

Adopted by Council at its meeting held August 24, 2015 [M327-2015]

/AC

Windsor, Ontario August 24, 2015

**REPORT NO. 283 of the
ENVIRONMENT, TRANSPORTATION & PUBLIC SAFETY
STANDING COMMITTEE**
of its meeting held July 22, 2015

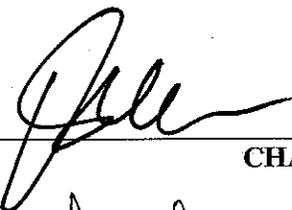
Present: Councillor F. Francis
Councillor C. Holt
Councillor B. Marra (Chair)

Regrets: Councillor Hilary Payne
Councillor Paul Borrelli

That the following recommendations of the Environment, Transportation and Public Safety Standing Committee **BE APPROVED:**

Moved by Councillor Francis, seconded by Councillor Holt,
That the minutes of the Town and Gown Committee meeting held May 6, 2015
BE RECEIVED for information.
Carried.

Clerk's Note: The minutes of the Town and Gown Committee meeting held May 6, 2015 are attached as background information.

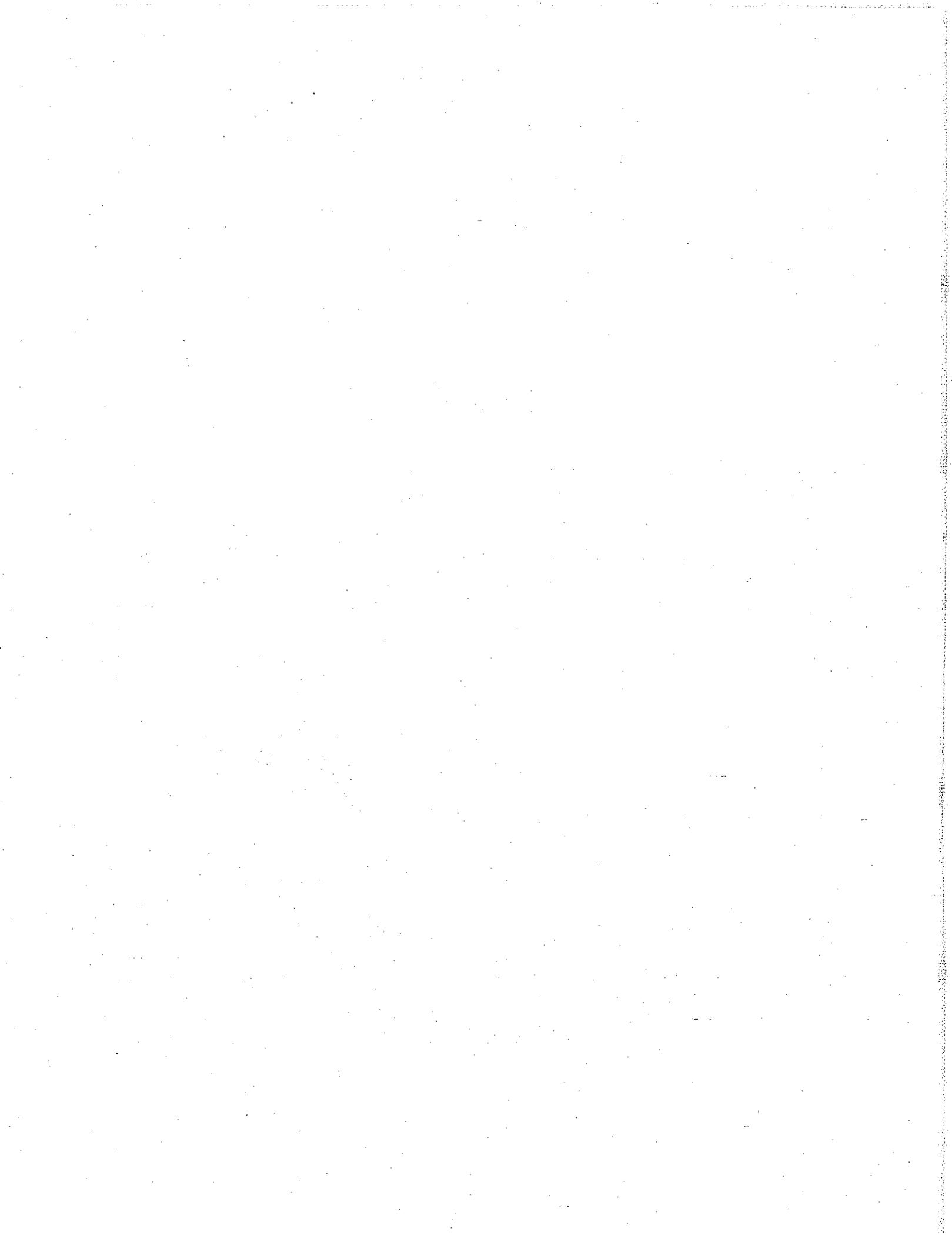


CHAIRPERSON



SUPERVISOR OF COUNCIL SERVICES

NOTIFICATION:	
NAME	CONTACT INFORMATION



KK/
Windsor, Ontario May 6, 2015

A meeting of the **Town and Gown Committee** is held this day commencing at 4:00 o'clock p.m. in the Walkerville Meeting Room, 3rd floor, City Hall, there being present the following members:

Councillor John Elliott, Chair
Councillor Fred Francis
Councillor Irek Kusmierczyk
Lena Angelidis
Jane Boyd
Mike Cardinal
John Fairley
Sarah Morris

Guest in attendance:

Alan Richardson

Also present are the following resource personnel:

Anne Marie Albidone, Environmental Services Manager
Rob Barlozzari, Council Assistant
Michael Cooke, Manager of Planning Policy
Ann Kalinowski, Manager of Compliance and Enforcement
Karen Kadour, Committee Coordinator

1. **CALL TO ORDER**

The Committee Coordinator calls the meeting to order at 4:01 o'clock p.m. and the Committee considers the Agenda being Schedule "A" **attached** hereto, matters which are dealt with as follows:

2. **ELECTION OF CHAIRPERSON**

The Committee Coordinator calls for nominations from the floor for the position of Chairperson. Councillor Francis nominates Councillor Elliott. The Committee Coordinator asks if there are further nominations from the floor for the position of Chairperson. Seeing none, the Committee Coordinator asks if Councillor Elliott accepts. Councillor Elliott accepts.

Moved by Councillor Francis, seconded by J. Boyd,
That Councillor Elliott **BE ELECTED** Chair of the Town and Gown Committee for the term ending December 31, 2015.

Carried.

Councillor Elliott assumes the Chair.

3. **DECLARATIONS OF CONFLICT**

None disclosed.

4. **MINUTES**

Moved by J. Boyd, seconded by M. Cardinal,

That the minutes of the Town and Gown Committee of its meeting held October 15, 2013

BE ADOPTED as presented.

Carried.

M. Cardinal refers to his outstanding issues noted in the October 15, 2015 minutes. R. Barlozzari advises he will discuss and resolve the outstanding matters following the meeting.

5. **BUSINESS ITEMS**

5.1 **Terms of Reference and Mandate**

Moved by Councillor Francis, seconded by J. Fairley,

That the Revised Terms of Reference for the Town and Gown Advisory Committee **BE APPROVED.**

Carried.

5.2 **2015 Business Plan and Budget Request**

R. Barlozzari advises the Town and Gown Operating Budget for 2015 is \$4,500.

Councillor Kusmierczyk suggests the Town and Gown Committee host an event with St. Clair College and the University of Windsor (aimed at post-secondary students).

Moved by M. Cardinal, seconded by J. Fairley,

That the verbal update by R. Barlozzari relating to the Town and Gown 2015 Budget **BE RECEIVED.**

Carried.

Moved by Councillor Kusmierczyk, seconded by L. Angelidis,

That a subcommittee consisting of J. Fairley, J. Boyd, S. Morris and Councillor Kusmierczyk **BE ESTABLISHED** to report back regarding the logistics (date – October 2015 and location) of hosting an event by the Town and Gown Committee for the purpose of allowing students the opportunity to voice challenges faced in the downtown core.

Carried.

J. Fairley proposes the event be held at the St. Clair College for the Arts, 201 Riverside Drive West.

5.3 Town and Gown 2014 Annual Report

It is noted no meetings of the Town and Gown Committee were held in 2014.

Moved by Councillor Francis, seconded by J. Boyd,
That the Town and Gown 2014 Annual Report **BE RECEIVED**.
Carried.

5.4 Town and Gown Association of Ontario (TGAO) – Attendance at 2014 Conference

A document entitled “Report to the Town and Gown Committee, City of Windsor from the Annual TGAO Symposium, Waterloo, Ontario , May 12-14, 2014 submitted by Lena Angelidis and Mike Cardinal” is distributed and *attached* as Appendix “A”. L. Angelidis and M. Cardinal provide an overview of their submitted document.

L. Angelidis suggests a 60-90 second video be produced for students to provide the “do’s and don’ts” as it relates to fire safety.

Moved by J. Fairley, seconded by Councillor Kusmierczyk,
That the Report to the Town and Gown Committee –Annual TGAO Symposium held May 12-14, 2014 in Waterloo, Ontario submitted by Lena Angelidis and Mike Cardinal **BE RECEIVED**.
Carried.

6. NEW BUSINESS

6.1 TGAO Membership Renewal

Moved by J. Fairley, seconded by Councillor Kusmierczyk,
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$150.00 for the Town & Gown Association of Ontario membership renewal.
Carried.

6.2 TGAO May 11-13, 2015 Symposium

Moved by J. Boyd, seconded by J. Fairley,
That Councillor John Elliott **BE REQUESTED** to attend the TGAO Symposium on
behalf of the Town & Gown Committee on May 11-13, 2015 in Mississauga, Ontario.
Carried.

7. **COMMUNICATIONS**

7.1 The e-mail from Reverend Scott McAllister, University Community Church regarding
the cleanup campaign held April 25, 2015 is received for information.

S. Morris suggests investigating the feasibility of an interactive website to assist students
with issues such as break-ins and matters dealing with landlords. She states when students move
into their respective housing, they don't "feel" they are part of the neighbourhood.

J. Boyd indicates the University of Windsor successfully addressed issues related to
campus drinking in cooperation with the Campus Police and Windsor Police Services.

It is generally agreed a congratulatory letter be sent to the Reverend Scott McAllister,
University Community Church thanking him for his clean-up efforts.

7.2 The article from the Daily News – University of Windsor entitled "Be part of the end of
term cleanup campaign" is received for information.

8. **DATE OF NEXT MEETING**

At the call of the Chair.

9. **ADJOURNMENT**

There being no further business, the meeting is adjourned at 5:20 o'clock p.m.

CHAIR

COMMITTEE COORDINATOR

AGENDA
and Schedule "A" to the minutes of the meeting of the
TOWN AND GOWN COMMITTEE
Wednesday, May 6, 2015
4:00 o'clock p.m.
Town of Walkerville Meeting Room
3rd floor, City Hall
350 City Hall Square West

1. **CALL TO ORDER**

2. **ELECTION OF CHAIRPERSON**
Election of Chairperson for the term ending December 31, 2015.

3. **DECLARATIONS OF CONFLICT**

4. **MINUTES**
Adoption of the minutes of the Town & Gown Committee meeting held October 15, 2013
– attached.

5. **BUSINESS ITEMS**
 - 5.1 **Terms of Reference and Mandate**
The Mission Statement of the Town & Gown Committee and a "Draft" Terms of Reference and Mandate – attached.
 - 5.2 **2015 Business Plan and Budget Request**
The 2015 Business Plan and Budget Request – attached. Also attached is the Financial Summary Variance Report for the period ending April 10, 2015.
 - 5.3 **Town & Gown 2014 Annual Report**
The Town and Gown 2014 Annual Report – attached.
 - 5.4 **Town & Gown Association of Ontario (TGAO) – Attendance at 2014 Conference**
Report by L. Angelidis and M. Cardinal – to be distributed.

6. **NEW BUSINESS**
 - 6.1 **TGAO Membership Renewal**
Background information – attached.
 - 6.2 **TGAO May 11, 2015 – May 13, 2015 Symposium**
"Connecting for Success: Program At a Glance" – attached.

7. **COMMUNICATIONS**

- 7.1 E-mail from Reverend Scott McAllister, University Community Church regarding cleanup campaign held April 25, 2015 – attached.
- 7.2 Article from the Daily News – University of Windsor entitled “Be part of the end of term cleanup campaign” – attached.

8. **DATE OF NEXT MEETING**

To be determined.

9. **ADJOURNMENT**

Report to the Town and Gown Committee,
City of Windsor

From the Annual TGAO Symposium
Waterloo, Ontario
May 12-14, 2014

Angelidis, Lena
Cardinal, Mike
Delegates

Town & Gown Association of Ontario Annual Symposium
May 12-14, 2014
Waterloo, Ontario

Collaborative Community Building

Monday, May 12, 2014

Welcome Reception

Mike & Ophelia Lazaridis Quantum-Nano Centre, University of Waterloo
Chris Read, Associate Provost, Students, University of Waterloo
Danielle Burt, President, Federation of Students, University of Waterloo
Robbie Henderson, VP Student Affairs, Graduate Students Association, University of Waterloo

The welcome reception was attended by approximately 30 guests.

It was a useful networking opportunity, including speaking to candidates seeking office in the local municipal elections later in the year.

Tuesday, May 13, 2014

Opening Remarks

Kaye Crawford, Chair, Symposium Steering Committee
Orest Katolyk, President, Town and Gown Association of Ontario
Jennifer Casey, Chair, Waterloo Town and Gown Committee

Delegates were welcomed to the 10th annual Town & Gown of Ontario Symposium. The first gathering took place in Waterloo in 1999 in response to rising concerns regarding student housing.

Waterloo's Town and Gown Committee was struck 22 years ago. Its ratio of students to non-students is the highest in the province relative to its size.

Among the delegates were two representatives from the International Town and Gown Association (ITGA) based in South Carolina. Executive Director, Beth Bagwell, has invited Windsor to attend their 2014 ITGA Conference in Clemson, South Carolina at Clemson University June 1-4, 2014. She has agreed to waive registration fees.

President's and Mayor's Panel

Brenda Halloran, Mayor, City of Waterloo

Dr. Feridun Hamdullahpur, President, University of Waterloo

Dr. Max Blouw, President, Wilfrid Laurier University

Dr. John Tibbits, President, Conestoga College Institute of Technology and Advanced Learning

For centuries, the 'gown' was separate from the 'town', and at times, even adversarial. Work must continue to improve the relationship through Collaborative Community Building, the theme of this year's symposium.

Panellists stressed the need for co-operation between the post-secondary institutions themselves and with their host city.

Students want to reside in a community where they feel they can remain after graduation, not simply a place to obtain their degree. Accommodations, social settings, safety, easily accessible transportation and a vibrant cultural scene are all important markers to students when deciding on a university/college.

Wouldn't it be great for students to bring their parents and friends to their host city instead of going home for weekends and holidays?

Challenges exist in the relationship between the university/college and its host city. For example, Waterloo had an abundance of 5 bedroom units for student accommodation. These have become unpopular with students as they cite lack of privacy, noise issues and a generally unproductive environment. It is apparent that developers have different interests than municipal government versus student needs and desires. A common vision needs to be articulated with a return on investment for each group.

Post-secondary institutions are game changers for cities. They compete to draw from the best minds in the world along with the need for investment in the city.

Key points to note:

- *All post-secondary institutions compete with each other in their host community, but they rely on a thriving city to survive.
- *Accommodations, social settings, safety, support systems, a cultural scene, transportation and the ability to obtain employment post-graduation are all important factors to students when deciding on a university town.
- * The ultimate goal of creating a vibrant destination for students, visitors and industry must be a joint effort between the post-secondary institutions and the host city.
- *Make good things happen together.
- * Infrastructure, transportation logistics, encouragement to use public transportation and industry involvement were noted as important to create a world class destination in the host city.
- *Focus on order and student safety through Municipal Police, Fire and By-law Services.

*Don't give the impression that your city creates a barrier to the student experience, but be sure the municipal by-laws are known.

**Each Town & Gown Committee must listen to the needs of all parties in order to maintain their city as a desirable destination.

**Challenges make you seek answers because you aren't happy with the status quo.

Enhancing Communities Through Partnerships

Bonnie Patterson, President & CEO, Council of Ontario Universities

Universities/colleges have a huge impact on their host communities. For example, the University of Waterloo generates \$2.6 billion in spending and creates over 20,000 jobs each year.

Every community benefits from having a university or college. Long term and short term growth and stability are created.

Jobs are a huge part of government conversations. Executives are looking for so called 'plug and play' graduates who have strong leadership and people skills. Government is an important element in partnership with the post-secondary institutions and the host municipality, in being able to provide paid internships and create a youth job strategy.

The key to fostering and retaining talent is to hire them while they are learning. To achieve this, business needs to invest in employee training, shaping broad skills into sector specific ones. Business needs to build relationships with the university/college in the community.

Late Night Entertainment Downtown Management/Collaboration Panel

Bryan Larkin, Chief of Police, Guelph Police Services

Marty Williams, Executive Director, Downtown Guelph Business Association

Ian Findlay, City Councillor Ward 2, City of Guelph

Local Affairs Commissioner, Central Student Association, University of Guelph

Guelph's long time presence of downtown pubs and breweries hosting 7000 seats, and the close proximity to the University of Guelph presented a challenge at certain times of the year.

A Safe Semester program was established. Safe Semester brings a sense of enhanced safety, fun and 'coolness'. It aims to show that the Entertainment District or 'downtown' can be promoted, managed and celebrated by the whole city.

Through collaboration with the local Downtown Business Improvement Association, bar owners, the students, the city and the university, discussions took place to address various problems. One such example cited the public urination problem. A place for males was

set up and the volume of urine was measured. It was increasing. It was that much volume that was off the streets. The city is now working on providing public washrooms to be used by all citizens and visitors alike, (men, women and accessible washrooms.)

The student association promotes safe partying downtown as well as reinforcing bylaw knowledge and transportation options (i.e. late night bus service Thursday through Saturday).

Police took a different approach in 2011 to the return of the student patrons. Their zero tolerance approach wasn't working for frosh week. After looking at the best practices of other cities, they followed the example of education, inclusion and of welcoming the sense of vibrancy that the students bring. The focus on punitive action was replaced by highlighting the positives students bring.

In Guelph's downtown, for frosh week, a pedestrian friendly alley was created by street closure. While the idea was initially opposed, the police suggestion prevailed. Police were able to concentrate their resources to a defined area that included bike and foot patrols. The action was repeated for St. Patrick's Day and for Homecoming.

Ultimately, police overtime was reduced on each Thursday, Friday and Saturday night shifts. While the initial cost to this street closure was \$10,000, the return on investment was substantial in monetary terms (\$750,000 to \$1,000,000) by reduced overtime and by a drop in rowdy behaviour, fights and assaults.

Keynote Speaker

Jim Moss, Founder & Chief Happiness Officer, Plasticity, Waterloo

Jim suffered from neuro-muscular disease; a disease which eats through the coating of the nervous system. It took him 6 to 12 months to relearn to walk.

He realized, over that long recovery period, that happiness increased healing. Being grateful helped him to be happy. He kept a gratitude journal.

When he displayed his positive attitude, it created a spill over effect. He noticed his therapist began voluntarily staying extra hours to help him train.

He began to wonder why some people experience post traumatic growth versus post traumatic stress. Through this, the Smile Epidemic (the habit of being grateful) was born.

This attitude can be adopted into everyday life, into the workplace and elsewhere.

Happy citizens are more productive.

La Trobe University's Strategy for "Future Ready"

Trevor Budge, Manager, City of Greater Bendigo & Assistant Professor, La Trobe University, Australia

La Trobe University is located in Melbourne Australia with a satellite campus in Bendigo, 150 kms northwest of Melbourne.

La Trobe's Melbourne Campus has a master plan in place. It is introducing on campus living and increasing its numbers. Land prices in Melbourne are very high and new developments are usually quite densely intensified.

La Trobe' campus in Bendigo has students as paid interns working on various strategies. Enrolment is increasing and as the population moves away from its dependence on cars, the university continues to work on a 40 year plan including developing residential and open space strategies.

At this time, there is no Town & Gown type liaison.

Restorative Justice

*Chris Cowie, Executive Director, Community Justice Initiatives, Kitchener
Lyndsay Anderson, Manager of Student Dispute Resolution, Dalhousie University, Nova Scotia*

People tend to have a desire for revenge. Yet prisons are full and still getting the same (poor) results. The 'system' doesn't do what it is intended to do. There must be a way for the victim and the offender to reconcile. This initiative was founded on that basis.

This program brings victims and offenders together to 'restore justice'. People will set aside that natural desire to punish the offender when efforts to correct the offence are shown. Monetary or physical damages may be restored, but more importantly, relationships are repaired.

The program works with youth, adult, even repeat offenders. It works to resolve minor and major crimes such as assault, break and enter and theft.

The restorative justice program can be applied to a variety of situations including sports, the elderly community and by-law offences between neighbours. Cases are assigned to mediators to facilitate reconciliation.

After the process, 86% of those interviewed say they would feel comfortable meeting the offender again.

Best Practice Open Mic – Participation for all Delegates

This segment of the day was successful in introducing ideas related to the theme of the symposium—Collaborative Community Building.

London's Orest Katolyk shared that their Town & Gown Committee held a public meeting. All stakeholders (student, neighbours, landlords) expressed their points of view.

Ottawa--two delegates who were attending another conference nearby, crossed campus to share information about SODA, Safer Ottawa Drinking Alliance.

<http://www3.algonquincollege.com/healthservices/soda/>

Their experience was that many groups tried many different methods to encourage students to make smart choices when it came to alcohol consumption and shared their information. The result was that Ottawa's three post secondary institutions collaborated with other agencies such as the AGCO and the OPP to present and promote a unified message of moderate alcohol consumption on campus.

Waterloo--Councillor Jeff Henry explained Waterloo was an example of a city being on the leading edge to promote growth in the city through the expansion of their university and prominence as hosting leading research facilities. Public Works have plans to replace aging infrastructure in order to sustain future growth. Through their Planning Department staff, they are staying ahead of the effect of climate change on their infrastructure.

Guelph--Catherine spoke of the power of the Town & Gown Committee. More public messages can be distributed through a city's Town and Gown committee to reinforce the work being done.

Reception, Talk, & Tour at the Tannery and Communitech Hub

Steve Currie, VP Strategy, Communitech

Steve Farlow, Executive Director, Schlegel Centre for Entrepreneurship, Wilfrid Laurier University

Rod Regier, Executive Director, Economic Development, City of Kitchener

The Tannery is a reclaimed factory located in what was once, an economically depressed part of Kitchener with a poor reputation. With private investment it was transformed into a high tech communications hub. The developer had confidence that the University of Waterloo was a powerful economic driver for Kitchener/Waterloo due to the talent produced. In fact, it was a catalyst for the neighbourhood around Communitech. The neighbourhood experienced positive changes and improvement, with new businesses and residents moving into the area.

The Communitech Hub is member based in the technology world; like a clubhouse for the tech community. It houses start up companies, mid-size and large companies like Google. The idea will be taken to Brantford soon.

Laurier and the University of Waterloo operate classrooms from this location. It illustrates the 'town' and the 'gown' pieces coming together to train and foster young entrepreneurs.

Waterloo anticipates another five million square feet of redevelopment and 20,000 tech related workers to move into the region in the next 5 to 10 years.

Wednesday, May 14, 2014

Panel on Mental Health

Tom Ruttan, Director of Counselling Services, University of Waterloo

Adrienne Luft, Mental Health Support, Wilfrid Laurier University

Al Strong, Skills for Safer Living

Phil Marfisi, Student, Wilfrid Laurier University

Tessa Kohler, Student, Wilfrid Laurier University

With data supporting that mental health issues are on the rise in the population at large and in the student population, the panel illustrated their community's effort in addressing the problem.

In Waterloo Region, the Self-Help Alliance offers services to people with mental health issues and/or addictions. Under the Self-Help Alliance, another program was developed, Skills for Safer Living. This is a twenty week suicide intervention support program. Throughout the twenty weeks, participants are encouraged to develop skills to reduce the potential for suicide related behaviours. After completion of the program, participants are invited to continue with peer group support.

Post-secondary students are often unaware of what their school or community may have to offer in this regard. Colleges and universities are paying greater attention to these issues now and work to ensure students have awareness and access to help.

The two student panellists shared their stories and how the university helped them. One student advocates for more awareness of the services offered citing that even though this information was listed in the syllabus, only about 5% of students say they read about it.

In the second case, the student received help from the university after a hospital stay for a suicide attempt, in the form of a visit from the Dean of Students. With the student's consent, a letter was sent to relevant faculty members to inform them of the special

circumstances and to aid in the student's successful return to school after the lengthy absence. The university is not a treatment centre, but it can continue to make students aware of the help available and provide a liaison to the community and a successful return to university life.

Building Positive Relationships Between Municipalities and Universities and Colleges

Michael Fox, Geography Head, Mt. Allison University, New Brunswick

Mr. Fox has written a book titled, "Town and Gown: From Conflict to Cooperation".

All groups such as Town and Gown committees, residents' groups, the International Town and Gown Association started through conflict and they move to resolve issues, share information and network their solutions and best practices.

He urges consideration and careful planning for this land use issue. The university/college administration needs to be involved in what happens in its immediate surroundings with respect to housing and land use issues.

He reminds us to never forget that students are the focus. They are why the university or college exists in the community. Think of students as a different type of land user.

International Student – TGAO Sponsored Research Paper

Alexandra Bozheva, Western University

Alexandra is a Ph.D. candidate presenting her findings so far as an international student who has experienced some difficulties herself.

In 2010, international student contributed \$8 billion to Canada's economy. There is the potential for Canada to host more international students as we lag behind France, Germany and the United Kingdom.

In 2014, 'Opportunity Ontario' set a target of providing 2,500 immigration spaces for educational purposes, up from 1000 spaces previously opened. A great number of barriers for prospective students exist though. These include Ontario's high tuition costs, extra fees for health care, inconsistent or confusing employment policies and a lack of settlement services.

Universities should not just be exporters of graduates, but work to retain their graduates.

Tools Update: Rental Licensing

Shamir Mehta, Manager, Licensing and Standards, City of Waterloo
Orest Katolyk, Manager of By-law Enforcement, City of London

Brief updates from Waterloo and London were given.

In London, residential rental licensing operates with a self-certification checklist which requires compliance to zoning, property standards and fire safety regulations. Licensing applies city wide.

London now has over 3,000 properties licensed. Of the large number, only a small number (just over 60) have been refused due to zoning or property standards issues.

Before random inspections are carried out in a selected area, notes are sent to owners and tenants in that area informing them of the upcoming inspections.

The fee has increased from \$25 to \$55. One additional inspector has been hired.

Landlord groups now encourage each other to become licensed citing the benefit of licensing as a promotional tool to reduce or eliminate vacancies.

Licensing inquiries can be made by parents on line as reassurance that the accommodations chosen are licensed and in compliance with zoning, fire safety and property standards.

Waterloo has a more robust application costing between \$400-800 for the initial application. Approximately one-half of the suspected 6000 rental properties are licensed. Web-based information is also available on each licensed property. The advantage of a licensed property here is the ability to advertise it as such on the university website.

Keynote Speaker

The University and the City: Strengthening Bonds

Dr. Patrick Deane, President, McMaster University

It has been discussed that post secondary institutions can be economic drivers in their host community.

Dr. Deane gives an account of Hamilton's early history. The neighbourhood of Westdale is one of Canada's first planned communities. Hamilton, in the 1920's, was a prosperous city and they wanted not only good schools but a university for their young people to attend. Eventually, the university, first founded in Toronto, was moved from Bloor Street to Hamilton in the Westdale neighbourhood.

McMaster continues to play a prominent role in the city by its partnerships in the community and interactions in its neighbourhoods. It works to improve the profile of the

university but takes into consideration the effect and benefit to its surrounding neighbourhoods.

*Dr. Deane stressed the need to avoid heading in a negative direction when considering off campus housing so as not to tip the balance and render undesirable those near campus neighbourhoods.

Housing Panel – Trends, Issues, Concerns

Tara Brouwer, Owner, Domus Student Housing Inc.

Mike Milovick, President, Waterloo Regional Apartment Managers Association & Sales Rep., Royal LePage Grand Valley Realty

Derek Lobo, Founder & CEO, ROCK Advisors Inc. Brokerage

Adam Wendland, Planning Student, University of Waterloo

Christine Carmody, Resident, City of Waterloo

Tanja Curic, Policy Planner, City of Waterloo

Glen Wepler, Director of Housing and Residences, University of Waterloo

The panel was comprised of individuals who represented various stakeholder interests. It is important to note that Waterloo hosts some 55,000 students at its multiple post-secondary institutions requiring 10,000 beds. That is about as much as the rest of Canada requires for all its students needs. (Derek Lobo)

Each panellist answered the same questions, sometimes resulting in heated exchanges.

In response to “what the Mayor needs of each stakeholder”, the key ideas to emerge were:

- the need to support students,
- to comply with provincial and municipal regulations; to balance mixed use intensification and to review transportation needs. *These issues were frequently challenged by public interests because of competing demands like quality of life and affordable housing.
- the need for mutual respect and harmonious relationships
- the need for affordable housing; being well connected and accessible as students are pushed outward away from campus
- the need for data on incoming number of students or the universities’ plans for on campus housing as information for investors re: supply and demand
- the need for collaboration to re-establish trust and respect between landlords, the city, the residents and the universities

In response to “what your city does well or does not do well”, more positives than negatives were listed, as follows:

- zoning changes were allowed to expand the number of beds needed off campus
- changes to be made to eliminate 5 bedroom units as this created a poor experience for students

- improvements to transportation so students could live at home and commute efficiently
- good policing and by-law control. Licensing brought formerly unsafe housing into compliance
- land use framework in place
- Waterloo's Town and Gown Committee is strong and well-established

Some negatives noted were:

- a variety of interests were represented with no clear view
 - students' needs and wants remained undefined beyond price and proximity to campus
 - licensing was attacked as a human rights violation. Furthermore, that profit from a surplus in funds to the city from licensing came as a burden to landlords directly.
- However, in response, Waterloo administration counters that the surplus of funds, \$500,000, is due to the high rate of compliance in the first year of licensing.

Kitchen Fire Demonstration

At the conclusion of the indoor sessions, Waterloo Firefighters held a demonstration outdoors from a specially designed portable trailer, showing how quickly kitchen fires can spread. They stressed the need for fire safety, proper smoke and carbon monoxide detectors.

Student Housing Walking Tours

Darryl Firsten, President, Sage Condos & Ivy Towns by INB Developments

Rich Szasz, Founder & CEO, Atlas Property Group Inc.

Brian Sellen, Regional Manager, Canadian Campus Communities

This tour was not experienced as we left to return to Windsor. The tour was to highlight purpose built housing, some in high rise form, which Windsor does not have.

Summary of Key Points to Present and Discuss:

- *All post-secondary institutions compete with each other in their host community, but they rely on a thriving city to survive.
- *Accommodations, social settings, safety, support systems, a cultural scene, transportation and the ability to obtain employment post-graduation are all important factors to students when deciding on a university town.
- * The ultimate goal of creating a vibrant destination for students, visitors and industry must be a joint effort between the post-secondary institutions and the host city.
- *Make good things happen together.
- * Infrastructure, transportation logistics, encouragement to use public transportation and industry involvement were noted as important to create a world class destination in the host city.
- *Focus on order and student safety through Municipal Police, Fire and By-law Services.
- *Don't give the impression that your city creates a barrier to the student experience, but be sure the municipal by-laws are known.
- **Each Town & Gown Committee must listen to the needs of all parties in order to maintain their city as a desirable destination.
- **Challenges make you seek answers because you aren't happy with the status quo.
- *It is apparent that developers have different interests than municipal government versus student needs and desires. A common vision needs to be articulated with a return on investment for each group.
- *The key to fostering and retaining talent is to hire them while they are learning. To achieve this, business needs to invest in employee training shaping broad skills into sector specific ones. Business needs to build relationships with the university/college in the community.
- *Safe Semester brings a sense of enhanced safety, fun and 'coolness'. It aims to show that the Entertainment District or 'downtown' can be promoted, managed and celebrated by the whole city.
- *The Student Association promotes safe partying downtown as well as reinforcing bylaw knowledge and transportation options (i.e. late night bus service Thursday through Saturday).

- *Police took a different approach in 2011 to the return of the student patrons. Their zero tolerance approach wasn't working for frosh week. After looking at the best practices of other cities, they followed the example of education, inclusion and of welcoming the sense of vibrancy that the students bring. The focus on punitive action was replaced by highlighting the positives students bring.
- *In Guelph's downtown, for frosh week, a pedestrian friendly alley was created by street closure. While the idea was initially opposed, the police suggestion prevailed. Police were able to concentrate their resources to a defined area that included bike and foot patrols. The action was repeated for St. Patrick's Day and for Homecoming.
- *Happy citizens are more productive.
- * RE: the power of the Town & Gown Committee. More public messages can be distributed through a city's Town and Gown committee to reinforce the work being done.
- *The university/college administration needs to be involved in what happens in its immediate surroundings with respect to housing and land use issues.
- *He (Michael Fox) reminds us to never forget that students are the focus. They are why the university or college exists in the community. Think of students as a different type of land user.
- *Landlord groups now encourage each other to become licensed citing the benefit of licensing as a promotional tool to reduce or eliminate vacancies.
- *Licensing inquiries can be made by parents on line as reassurance that the accommodations chose are licensed and in compliance with zoning, fire safety and property standards.
- *Waterloo has a more robust application costing between \$400-800 for the initial application. Approximately one-half of the suspected 6000 rental properties are licensed. Web-based information is also available on each licensed property. The advantage of a licensed property here is the ability to advertise it as such on the university website.
- *Dr. Deane stressed the need to avoid heading in a negative direction when considering off campus housing so as not to tip the balance and render undesirable those near campus neighbourhoods.
- *Waterloo's T&G Sub-Committee on Housing conducted a survey of 1000 students (graduate students as well as under-grads). It was determined that proximity to school, price and privacy were at the top in importance. Other concerns were as varied as food choices to concerns from foreign students regarding translation services and rental scam information.