

Attachment D: Summary of Email Feedback

Municipal Licensing and Standards (MLS) received approximately 2,251 emails with written feedback to MLSfeedback@toronto.ca through the feedback period for the implementation review (August 23 to October 15, 2023). Staff analyzed the feedback by noise category and key themes to help inform the development of recommendations in the report. The table below is a summary of the feedback received.

Key Themes		Approximate Count and Proportion of Emails
Amplified Sound	Concerns and negative impacts of amplified sound <ul style="list-style-type: none"> • Emails received regarding concerns or negative impacts of amplified sound are from residents/individuals. • Examples of amplified sound sources that have been causing disturbance to residents, include parties, bars and restaurants, party boats, and music. • Residents cited the negative impacts of amplified sound on their physical, mental health, well-being, and quality of life. • Some residents cite concerns related to enforcement, such as by-law officers not being able to respond to amplified sound complaints in a timely manner. • A few residents cited the negative impacts of vibration from amplified sound and the need to include regulations in the Noise Bylaw. 	98 (4.3%)
	Concerns regarding additional restrictions/regulations for amplified sound <ul style="list-style-type: none"> • Significant email feedback received from residents/individuals and some representatives of the music, arts, and events industry (artists, musicians, and businesses) regarding concerns with additional restrictions on amplified sound and potential negative impact on the music and events industry. • Most feedback described how music and live/outdoor events contribute to the City's vibrancy and are an important source of entertainment for residents and visitors. • Most feedback noted the importance of striking a balance between ensuring a peaceful living 	1,747 (77.6%)

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	<p>environment for residents, while continuing to allow music, live/outdoor events in the City.</p> <ul style="list-style-type: none"> Some recommendations include creating designated zones for live music, implement noise mitigation technologies, and improve public education to better inform residents and businesses about amplified sound regulations. 	
Construction Noise	<p>Concerns with construction noise</p> <ul style="list-style-type: none"> Most emails regarding concerns and the negative impacts of construction noise are from residents. Residents cite various sources of construction noise, including construction work, cranes, equipment, engines, and back-up beepers have a negative impact on the physical/mental health, well-being, and quality of life of residents. Feedback included recommendations to add decibel limits to restrict back-up beeper noise, add tonal penalties, increasing fines, and enforcement of the Noise Bylaw in a timely manner. 	55 (2.4%)
Loading and Unloading Noise	<p>Concerns with overnight waste collection noise</p> <ul style="list-style-type: none"> Emails received regarding the negative impacts of overnight waste collection noise are from residents. Residents cite the disturbance and negative impacts of overnight waste collection noise, specifically quality of life and sleep disturbance. 	23 (1.2%)
	<p>Support to remove the waste collection exemption permit</p> <ul style="list-style-type: none"> Residents support the removal of the exemption for waste collection due to the negative impacts of overnight waste collection such as sleep disturbance. 	3 (0.1%)
Motor Vehicle Noise	<p>Concerns with Motor Vehicle Noise</p> <ul style="list-style-type: none"> Emails received regarding concerns and negative impacts of excessive motor vehicle noise are from residents. Residents note that motor vehicle noise has worsened over the last four years and have negatively impacted their physical and mental health, well-being, and quality of life in the City. 	139 (6.2%)

Key Themes		Approximate Count and Proportion of Emails
	<ul style="list-style-type: none"> Examples of motor vehicle noise include: motorcycles, mufflers, loud exhaust systems, and revving. Residents cited lack of enforcement as a problem, and the need for better cooperation with the Toronto Police Service and other levels of government needed to address excessive motor vehicle noise in the City. Recommendations include training police officers to use sound level metres and perform roadside inspections and install noise cameras. 	
	<ul style="list-style-type: none"> An organization representing motorcycle manufacturers recommended the use of the Society of Automotive Engineers (SAE) J2825 Measurement of Exhaust Sound Pressure Levels of Stationary On-Highway Motorcycle test for determining the exhaust sound level pressure of stationary motorcycles. Support for the Toronto Police Service to enforce motor vehicle noise regulations. 	1 (0.04%)
	<p>Support for Automated Sound Enforcement for Motor Vehicle Noise</p> <ul style="list-style-type: none"> Some residents expressed support for automated sound enforcement for motor vehicle noise Residents suggest the use of automated noise monitoring technology to monitor excessive motor vehicle noise. 	8 (0.4%)
Power Device Noise	<p>Concerns with power device noise</p> <ul style="list-style-type: none"> Emails received regarding concerns with power device noises were from residents/individuals. Residents note the excessive noise generated from air conditioners, power washing machines, lawn equipment, and mechanical power devices and negative impact on their sleep and quality of life. Some residents suggest setting decibel limits for power devices. 	13 (0.6%)
	<p>Concerns with noise from leaf blowers</p> <ul style="list-style-type: none"> Emails regarding concerns with noise from leaf blowers were from residents who cite the 	26 (1.2%)

Key Themes		Approximate Count and Proportion of Emails
	<p>negative impacts on their ability to enjoy their environment and quality of life.</p> <ul style="list-style-type: none"> Some residents expressed support for including decibel limits and banning gas powered leaf blowers in Toronto. 	
Stationary Sources/Air Conditioner Noise	<ul style="list-style-type: none"> Emails regarding concerns with air conditioner noise were from residents/individuals. Residents cited the need to decrease decibel limits for air conditioner noise 	3 (0.1%)
Safety and Government Work	<p>Concerns with noise from safety and government work</p> <ul style="list-style-type: none"> Emails regarding noise resulting from safety and government work were from residents. Residents recognize that noise from safety and government work, such as emergency sirens and fire trucks are inevitable, but note the negative impacts on physical/mental health and quality of life. 	10 (0.4%)
Air Show	<p>Concerns with noise from the Canadian National Exhibition (CNE) Air Show</p> <ul style="list-style-type: none"> Emails regarding noise resulting from the CNE air show were from residents. Residents expressed frustration and cited disturbance from the annual CNE air show 	9 (0.4%)
Animal Noise	<p>Concerns with noise from dogs</p> <ul style="list-style-type: none"> Emails regarding concerns with noise from barking dogs were from residents. 	3 (0.1%)
Enforcement	<p>Feedback regarding enforcement</p> <ul style="list-style-type: none"> Enforcement was a common theme throughout all categories of written feedback received. Specific feedback regarding enforcement were from residents. Residents note that current enforcement levels are not adequate and have cited the lack of capacity and resources for enforcement. 	18 (0.8%)
Unreasonable and Persistent Noise	<p>Concerns regarding unreasonable and persistent noise</p> <ul style="list-style-type: none"> Emails regarding unreasonable and persistent noise were from residents who have been negatively impacted by unreasonable and 	10 (0.4%)

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	<p>persistent noise and the impacts on their quality of life.</p> <ul style="list-style-type: none"> Some residents raised concerns regarding illegal fireworks use and the noise impacts. 	
Exemption Permits	<ul style="list-style-type: none"> Feedback regarding exemption permits were from residents. Residents support greater transparency of the exemption permit process by providing more public activities and events exempted from the Noise Bylaw and ability for public commentary/input. A few residents expressed support to remove Councillors from the noise exemption permit review process 	4 (0.2%)
General Noise*	<ul style="list-style-type: none"> Many residents shared their experiences with the noise or the Noise Bylaw. Some residents provided specific examples of the negative impacts of motor vehicle noise, amplified sound, construction, and waste collection on their quality of life, well-being, and physical/mental health. 	81 (3.5%)
Total	2,251	

*Emails that covered multiple themes were categorized under general noise.