

Summary of Targeted Public Engagement 2013 to 2014 August 18

Public engagement was conducted with citizens who initiated a service request regarding noise from air conditioners and other household equipment for all of 2013 and up to 2014 August 18. The citizens were contacted by phone and were asked a series of questions including the source of the disturbance, a description of the sound, when the sound was heard, and the impact it had. Citizens were also given an opportunity to provide further comments and feedback. The following tables highlight the findings based on 140 respondents out of a possible 242.

Key Findings from 2013 to 2014 August

Noise Source	Total # of Respondents (140)	Primary Concern		Occurrence		
		Loud	Vibrating	Day Only	Night Only	Both
Air Conditioner	84 (60%)	38	46	5	12	66
Generator	27 (19%)	11	16	2	7	18
Fans	15 (11%)	14	1	N/A	N/A	15
Miscellaneous	14 (10%)	13	1	4	3	7

Common Impacts	# of Respondents	% of Respondents
Lack of Sleep	56	40%
Irritable	45	32%
Unable to enjoy outside space	39	28%

Key Feedback
<ul style="list-style-type: none"> • Importance of addressing low frequency noise/vibration • Ability to address situations where Bylaw noise threshold is not exceeded (i.e. lower level nuisance noise) • Consideration for medical conditions that may require the use of certain household equipment (i.e. need to regulate temperature) • Continued importance of existing night time noise threshold (i.e. maintaining a lower night time threshold than daytime) • Satisfied with current use of education and community awareness approaches to address concerns