



Shelburne Post Office - Box 686

131 First Avenue East
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September 11, 2019

Dear Mono Council:

At recent Board meetings of MC², we have had discussion on the number of Town by-law infractions that have occurred, in some cases by ignorance or individual interpretation of existing by-laws, but also by some residents who have blatantly decided to ignore our by-laws. These thoughtless individuals have just gone ahead with actions that clearly upset existing neighbours, and in fact are in contravention of the Town by-laws. These violations are often reported by engaged citizens, who know who to contact on Council, or know what Town number they should call to lodge an inquiry. Some violations however escape early detection and reporting, and damage often occurs as a result of the lack of knowledge by Town staff or Council of the violation.

All our Board members have made reference to discussions with citizens, who have approached a Board member with a concern about something that they have seen or heard, but for any number of reasons, they are hesitant to communicate with the Town. They often ask: what should I do? Or, who should I call? Some citizens are hesitant to call the municipal offices for a number of reasons, such as:

- They don't want to be a nuisance to the Town.
- They don't want to be identified as a complainer.
- They fear they will be identified personally in any documentation.
- They don't know who to call or where to get the right phone number.
- They don't know what rules or by-laws exist to protect our environment and community.

In that, the sooner the Town hears about a situation, the sooner it can be investigated and corrective action by the Town can commence.

MC² is recommending to the Town to consider developing and implementing a public awareness program for all our residents, to make them more knowledgeable and aware of their civic responsibility to be the eyes and ears of the Town, to encourage communication of unusual activity to the Town, and increase their comfort level with contacting the Town staff when they see something unusual like:

- Unusual truck traffic going to the same location or hauling material in or out of a property.
- Machines that arrive at a property intent of changing the landscape of the property.
- Posters or announcements of special events to be held on private property.



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This public awareness plan need not be a huge undertaking, but could be covered and reinforced through the quarterly newsletter, discussed at Town Hall meetings, added to tax bills, encouraged through our website, and again reinforced with repetitive messages. This program compliments the Town's citizen engagement objective. Perhaps the Town might consider some form of citizen engagement recognition, mindful of keeping the identification of specific citizen reports confidential. We appreciate that the details of such a plan would obviously be for staff to develop and Council to review and approve.

We hope Council will support this suggestion and add this to a future agenda for discussion. Many thanks.

Respectfully submitted by:

Elaine Capes, Chair of MC²

On behalf of the MC² Board of Directors