're ready to go. The design will then be approved by Central Lake Ontario Conservation Authority.
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- Q.** Regarding a decibel noise study, what do you do now to measure the noise of aircraft in air? I've seen mini weather stations. Is there something like that around the airport available to take photographs and measure noise to identify the culprits?
- A.** Some airports do that type of measuring and can identify the airplane and noise profile. It is something we can look at. Here the radar doesn't see airplanes below 2000 feet. It wouldn't see the airplane circuit. It would provide decibels, but couldn't identify the airplane. We have a good idea of what airplanes are out there without photographing. You telling us is better science than decibel measurement. NEF does modeling based on aircraft movement and creates the NEF contour to tell us what neighbourhoods are affected. On top of that, if you see low airplane taking off, write down the identification number and we can report it to Transport Canada.
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- C.** 500ft or 1000ft whatever you call it; 45 flights in an hour is the reality. Planes are taking off very low. Sometimes as low as 60ft. We're a residential community. I am disappointed there is no NAV Canada and Transport Canada representatives present. We want this to be a collaborative process.
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- Q.** Is there anything you can do immediately to manage noise? For example, GM has noise deadening equipment. Is there anything that can be used in these aircraft to act as a solution.
- A.** There is some new technology coming, such as a second muffler for single engine planes. We will take a look at it, but it is just evolving now. I don't think there is a magic solution. We did write letter to Transport Canada in February relating to the height of aircraft when taking off and landing, but to date they have not replied. We are committed to working with our neighbours and see it as an important commitment. It is also important to look at all perspectives such as business versus personal experiences. Businesses operating here are working with us to fix issues. Simulators are an example of this. The changes implemented from the 2008 Plan have worked, but we need to see what we can do to make further improvements in the next plan. We will look at all options out there and we want to continue to be a leader. We've been a training airport since opened in 1941.
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- C.** I've read all material and I want to thanks James. He has been very effective. I am also discouraged that other agencies aren't here. I want to reference your holiday policy. There are



other occasions that the airport should respect, such as Father’s Day. With regard to your SWOT analysis. One of your weaknesses is listed as bureaucracies and delays – no kidding. There is a lack of community engagement, but that is improving, which is good. The opportunities scared me. You cite the Buttonville closure. One opportunity is quieter aircraft. For threats you identify continuing impacts on neighbourhoods. The neighbourhoods have changed. The demographics have changed. Seniors are home during the day. With regard to flight training and noise, I looked up what WHO said. There are many adverse health affects related to noise. Be a good community neighbour – let’s get some improvements soon. Curtail flight training and respect the neighbourhood and its changing demographics. Move circuits away from populated areas. Stop burning leaded gas into neighbourhoods. A lot of things need to be done and sooner than planned.

- Q.** What is a circuit and how long is the airplane in the air for? Is it possible that circuit flyer go down to Lake Ontario or is it localized?
- A.** A circuit is an aircraft circling an airport kind of like a racetrack. When students learn to fly they go straight and level, up and down, etc. the circuit pattern is a prescribed structure for training. It is the most effective and safest way to train students. More advanced training goes further north.
- Q.** How long are the planes up in the air?
- A.** Typically there are six airplanes in circuit at a maximum. We do need to be progressive. Some improvements have been made but progress is slow due to safety guidelines. We need to be able to assess risk. We will have to think about this differently and we recognize that.
- Q.** Why can’t the circuits fly over the 407 and farmland?
- A.** We follow procedures set by Transport Canada and NAV Canada.
- C.** If you want to see circuit live go to Somerset park, you will get a perfect view of the circuits. It’s something to see!
- Q.** How do you generate revenue? Can you control take-off and landing fees to disincentivize small engine takeoffs who make noise?
- A.** All aircraft pay airport fees based on the nature of their use and the size of the aircraft. This is consistent with industry best practices and our rates are some of most expensive in Canada. Transport Canada is specific about noise and traffic management guidelines. What you’ve suggested is backdoor noise management and that wouldn’t be permissible by Transport Canada. We know demographics are changing and we will continue to think differently.
- Q.** Can you fine the planes that are noisy?
- A.** No. we are both obligated and limited by Transport Canada. We have no authority to set a fine. Transport Canada is the regulator and they set the fines. We can set fees but have to make sure our fees are comparable to other airports. Transport Canada can also decide if our fees are not in line and request us to adjust.



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- Q.** Transport Canada does offer ability for airport management to form a committee to deal with management complaints. This would be worth considering. We hear the same issues repeatedly. We need to discuss how we can work together. Noise complaint management is within purview and there is need for a committee or advisory committee provided with that role. Take what Transport Canada offers and work with it.
- A.** I would just add that we did change the committee structure. We have a Community Liaison Committee, and we have Business Plan Working Group. Both are working on noise but might be worth looking at third committee and that would be in purview of council.

4. Next Steps

Jim Faught, Lura Consulting, thanked participants for their thoughtful questions and comments during the question and answer session and for attending the meeting. Mr. Faught reminded participants to stay tuned to the project website for updates. The Oshawa Executive Airport Business Plan engagement process will begin in 2019.

5. Summary of Feedback Form Input

The following section summarizes the key themes received through comment forms. The information has been synthesized and bulleted for ease of reading. A full list of responses can be found in **Appendix B**.

Part A. Communication and General Feedback

1. What can the Oshawa Executive Airport do to help you understand the airport operations better?

- Continue to communicate with the public;
- Move away from flight schools;
- Restrict flight schools operations to weekdays during business hours. At a minimum, limit operations on weekends;
- Provide better advertisement of future meetings;
- Provide regular updates for community;
- Provide a defined of aviation terms and jargon for the public;
- Clearly define Nav Canada/ Transport Canada’s responsibilities to avoid confusion;
- Make it clear that FAQs available;
- Conduct a neighbourhood noise study; and
- Communicate through doors open.



2. Do you have any feedback related to current airport operations?

- Appreciation for the economic stimulus the airport provides;
- Noise pollution is currently disruptive to area residents;
- Flights are currently taking-off too low;
- Investigate noise mitigation options;
- Question of much the City of Oshawa contributes to the airport's operating budget;
- Share training school operations with Peterborough;
- Have NAV Canada and Transport Canada attend future meetings;
- Question as to if and how often large Canadian Airforce planes land at OEA;
- Provide a live stream of airport operations;
- Limit flight school operations to weekdays before 5:00pm; and
- Relocate plane take-off trajectories away from Somerset Park.

3. Do you have any additional feedback for the Oshawa Executive Airport Management Team or Community Liaison Committee?

- Use mufflers on planes;
- Spread flight school circuits beyond existing neighbourhoods to spread out noise disturbance;
- Include Whitby in notification and discussion as Whitby residents are also impacted;
- Question if the City of Oshawa will compensate for property value loss due to noise disturbance;
- Have planes fly over busy roads that are already noisy;
- Continue to communicate;
- Reduce flight school traffic;
- Advertise meetings on City of Whitby website; and
- Do not allow non-emergency flights to land after midnight.



Appendix A - Presentation

(To be appended to finalized PDF version)



Appendix B – Participant Feedback

Part A. Communication and General Feedback

1. What can the Oshawa Executive Airport do to help you understand the airport operations better?

Form 2: Explain why planes must be so extremely loud! Mufflers would help a lot.

Form 4: Continue meetings/e-mail updates, etc.

Form 6: Realign your priorities away from flight schools.

Form 7: Can you please restrict flight school hours to week days. Flight school noise is unbearable.

Form 8: Possibly localized flyer info to homes immediately in the area of the airport perhaps every three to six months. Restricted flight school hours to weekdays – at least Saturday and Sunday and holidays (quiet!)

Form 10: Continue with meetings.

Form 11: Make the presentations more professional by practice and use of info that can be seen by the audience.

Form 13: Notify community when air cadets are coming so can schedule vacation around it.

Form 14: Monthly in Oshawa this week: newspaper. Business flights – aircraft movements, pilot training, emergency search/rescue, airlifts, Transport Canada info/update, direct citizens to the website. Put an illuminated sign at the airport building – “see our website”, “follow us on twitter”, “watch us on YouTube.”

Form 18: Continue to keep public/neighbours aware of all happenings at the airport. Awareness takes away suspicious and here-say.

Form 22: You’re doing an excellent job now. Keep up the good work. Thank you.

Form 23: Keep the public up to date by being transparent through email and social media.

Form 24: Over the couple year I have been attending these meetings. I think I have a good grasp of the competing interest by listening to the various voice and points of view. I live near the airport.

Form 25: Clear directive on who is responsible for operations Nav Canada/Airport.

Form 28: Communicate!

Form 31: Keep communication open and accessible.

Form 33: I have not looked at your website in great detail, but perhaps explain some aviation terms so non-pilots can understand them better. Also perhaps have a glossary of terms? Provide tours of the airport.

Form 34: Communicate there are FAQs available and continue to build the list. Continue to provide consultation opportunities. Consider sharing the information at Doors Open. Consider noise study within surrounding neighbourhoods.

Form 35: I think the airport is doing a good job trying to make this info available to residents. The hard part is likely getting residents to find the time or interest to review it.



2. How would you prefer to receive information from the Oshawa Executive Airport? Please put only one option on each line:

Ranking: (Top 5 responses shown in order)

1. Email
2. Direct Mail
3. City Meetings or Open Houses
4. Social Media
5. Promotional Materials

3. Do you have any feedback related to current airport operations?

Form 1: Like the economic stimulus airport provides.

Form 2: Cannot use backyard when wind blows wrong for me. Noise pollution is unbearable.

Form 3: Planes are overhead at night in my neighbourhood and I can hear them inside my house. Not one-off's either!

Form 4: Noise issues are constant – flight school! Constant flights over our house and neighbourhood! No real breaks from noise during week/day weekends – one plane after another 8:00am to 10:00pm. In my house, items in the den rattle because of the loud humming. Can't enjoy backyard, invite friends over. Some flights are low over homes. Too many local movements!

Form 5: Flight schools operate non stop over Whitby property and Winterberry Drive. Wind direction flight protocol is not followed, using runway 23. Flights on holidays when not expected. Noise level. Realize that Whitby area is also impacted by Airport (not considered based on map used tonight).

Form 6: Flight schools are my only issue constant noise at low altitude every ninety seconds over my home when runway 23 is in use.

Form 7: Question – Does the two flight schools leave the land from Oshawa? If so, can this be revisited in the upcoming business plan?

Form 8: To keep hours of operation no earlier or later than presently used would be appreciated. To investigate the noise concerns as expressed tonight regarding circuit flying in the heavy populated area. Thank you.

Form 9: How much does the City of Oshawa financially contribute annually to the Airport? Why would Oshawa-only taxpayers pay whereas residents of other communities do not?

Form 10: Seems to be confused about heights of aircraft above local houses, landing and taking off. Maybe a representative from Transport Canada should attend meetings as they seem to be responsible for everything. Is no-one responsible for any operations at this airport?

Form 11: Share pilot training with Peterborough control intersection take offs and rate of climb. If you receive written feedback then respond. Where are NAV Canada? They should participate otherwise we just hear "It's their problem not ours." Similar with Transport Canada.



Form 12: I lived in the area adjacent to the airport for thirty-five years. I have no concerns or complaints about the airport or its operations. The aircraft traffic is both quieter and less frequent than during the 1970s and 1980s. I firmly believe if you purchase a home near an airport you have no right to complain.

Form 13: Touch and goes with flight schools should be curtailed during summer months. i.e. during eight months and during the summer.

Form 14: How often do the large Canadian Forces cargo planes take off and land from the Oshawa Airport? Are they actually taking off and landing or just flying over? Hard to tell.... We find they are extremely loud, but we live quite near the Airport at Taunton Road and Simcoe Street. Is there a schedule of these flights at the Oshawa Airport website? Please clarify. We see/hear them most often in the spring and summer.

Form 16: We are here because the insufferable noise night and day directly over our private property, which is no longer private. We pay high property taxes for our property. The unbelievably noisy planes which fly slowly over our property are ruining our lives.

Form 17: Yes. Our property is overflowed by aircraft noisily flying in circles on a very regular basis, sometimes a few minutes apart. We feel this is a creepy invasion of our very private location. It caused the value of our property to decrease substantially.

Form 23: Rather large aircraft possibly overhead.

Form 24: Not really, since I live near the airport, I have a pretty good idea of what is going on – but I think there meetings should continue so the public is kept informed.

Form 25: Live streaming video of airport operations would be interesting for anyone with an interest in aviation.

Form 27: Actions seem to be greater than communications. I.e., number of trees cut down versus need. Speed of pathway development – east of airport. # of flights after curfew. What are airport metrics against goals and water are goals over five years.

Form 30: Flight schools and residential neighbourhoods do not go together. Circling over our houses for hours has been a detriment to our lifestyle. At the least, flight schools should be restricted to reduced hours such as no Saturdays/Sundays or holidays. Should finish at 5:00pm on weekdays.

Form 31: Planes do not land and take-off below height standards. There must be none. My view of flight path height is at a right angle to the flight path. Perhaps surveillance cameras to ensure adherence to height restrictions could be considered.

Form 32: Too many flight school flights – circuits too often. From comments tonight, need to work with Transport Canada to solve problem. We know the problem. Need fewer flights on circuit.

Form 33: As discussed in the meeting, noise from single engine airplanes is a big problem.

Form 34: There are planes after hours, would like to know what these are – if emergency or other. There are planes that are very low over the area south east of runway 30, which is over a park. Are there options for the planes to either locate slightly off from the park or higher? Some of the circuits are very noisy on the weekends, including after 4:00pm. If those can be mitigated that would be good.

Form 35: Please be mindful of the realities of the location of the airport relative to compatible land use. The reality is that the City prioritized residential development and the associated revenue streams from



that, to the detriment of potential airport growth and expansion. This is the situation we are in. As a result, the airport will only ever be able to exist at a certain size and with a certain traffic level. Efforts to expand the airport beyond this reality are not responsible. Business plan effort for the future must be consistent with this reality.

4. Do you have any additional feedback for the Oshawa Executive Airport Management Team or Community Liaison Committee?

Form 1: Not to tighten air use controls.

Form 2: Use mufflers on planes (all of them).

Form 4: Spread constant flight school plans over other areas instead of one or two neighbourhoods/areas.

Form 5: Add flight school schedule on Airport website, that is wind direction and runway use.

Form 6: Your survey does not include your neighbour (Whitby) which is directly impacted by your operation – specific noise from flight schools flying circuits over Whitby. Information board, place sticker where you reside ended at Oshawa boarder – why?

Form 7: Question – as the airport noise is now known around Oshawa, our home property value will decrease. Will the City of Oshawa compensate home owners for property value loss.

Form 10: Most concerns are about noise pollution from flight schools. This problem never seems to be addressed or improved.

Form 14: I enjoy living near the Oshawa Executive Airport and watching the flight academy students flying overhead nearly every day practicing their takeoffs (which we never hear to any extent) and their landing approaches (which we can both see and hear from our neighbourhood). I hope there will be student pilots at Oshawa Executive Airport for decades to come. Will Oshawa Executive Airport be able to handle the new “hybrid” planes that have electric engines as well as gasoline/jet fuel?

Form 15: Let’s get the keypad access to the apron!

Form 16: Why do the planes fly over roads which are already noisy. It is like having huge trucks driving through the property day and night.

Form 17: Get these planes flying in circles to follow the main roads which are already noisy and busy, rather than flying over residential areas and conservation lands. No problems at all with commercial planes.

Form 23: Keep up the dialogue and sharing of information.

Form 27: My own involvement has increased over the last year and I appreciate the opportunities to meet various stakeholders. Communications should include objective, actions against objective (what are steps to achieve) and the metrics used and reported.

Form 30: Reduce flight school traffic. Do not keep circling in the exact same flight patterns time after time after time.

Form 31: A lot of good reasonable comments from people that attended while some comments may be a challenge. All comments may be a challenge, all should be implemented sooner rather than later. Circuit flights need to be addressed ASAP for the people affected now.



Form 32: Understand that flight schools bring in money for airport, but for some neighbours too many circuits per hour. Are there any other ways we can bring in money? Businesses that can use our services in Oshawa.

Form 33: Consider placing information on town of Whitby website, especially regarding upcoming meetings. The meeting discussed identifying aircraft that make excessive noise. Perhaps show a chart of aircraft so we can easily identify type and know what to look for and what info you require to identify a loud aircraft. As well, perhaps show other reported complaints in a log format?

Form 34: Continue to communicate and engage with the community.

Form 35: Thank you for your continued efforts to reach out to the community to keep them engaged. Keeping the lines of communication opened is very helpful.

Form 37: Cannot tolerate landings after midnight – have complained via phone and got nowhere. Emergency landings are necessary – others are not acceptable.

Part B: Moving Forward

1. How would you prefer to be engaged and consulted to provide input and feedback to the Oshawa Executive Airport Business Planning 2019-2024 exercise?

Community Town Hall	22
Workshops with roundtables	15
Web survey	11
Telephone town hall	3
Pop-up engagement booths throughout Oshawa	7
Online town hall	5
Other	<ul style="list-style-type: none"> • Email (2) • Newspaper (1)

Demographics and Community Engagement Evaluation

1. How old are you?

12 and under	
13 – 17	
18 – 24	
25 - 34	2
35 – 44	1
45 – 54	2
55 – 64	11
65+	21

2. Are you an Oshawa resident, and/or Oshawa business/property owner?

Yes	32
No	4



3. What does your postal code begin with?

L1G	3
L1H – North of King St.	2
L1H – South of King St.	
L1J	16
L1K	2
L1L	
Other	<ul style="list-style-type: none"> L1R (x2)

4. How many years in total have you lived or had your business/property in the City of Oshawa?

Less than 2 years	1
2 – 5 years	1
6 – 10 years	5
11+ years	19

5. Do you have a mobile device?

Yes	24
No	10

6. How did you learn about this community engagement opportunity?

City Facility	1
City of Oshawa Website	3
Connect Oshawa Website	
Email	8
Letter/Flyer	16
Oshawa Express	1
Oshawa This Week	6
Poster	
Social Media	
Word of Mouth	8
Other:	<ul style="list-style-type: none"> Radio

7. How could we improve future community engagement opportunities?

Form 1: Advertise in Oshawa Express.

Form 3: Listen to responses received.

Form 4: Continue meetings/email updates

Form 7: Put the notifications out to the community.

Form 11: You are doing a good job. Keep doing it.

Form 14: Use local media more often! Oshawa This Week, local radio, website, twitter and online subscription.



Form 17: Direct mail to those affected by your operation.

Form 27: Use text/email to direct community to the website updates.

Form 28: Keep up the good work!

Form 31: Keep engagement ongoing.

Form 34: Signage where hanger is – mobile road signs on Taunton.

Form 35: I think you are doing a good job trying to engage the community. Perhaps provide a specific list of topics for the open houses so that people know more about what the discussion will be about.

8. Please rate the following statements:

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
I understand how my feedback will be used.	5	4	8	2	2
I have a good understanding of the consultation based on the information provided in the meeting.	5	5	6	2	2
I feel the survey was a good opportunity to participate in the consultation process.	13	5	1		1
I understand the next steps of the engagement process moving forward.	6	4	4	4	3