



AGENDA

GENERAL COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

WEDNESDAY, MAY 20, 2015 – 9:00 AM

COUNCIL CHAMBER – 2nd FLOOR – CIVIC CENTRE

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

Members

Mayor Bonnie Crombie	
Councillor Jim Tovey	Ward 1
Councillor Karen Ras	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor John Kovac	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Ron Starr	Ward 6
Councillor Nando Iannicca	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10 (Chair)
Councillor George Carlson	Ward 11

Contact:

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INDEX – GENERAL COMMITTEE – MAY 6, 2015

CALL TO ORDER

APPROVAL OF THE AGENDA

DECLARATIONS OF CONFLICT OF INTEREST

PRESENTATIONS

- A. Ed Upieneks , 1st Vice-President, Ontario Bar Association to present the Ontario Bar Association's Tom Marshall Award of Excellence for Public Sector Lawyers to Mary Ellen Bench, City Solicitor.

DEPUTATIONS

- A. Pat Anderson, Chair of the Mississauga Waterfront Festival and Clara Grassia, City of Mississauga, Pan Am Community Events Lead
- B. Item 1 Helen Noehammer, Director, Transportation and Infrastructure Planning

MATTERS TO BE CONSIDERED

- 1. Stormwater Charge Implementation Update
- 2. Core Service Review – Draft for Discussion
- 3. Speed Limit Review – Jumna Avenue (Ward 1)
- 4. 40 km/h Speed Limit Extension – Perran Drive (Ward 2)
- 5. Parking Prohibition – Bromsgrove Road between Seagull Drive and Tredmore Drive (Ward 2)
- 6. Stopping Prohibition – Britannia Road between Hurontario Road and Kennedy Road, Kennedy Road between Britannia Road and Coopers Avenue/ Traders Boulevard East (Ward 5)

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7. Stopping Prohibition Anytime – Enfield Place (Ward 7)
8. Stopping Prohibition - Terragar Boulevard (Ward 10)
9. Lower Driveway Boulevard Parking – 6496 Skipper Way (Ward 11)
10. Proposed Exemption to Noise Control By-law No. 360-79, Southwest corner of Britannia Road East at Tomken Road, Britannia Road E. east of Tomken Road, Tomken Road north of Timberlea Boulevard (North Intersection) (Ward 5)
11. Proposed Amendments to the Tow Truck Licensing By-law 521-04, as amended
12. Recommended Changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, for Special Event Licensing
13. Agreement to Build and Maintain Lit Tennis Courts at Port Credit Secondary School, 70 Mineola Road East (Ward 1)
14. Parks Access Permit Process
15. Provincial Bill 73 – *An Act to amend the Development Charges Act, 1997 and the Planning Act*
16. Security Incidents in City Facilities & Properties, 2014 Annual Summary
17. Proposed Land Exchange Agreement between The Corporation of the City of Mississauga and Orlando Corporation for the Realignment of Caravelle Drive (Ward 5)

ADVISORY COMMITTEE REPORTS

Towing Industry Advisory Committee Report 2-2015 May 4, 2015

Environmental Action Committee Report 2-2015 May 5, 2015

COUNCILLORS' ENQUIRIES

OTHER BUSINESS/ANNOUNCEMENTS

CLOSED SESSION - Nil

(Pursuant to Subsection 239 (2) of the *Municipal Act, 2001*)

ADJOURNMENT

CALL TO ORDERAPPROVAL OF THE AGENDADECLARATIONS OF CONFLICT OF INTERESTPRESENTATIONS

- A. Ed Upieneks, 1st Vice-President, Ontario Bar Association to present the Ontario Bar Association's Tom Marshall Award of Excellence for Public Sector Lawyers to Mary Ellen Bench, City Solicitor.

DEPUTATIONS

- A. Pat Anderson, Chair of the Mississauga Waterfront Festival and Clara Grassia, City of Mississauga, Pan Am Community Events Lead
- B. Item 1 Helen Noehammer, Director, Transportation and Infrastructure Planning

MATTERS TO BE CONSIDERED

1. Stormwater Charge Implementation Update

Corporate Report dated May 4, 2015 from the Commissioner of Transportation and Works providing an update on the Stormwater Charge Implementation.

RECOMMENDATION

1. That the proposed stormwater rate of \$100.00 per stormwater billing unit per year, effective January 1, 2016 as outlined in the report dated May 4, 2015, from the Commissioner of Transportation and Works titled *Stormwater Charge Implementation Update* be approved and that a by-law be enacted to establish the proposed Stormwater Fee and Charge Rate.
2. That the proposed Corporate Policies and Procedures for:
 - i. *Stormwater Funding Program*;
 - ii. *Stormwater Credit Program for Multi-Residential and/or Non-Residential Properties*; and
 - iii. *Stormwater Charge Subsidy*;as outlined in the report dated May 4, 2015, from the Commissioner of Transportation and Works titled *Stormwater Charge Implementation Update* be adopted.

2. Core Service Review – Draft for Discussion

Corporate Report dated April 21, 2015 from the City Manager and Chief Administrative Officer with respect to Core Service Review.

RECOMMENDATION

1. That Council receive for information the report “Core Services Review – Draft for Discussion” dated April 21, 2015 from the City Manager/CAO and provide direction on conducting a Core Service Review, and;
2. That should Council wish to proceed with an external review, that the item be referred to the 2016 budget process.

3. Speed Limit Review – Jumna Avenue (Ward 1)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to the speed limit review for Jumna Avenue.

RECOMMENDATION

That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement a 40km/h speed limit on Jumna Avenue.

4. 40 km/h Speed Limit Extension – Perran Drive (Ward 2)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to 40 km/h speed limit extension for Perran Drive.

RECOMMENDATION

That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to extend the existing 40 km/h speed limit zone on Perran Drive from Cushing Road to Fifth Line West.

5. Parking Prohibition – Bromsgrove Road between Seagull Drive and Tredmore Drive (Ward 2)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to a parking prohibition on Bromsgrove Road between Seagull Drive and Tredmore Drive.

(5.)

RECOMMENDATION

That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to revise the existing parking prohibition from 8:00 am. – 5:00 p.m., Monday – Friday to 8:00 am – 5:00 p.m., Monday – Friday, Holidays excepted, on the north side of Bromsgrove Road between a point 75 metres (246 feet) west of Seagull Drive and Tredmore Drive.

6. Stopping Prohibition – Britannia Road between Hurontario Road and Kennedy Road, Kennedy Road between Britannia Road and Coopers Avenue/ Traders Boulevard East (Ward 5)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to a stopping prohibition on Britannia Road between Hurontario Road and Kennedy Road, Kennedy Road between Britannia Road and Coopers Avenue/ Traders Boulevard East.

RECOMMENDATION

That a by-law be enacted to amend the Traffic By-law 555-00, as amended, to implement a stopping prohibition on both sides of Britannia Road between Hurontario Street and Kennedy Road, and on both sides of Kennedy Road between Britannia Road East and Coopers Avenue/Traders Boulevard East.

7. Stopping Prohibition Anytime – Enfield Place (Ward 7)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to stopping prohibition on Enfield Place.

RECOMMENDATION

That a by-law be enacted to amend the Traffic By-law 555-00, as amended, to implement a stopping prohibition anytime on both sides of Enfield Place between Matthews Gate and Sussex Gate.

8. Stopping Prohibition - Terragar Boulevard (Ward 10)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to a stopping prohibition on Terragar Boulevard.

RECOMMENDATION

That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to extend the existing stopping prohibitions on Terragar Boulevard between 8:00 a.m. – 4:00 p.m., September 1 to June 30, Monday – Friday on the north side of Terragar Boulevard, west of Kindree Public School to Cork Tree Row.

9. Lower Driveway Boulevard Parking – 6496 Skipper Way (Ward 11)

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to lower driveway boulevard parking for 6496 Skipper Way.

RECOMMENDATION

That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement lower driveway boulevard parking between the curb and sidewalk, at anytime, at 6496 Skipper Way.

10. Proposed Exemption to Noise Control By-law No. 360-79, Southwest corner of Britannia Road East at Tomken Road, Britannia Road E. east of Tomken Road, Tomken Road north of Timberlea Boulevard (North Intersection) (Ward 5)

Corporate Report dated April 29, 2015 from the Commissioner of Transportation and Works with respect to an exemption to Noise Control By-law No. 360-79, southwest corner of Britannia Road East at Tomken Road, Britannia Road E. east of Tomken Road, Tomken Road north of Timberlea Boulevard (North Intersection).

RECOMMENDATION

That a by-law be enacted that Southland Technicore Mole J. V. be granted an exemption from Noise Control By-law No. 360-79, as amended, to allow for extended tunnelling construction work of the Hanlan Feedermain at the following locations:

- a) Southwest corner of Britannia Road East at Tomken Road, commencing at 7:00 pm on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.
- b) Britannia Road E. approximately 140 metres (460 feet) east of Tomken Road, commencing at 7:00 pm on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.
- c) Tomken Road approximately 125 metres (410 feet) north of Timberlea Boulevard (North Intersection), commencing at 7:00 pm on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.

11. Proposed Amendments to the Tow Truck Licensing By-law 521-04, as amended

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to amendments to the Tow Truck Licensing By-law 521-04.

(11.)

RECOMMENDATION

That a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, to specifically require tow trucks to have a winching and hoisting system as outlined in the report from the Commissioner of Transportation and Works dated May 6, 2015 entitled "Proposed Amendments to the Tow Truck Licensing By-law 521-04, as amended".

12. Recommended Changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, for Special Event Licensing

Corporate Report dated May 6, 2015 from the Commissioner of Transportation and Works with respect to changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04.

RECOMMENDATION

That the necessary by-laws be enacted to incorporate the changes for special event licensing as outlined in the report from the Commissioner of Transportation and Works, dated May 6, 2015 entitled "Recommended Changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, for Special Event Licensing".

13. Agreement to Build and Maintain Lit Tennis Courts at Port Credit Secondary School, 70 Mineola Road East (Ward 1)

Corporate Report dated April 28, 2015 from the Commissioner of Community Services with respect to an agreement to build and maintain lit tennis courts at Port Credit Secondary School, 70 Mineola Road East.

RECOMMENDATION

That a by-law be enacted authorizing the Commissioner of Community Services and the City Clerk on behalf of the Corporation of the City of Mississauga to enter into a Joint Use and License Agreement with the Peel District School Board (PDSB) for the construction, maintenance and use of four lit tennis courts at Port Credit Secondary School, in a form satisfactory to Legal Services.

14. Parks Access Permit Process

Corporate Report dated April 24, 2015 from the Commissioner of Community Services with respect to a parks access permit process.

RECOMMENDATION

1. That a by-law be enacted to amend the Parks By-law 186-05, as amended, to set out the process for obtaining a permit to temporarily access a park.
2. That a by-law be enacted to amend the Fees and Charges By-law for Parks, Marinas, Forestry, Cemeteries and Sports Fields 291-2014, to establish fees for a Parks Access Permit along with recovery of costs for restoration of City property.

15. Provincial Bill 73 – *An Act to amend the Development Charges Act, 1997 and the Planning Act*

Corporate Report dated May 6, 2015 from the Commissioner of Corporate Services and Chief Financial Officer with respect to Provincial Bill 73.

RECOMMENDATION

1. That the report titled “Provincial Bill 73 – *An Act to amend the Development Charges Act, 1997 and the Planning Act*”, dated May 6, 2015 from the Commissioner of Corporate Services and Chief Financial Officer be approved and sent by the City Clerk to the Ministry of Municipal Affairs and Housing, Municipal Finance Policy Branch as part of the public consultation review and commenting process (ERB Registry Number 012-3651).
2. That a copy of this report to be forwarded to the Association of Municipalities of Ontario (AMO), the Municipal Finance Officers Association (MFOA), the Region of Peel and Mississauga MPPs.

16. Security Incidents in City Facilities & Properties, 2014 Annual Summary

Corporate Report dated May 5, 2015 from the Commissioner of Corporate Services and Chief Financial Officer with respect to the 2014 annual summary of security incidents in City facilities & properties.

(16.)

RECOMMENDATION

That the Corporate Report titled Security Incidents in City Facilities & Properties, 2014 Annual Summary, from the Commissioner of Corporate Services and Chief Financial Officer dated May 20, 2015 be received for information.

17. Proposed Land Exchange Agreement between The Corporation of the City of Mississauga and Orlando Corporation for the Realignment of Caravelle Drive (Ward 5)

Corporate Report dated April 27, 2015 from the Commissioner of Corporate Services and Chief Financial Officer with respect to the proposed land exchange agreement between The Corporation of the City of Mississauga and Orlando Corporation for the Realignment of Caravelle Drive.

RECOMMENDATION

That a by-law be enacted authorizing the Commissioner of Transportation and Works and the City Clerk to execute and affix the corporate seal to a Land Exchange Agreement, in form and content satisfactory to the City Solicitor, between The Corporation of the City of Mississauga ("City") and Orlando Corporation ("Orlando"), including all documents ancillary thereto and any amending agreements as may be required, to facilitate the exchange of certain lands resulting in the realignment of Caravelle Drive, in Ward 5.

ADVISORY COMMITTEE REPORTS

Towing Industry Advisory Committee Report 2-2015 May 4, 2015

RECOMMENDATION

TIAC-0004-2015

That Councillor Starr be appointed as Chair of the Towing Industry Advisory Committee for a term of office to November 30, 2018, or until a successor is appointed.

(TIAC-0004-2015)

TIAC-0005-2015

That Councillor Mahoney be appointed as Vice-Chair of the Towing Industry Advisory Committee for a term of office to November 30, 2018, or until a successor is appointed.

(TIAC-0005-2015)

TIAC-0006-2015

That the Towing Industry Advisory Committee provide comments to staff, for inclusion in a future report to General Committee, on the report from the Commissioner of Transportation and Works dated March 26, 2015, entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, Permission to Tow a Vehicle Forms".

(TIAC-0006-2015)

TIAC-0007-2015

That the report from the Commissioner of Transportation and Works, dated April 22, 2015 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, to enable enforcement through the Administrative Penalty System" be received for information.

(TIAC-0007-2015)

TIAC-0008-2015

That the action list of the Towing Industry Advisory Committee meeting held on May 4, 2015 provided to the Committee to update on the status of initiatives raised at prior meetings be received.

(TIAC-0008-2015)

Environmental Action Committee Report 2-2015 May 5, 2015

RECOMMENDATION

EAC-0012-2015

That the presentation by Mary Bracken, Environmental Specialist, Environment Division, entitled, "Environment – Strategic Direction and Priorities" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0012-2015)

EAC-0013-2015

That the presentation by Patricia Runzer, Supervisor, Community Outreach, Transit entitled, "MiWay – 2015 Outreach" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0013-2015)

EAC-0014-2015

That the presentation by Erica Warsh, Transportation Demand Management Coordinator, Transportation and Works entitled, "Active Transportation Office" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0014-2015)

EAC-0015-2015

That the presentation by Jessica McEachren, Acting Manager, Forestry entitled, "Urban Forest Canopy Assessment Mississauga" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0015-2015)

EAC-0016-2015

That the presentation by Carolyn Bailey, Acting Executive Director, Ecosource entitled, "Ecosource – Growing a Green Community" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0016-2015)

EAC-0017-2015

That the memorandum dated April 27, 2015 from Diana Suzuki, Environmental Outreach Coordinator, Environment Division with respect to a Community Environmental Appreciation Event be received for information.

(EAC-0017-2015)

COUNCILLORS' ENQUIRIES

OTHER BUSINESS/ANNOUNCEMENTS

CLOSED SESSION – Nil

(Pursuant to Subsection 239 (2) of the *Municipal Act, 2001*)

ADJOURNMENT



Corporate Report

Clerk's Files

Originator's
Files

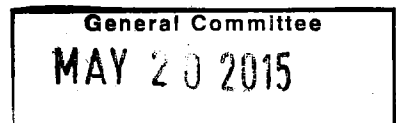
MG.23.REP

DATE: May 19, 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: Stormwater Charge Implementation Update



- RECOMMENDATION:**
1. That the proposed stormwater rate of \$100.00 per stormwater billing unit per year, effective January 1, 2016 as outlined in the report dated May 19, 2015, from the Commissioner of Transportation and Works titled *Stormwater Charge Implementation Update* be approved and that a by-law be enacted to establish the proposed Stormwater Fee and Charge Rate.
 2. That the proposed Corporate Policies and Procedures for:
 - i. *Stormwater Funding Program;*
 - ii. *Stormwater Credit Program for Multi-Residential and/or Non-Residential Properties;* and
 - iii. *Stormwater Charge Subsidy;*as outlined in the report dated May 4, 2015, from the Commissioner of Transportation and Works titled *Stormwater Charge Implementation Update* be adopted.

**REPORT
HIGHLIGHTS:**

- Corporate Policies and Procedures have been prepared to provide the policy framework needed to govern the stormwater charge, including the assessments and appeals of stormwater charges, credits and subsidies, in keeping with the recommendations and resolutions that have been previously adopted by Council;

An Outreach and Education Program will be introduced for the single residential property sector;

- The annual rate for stormwater fees and charges, effective January 1, 2016, has been proposed at \$100.00 per stormwater billing unit; and
- A Communication and Education Strategy has been developed to support the implementation of the stormwater charge and will be launched upon Council approval of the proposed Corporate Policies and Procedures.

BACKGROUND: On December 11, 2013, Council adopted the recommendations of the report dated November 22, 2013 from the Commissioner of Transportation and Works titled *Stormwater Financing Study, Phase 2 (Implementation Project)* – *Implementation Plan*, including:

- Approval for the implementation of a Stormwater Utility (now known as a Stormwater Charge) Program and associated supporting Credit Program and Schedule for non-residential properties with a target implementation date of January, 2016; and
- Authorizing the Commissioner of Transportation and Works to negotiate and enter into a service agreement with the Regional Municipality of Peel for the provision of billing, collection, information, customer and account management services for the Stormwater Charge Program.

However, Council referred the matter of an incentive program for residential properties and relief from the stormwater charge for places of religious worship back to staff for more information. Similarly, on January 21, 2015, during consideration of the 2015 Budget, Council adopted a resolution that the three Mississauga Legion Clubs and the Army Navy & Air Force Veterans Club also be relieved from the stormwater charge.

The Stormwater Charge Implementation Project is well underway and on-track for stormwater billing to begin in January, 2016. This report is focused on addressing previous directions from Council and to bring forward to General Committee for approval several key matters in preparation for the launch of the stormwater charge. They include:

- Recommended 2016 annual stormwater rate;
- Proposed Corporate Policy and Procedure documents;

- Information on an expanded residential Outreach and Education Program; and
- Overview of the Communication and Education Strategy that has been prepared to support the launch of the stormwater charge.

COMMENTS: Stormwater Rate for 2016

The Stormwater Financing Study (Phase 1) report recommended that the stormwater rate be set based on the proposed “interim” service level for the City’s stormwater management program. The philosophy of the interim service level is that all of the capital program needs and operations and maintenance pressures of the program would be funded, along with a modest initial collection into a Storm Pipe Replacement reserve. Based on 2012 cost estimates, the Phase 1 Study estimated that the stormwater rate to support the interim service level would be approximately \$94.00 per billing unit per year. Indexing this value to 2016 dollars using the Non-Residential Building Construction Price Index published by Statistics Canada as a guide results in a proposed stormwater rate for 2016 of \$100.00 per billing unit per year.

Proposed Corporate Policies and Procedures

Three policies noted below and attached as Appendices 1, 2 and 3 have been prepared in support of the stormwater charge:

- (i) *Stormwater Funding Program;*
- (ii) *Stormwater Credit Program for Multi-Residential and/or Non-Residential Properties; and*
- (iii) *Stormwater Charge Subsidy.*

These policies outline how stormwater charges will be calculated for each property in the City of Mississauga, including the scope of properties that are subject to stormwater charges, the mechanism by which reviews may be requested, and how credits and subsidies can be provided to eligible property owners to reduce or offset their stormwater charges.

- (i) *Stormwater Funding Program*

This policy outlines how the City will calculate the appropriate stormwater charge for each property to meet the objective of establishing a fair and dedicated funding mechanism to support expenditures related to the City's Stormwater Management Program.

The policy defines the scope of properties that are subject to stormwater charges, what the stormwater rate is, what a stormwater billing unit is, how properties have been categorized, and how the number of billing units will be assessed for properties in each category. The policy also outlines the mechanism for a stormwater charge assessment to be reviewed upon request, and how properties may qualify for exemption from the charge.

The policy states that a stormwater charge will be applied to all properties that are serviced by the City's stormwater drainage system and are subject to municipal fees and charges. Based on this definition, two types of exemptions to the stormwater charge may apply: technical and legal. Property owners or tenants subject to municipal fees and charges who believe that their property drains directly outside the municipality may initiate an application for a technical exemption from the charge. Applicants will be contacted by staff to discuss criteria and required drainage reports and documentation for engineering review. Properties owned and occupied by persons or entities not subject to municipal fees and charges will be considered legally exempt from the charge. In both cases, the exemptions may equal all or a part of the assessed stormwater charges, based on demonstrated physical site storm drainage or occupancy characteristics.

The policy describes how stormwater charges for a given property will be calculated by multiplying the stormwater rate by the number of assessed billing units for that property. The stormwater rate will be established on an annual basis, during the budget approval process, through a fees and charges by-law subject to Council approval.

The means of assessment of stormwater billing units have been refined in three distinct ways since they were last reported to Council. First, multi-residential properties (i.e. two or more dwelling units per parcel of land) will now be individually assessed. This method is more fair and accurate than the previous approach which used a billing factor based on number of dwelling units or storeys the building contained. Second, single residential properties (i.e. one dwelling unit per parcel of land) have now been assigned to a schedule of five tiers, as opposed to the previous three tiers, ranging from the smallest to the largest groups of homes, based on roofprint area as a

predictive measure of total impervious or hard surface area. Third, properties with less than 26.7 m² (287 ft²) of rooftop area will be assessed with 0.0 stormwater billing units and will not be charged.

Table 1 below summarizes the stormwater tier schedule for single residential properties. Based on this tier schedule and an annual stormwater rate of \$100.00 per billing unit, single residential property owners will pay between \$50.00 and \$170.00 per year.

Table 1: Stormwater Tier Schedule – Single Residential Properties

Tier	Typical Property Type	Rooftop Area		Predicted Impervious Surface Area (m ²)		Number of Billing Units
		(m ²)	(ft ²)	(m ²)	(ft ²)	
Smallest	Freehold townhomes and row houses	26.7 to 99.0	287 to 1066	26.7 to 147.0	287 to 1582	0.5
Small	Semis, linked homes and small single detached homes	99.1 to 151.0	1067 to 1625	147.1 to 227.0	1583 to 2443	0.7
Medium	Medium single detached homes	151.1 to 194.0	1626 to 2088	227.1 to 286.0	2444 to 3078	1.0
Large	Large single detached homes	194.1 to 242.0	2089 to 2605	286.1 to 400.0	3079 to 4306	1.2
Largest	Very large single detached homes	242.1 and up	2606 and up	400.1 and up	4307 and up	1.7

For multi-residential and non-residential properties, the total impervious area for each property will be individually assessed by remote sensing, using the best available aerial imagery. The number of stormwater billing units assigned to these properties will be calculated by dividing the total impervious area (m²) by the area of one billing unit (267 m² (2874 ft²)).

- (ii) *Stormwater Credit Program for Multi-Residential and/or Non-Residential Properties*

This policy outlines how multi-residential and non-residential property owners or tenants will be provided the opportunity to receive a reduction to their stormwater charges in recognition of the stormwater management practices or measures that have been implemented and maintained on their property. The objective of the policy is to encourage and recognize stormwater management best practices on multi-residential and non-residential properties which reduce the amount of stormwater runoff and pollutants that enter the municipal stormwater drainage system, providing a benefit to the City's stormwater management program.

The proposed eligibility of the credit program has been expanded, since previously reported to Council, to include multi-residential properties. The rationale for this proposal is that multi-residential properties can resemble commercial, non-residential properties in terms of size and ability to implement and maintain stormwater management measures which provide a benefit to the City's stormwater management program.

The schedule of credit categories, evaluation criteria and amounts provided in the policy, summarized in Table 2 below, is generally consistent with the framework approved by Council in 2013. Minor revisions have been made to the evaluation criteria for clarification purposes.

The credit categories listed in Table 2 reflect key areas of the City's stormwater management program. The maximum credit amount of 50 percent is based on the approximate portion of the City's program costs which can potentially be influenced by stormwater measures on individual properties.

The evaluation criteria for each category are based on the level of service the stormwater management program is aiming to provide and reflects typical standards of practice. The credit amount under each category roughly reflects its funding proportion within the City's stormwater budget. For example, it can be seen the City has been planning and budgeting significant funds to deal with flooding issues that have impacted the City over the past several years as reflected by the high credit amount under the Peak Flow Reduction category.

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Table 2: Stormwater Credit Schedule

Category	Evaluation Criteria	Credit Amount (50% max)	
Peak Flow Reduction	Percent reduction of the 100-year post-development flow to pre-development conditions of the site	Up to 40%	To a total of no more than 50%
Water Quality Treatment	Consistent with Provincial criteria for enhanced treatment	Up to 10%	
Runoff Volume Reduction	Percent capture of first 15 mm of rainfall during a single rainfall event	Up to 15%	
Pollution Prevention	Develop and implement a pollution prevention plan	Up to 5%	

A credit program manual which outlines the application requirements, typical terms and conditions of approval, maintenance and reporting requirements, inspections and audits, and other business rules is under development. The manual is planned to be completed by September, 2015, to allow the credit application process to be opened up this fall. Staff will seek input on the proposed manual from the Credit Stakeholder Group prior to its finalization.

(iii) *Stormwater Charge Subsidy*

This policy outlines how the City will provide a subsidy to help offset the cost of stormwater charges assessed to eligible places of religious worship and veterans' organization properties, including eligibility criteria and program administration. Properties, or portions of properties, which meet the eligibility criteria will be automatically enrolled in the Stormwater Subsidy Program. No action is required by the property owner or tenant. The stormwater subsidy will provide 100 percent of the annual stormwater charge on the eligible portion of property.

The policy defines a "Place of Worship" as a property recognized as such by the Municipal Property Assessment Corporation (MPAC) by the designation of an MPAC property code of 700 or 701 (Place of Worship With or Without a Clergy Residence), with the property tax/class qualifier "EN," meaning exempt. In other words, the subsidy amount will be determined based on the proportion of the MPAC property value assessment identified as tax exempt. The onus would be on the land owner to follow the MPAC process should re-classification of their property as a place of worship be desired for the purpose of seeking eligibility for the subsidy.

The policy defines a "Veterans' Organization Property" as a property recognized by the City as being used and occupied by one of the three Mississauga Legion Clubs and the Army, Navy & Air Force Veterans Club. Specifically, the eligible properties are:

- Army, Navy & Air Force Veterans Club (765 Third Street, Port Credit);
- Royal Canadian Legion, Branch 82 (35 Front Street North, Port Credit);
- Royal Canadian Legion, Branch 139 (101 Church Street, Streetsville); and,
- Royal Canadian Legion, Branch 582 (456 Hensall Circle, Cooksville).

The estimated cost associated with providing subsidies to places of worship and veterans organization properties will be approximately \$330,000 in 2016.

Residential Outreach and Education Program

In response to Council's request for more information on the residential incentive program and as part of the planned continued development of this program, further research was undertaken by staff including municipal benchmarking, convening a focus group with representatives from Credit Valley Conservation, Toronto and Region Conservation Authority and Region of Peel, and consultation with a market research firm that specializes in residential stormwater best management practices.

Through benchmarking of municipalities across Canada and the United States that offer financial incentives for stormwater best management

practices on residential property, it was found that uptake has commonly been low. It has been learned that homeowners have different needs and motivations than commercial, industrial or institutional land owners. Research in the fields of behavioral economics and environmental outreach has shown that decisions to alter a home or yard tend to be motivated by personal values, social pressure and time costs; barriers that are not readily overcome by financial incentives.

While it is recognized that all residents and businesses play a part in protecting the City's water resources, given the anticipated low uptake of a residential incentive program and that the cost of delivering such a program would exceed the value of the resulting benefits to the City's stormwater management program, establishing an incentive program for residential properties would likely not be cost effective. It is believed an incentive-based program will yield the greatest benefits by focusing on the non-residential and multi-residential sectors, given the greater extent of hard surfaces on their properties, instead of the single residential sector. As such, investing staff resources on the non-residential and multi-residential sectors with the credit program is a responsible approach to ensure that all in the City will benefit.

Based on the above, staff recommends that a Residential Outreach and Education Program would be the best approach for the City to recognize and support the efforts that single residential homeowners make on their properties. The program goals will accomplish the following:

- Educate homeowners about stormwater, how the City manages stormwater, and the relationship between private property and the municipal stormwater management system;
- Educate homeowners on stormwater best management practices for their properties; and
- Direct these stakeholders to education and/or incentive programs offered by other levels of government, local conservation authorities, public agencies and not-for-profit organizations.

The program will focus on providing information that helps homeowners understand how their property drains, what common practices can put homes at risk of flooding, and what actions can be taken to reduce that risk as well as benefit the environment. Such actions include downspout disconnections, eavestrough cleaning, alternatives to fertilizers and pesticides, use of native

groundcover and plantings, lot grading improvements, pet waste pick-up and proper disposal, use of permeable paving materials, rain gardens, rain barrels, tree planting, winter salt alternatives and other best practices.

Face-to-face interactions, training and demonstrations will be the hallmarks of the outreach program. Other channels may include direct mail, online information including illustrations and videos, brochures, flyers, displays, billboards and outreach events. At the core of the program will be a comprehensive website, featuring links to stormwater incentives and programs offered by local partners such as Credit Valley Conservation, Toronto and Region Conservation Authority and the Region of Peel.

Communication and Education Strategy

The stormwater charge team includes members of Corporate Communications. The team's goal was to simplify a highly technical subject using plain language and creative visuals. The comprehensive Communication and Education Strategy ensures all stakeholders are aware of the new charge, why it is needed, what the benefits are, and how the charge will affect them. The multi-channel campaign will include print, digital and face-to-face tactics such as media relations, social media, web, advertising and community outreach.

STRATEGIC PLAN:

Not Applicable

FINANCIAL IMPACT: In December 2013, General Committee approved a report for the implementation of the Stormwater Charge. Using 2012 data as the base, the estimated annual charge at that time was \$94.00 per stormwater billing unit for the interim option. This was comprised of four different cost components:

- Capital;
- Operations and Maintenance;
- Stormwater Pipe Reinvestment; and
- Administration Costs.

By indexing this rate to 2016 dollars using the Non-Residential Building Construction Price Index published by Statistics Canada, the 2016 rate would be \$100.00 per stormwater billing unit.

This stormwater charge will allow the City to start addressing both operating and capital funding pressures.

CONCLUSION:

The City is on course to launch the stormwater charge in 2016. This last step of Council approval of the proposed Corporate Policies and Procedures, Outreach and Education Program for Single Residential Properties, the proposed stormwater rate and the Communication and Education Strategy will allow the City to begin stormwater billing on January, 2016 and obtain a fair and dedicated source of funding to meet its current and future stormwater pressures.

ATTACHMENTS:

- Appendix 1: Proposed Corporate Policy and Procedure for Stormwater Funding Program
- Appendix 2: Proposed Corporate Policy and Procedure for Stormwater Credit Program for Multi-Residential and/or Non-Residential Properties
- Appendix 3: Proposed Corporate Policy and Procedure for Stormwater Charge Subsidy



Martin Powell, P.Eng.

Commissioner of Transportation and Works

Prepared By: Jeremy Blair, P.Eng.

Storm Drainage Programming Engineer

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TAB: FINANCE AND ACCOUNTING
SECTION: FEES AND OTHER REVENUES
SUBJECT: STORMWATER FUNDING PROGRAM

POLICY STATEMENT The City will calculate a fair stormwater charge for each property in the City of Mississauga.

PURPOSE The objective of the Stormwater Funding Program is to establish a fair and dedicated funding mechanism that will support expenditures related to the City's Stormwater Management Program.

The purposes of this policy are to outline:

- the basic steps in the calculation of stormwater charges;
- any applicable exemptions; and
- the terms under which reviews may be requested.

SCOPE A stormwater charge will be applied to all properties that are serviced by the City's stormwater drainage system and are subject to municipal fees and charges.

This policy describes how charges are calculated but does not establish rates. Rates for stormwater charges are established on an annual basis through a stormwater fees and charges by-law subject to Council approval.

This policy does not establish credits or subsidies that may be provided. For more information on credits, refer to Corporate Policy and Procedure – Stormwater Credit Program For Multi-Residential and/or Non-Residential Properties. For more information on subsidies, refer to Corporate Policy and Procedure – Stormwater Charge Subsidy.

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LEGISLATIVE AUTHORITY

The *Municipal Act, 2001*, as amended, authorizes the City to implement a stormwater charge.

DEFINITIONS Impervious Area

For the purposes of this policy:
“Impervious Area” means the total area of paved surfaces, building rooftops, compacted gravel, artificial turf, compacted soil stripped of vegetation and other surfaces on a property which are considered highly resistant to the infiltration of water. Impervious Area may also be referred to as “Hard Surface Area” in publications regarding the stormwater charge.

Multi-Residential and/or Non-Residential Property

“Multi-Residential and/or Non-Residential Property” means a property that contains more than one residential unit and/or contains industrial, commercial or institutional uses.

Roofprint Area

“Roofprint Area” means the total surface area that is covered by the rooftops of all buildings on a property, including main buildings and other structures (e.g. detached garages or sheds).

Single Residential Property

“Single Residential Property” means a property that contains just one residential unit (i.e. detached, semi-detached and linked homes, and freehold condominium townhomes).

Stormwater Billing Unit

A single “Stormwater Billing Unit” is equivalent to the average total Impervious Area (267 m²) found on a detached single family property in Mississauga. Each property is assigned a number of Stormwater Billing Units as the result of a stormwater charge assessment.

Stormwater Management Program

“Stormwater Management Program” means the planning, design, construction, operations, maintenance, renewal of and enforcement of by-laws associated with the municipal stormwater drainage system. The objective of the Program is to protect life, property and infrastructure from the risk of flooding and to improve the quality of the water that runs off urban areas into the

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City's stormwater drainage system and/or Lake Ontario.

Stormwater Rate

"Stormwater Rate" means the amount of money per billing unit charged over a prescribed period of time.

ADMINISTRATION

This policy is administered by the Environmental Services Section in the Transportation and Infrastructure Planning Division of the Transportation and Works Department. Detailed background information on the stormwater charge, including methodology and rate calculations, may be found at: www.mississauga.ca/stormwatercharge

Billing and collection of stormwater charges will be processed through the Region of Peel water bill.

STORMWATER CHARGE ASSESSMENT

Calculation of Stormwater Charge

The stormwater charge for each property is calculated by multiplying the number of Stormwater Billing Units assessed to a property by the Stormwater Rate.

Property Categories

Properties are categorized as either a Single Residential Property or as a Multi-Residential and/or Non-Residential Property using the City's best available information, which includes, but is not limited to, classification by the Municipal Property Assessment Corporation (MPAC), the City's Planning and Building Department information and remote sensing (e.g. aerial imagery).

Assessment of Single Residential Properties

The Roofprint Area of all Single Residential Properties has been individually assessed by remote sensing, using the best available aerial imagery. The Roofprint Area is used as a predictor of the total Impervious Area for the purpose of assigning a property to a tier. A fixed number of Stormwater Billing Units is assigned to each tier (see table below).

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Single Residential Property Tier	Property Types Typically Found in the Tier	Roofprint Area (m ²)	Predicted Total Impervious Area (m ²)	Stormwater Billing Units
Smallest	freehold townhomes and row houses	26.7 – 99.0	26.7 – 147.0	0.5
Small	semis, linked homes and small single detached homes	99.1 – 151.0	147.1 – 227.0	0.7
Medium	medium single detached homes	151.1 – 194.0	227.1 – 286.0	1.0
Large	large single detached homes	194.1 – 242.0	286.1 – 400.0	1.2
Largest	very large single detached homes	242.1 +	400.1 +	1.7

Note: Properties with an Impervious Area or Roofprint Area of 26.6 m² or less will be assessed 0.0 Stormwater Billing Units and will not be billed a stormwater charge.

Assessment Updates

The City will update the assessment of properties that have undergone significant change from one year to the next utilizing the best available information, including aerial imagery, which is updated annually.

Request for Review

Review of a stormwater charge assessment may be requested at any time. In the case of a review, regardless of whether the updated assessment of a property results in a higher, lower or identical number of Stormwater Billing Units, the updated assessment and applicable fees and charges will become effective.

Assessment of Multi-Residential and/or Non-Residential Properties

The total Impervious Area of Multi-Residential and/or Non-Residential Properties has been individually assessed by remote sensing, using the best available aerial imagery.

The number of Stormwater Billing Units assigned to a Multi-Residential and/or Non-Residential Properties is calculated by

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dividing the total Impervious Area (m^2) by the area of one Stormwater Billing Unit (267 m^2).

Assessment of Applicable Exemptions

Exemptions from the stormwater charge may apply to a property, or portion of a property, that is either not subject to municipal fees and charges or not serviced by the City's stormwater drainage system.

Note: Any property, or portion of a property, that is exempt will not be eligible for other stormwater charge reductions (e.g. credits or subsidies).

REFERENCE:

LAST REVIEW DATE:

CONTACT:

For additional information on this policy contact the Environmental Services Section in the Transportation and Infrastructure Planning Division of the Transportation and Works Department.

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TAB: ENVIRONMENT AND CONSERVATION
SECTION: STORMWATER MANAGEMENT
SUBJECT: STORMWATER CREDIT PROGRAM FOR MULTI-
RESIDENTIAL AND/OR NON-RESIDENTIAL PROPERTIES

POLICY STATEMENT The Stormwater Credit Program provides Multi-Residential and/or Non-Residential Property owners or tenants the opportunity to receive a reduction to their stormwater charge for implementing and maintaining stormwater management practices or measures on their property.

PURPOSE The purpose of this policy is to encourage and recognize stormwater management best practices by owners of Multi-Residential and/or Non-Residential Properties. Reducing the amount of stormwater runoff and pollutants that enter the municipal stormwater drainage system is a benefit to the City's Stormwater Management Program.

SCOPE All properties defined as Multi-Residential and/or Non-Residential and that receive a stormwater charge are eligible to participate in the Stormwater Credit Program.

For more information on the stormwater charge and stormwater charge assessment refer to Corporate Policy and Procedure – Finance and Accounting – Stormwater Funding Program.

Credits do not apply to properties, or portions of properties, that receive a stormwater subsidy or are exempt from stormwater charges. For additional information on subsidies refer to Corporate Policy and Procedure – Stormwater Charge Subsidy.

DEFINITIONS
Impervious Area

For the purposes of this policy:
“Impervious Area” means the total area of paved surfaces,

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building rooftops, compacted gravel, artificial turf, compacted soil stripped of vegetation and other surfaces on a property which are considered highly resistant to the infiltration of water.

Impervious Area may also be referred to as "Hard Surface Area" in publications regarding the Stormwater Credit Program.

Multi-Residential and/or
Non-Residential Property

"Multi-Residential and/or Non-Residential Property" means a property that contains more than one residential unit and/or contains industrial, commercial, or institutional uses.

Stormwater Billing Unit

A single "Stormwater Billing Unit" is equivalent to the average total Impervious Area (267 m²) found on a detached single family property in Mississauga. Each property is assigned a number of Stormwater Billing Units as the result of a stormwater charge assessment.

Stormwater Management
Program

"Stormwater Management Program" means the planning, design, construction, operations, maintenance, renewal of and enforcement of by-laws associated with the municipal stormwater drainage system. The objective of the Program is to protect life, property, and infrastructure from the risk of flooding and to improve the quality of the water that runs off urban areas into the City's stormwater drainage system and/or Lake Ontario.

ADMINISTRATION

This policy is administered by the Transportation and Works Department, Transportation & Infrastructure Planning Division, Environmental Services Section.

Stormwater credits will be processed through the Region of Peel water bill.

STORMWATER CREDIT PROGRAM STRUCTURE

The Stormwater Credit Program has been designed to provide a stormwater charge reduction to owners of Multi-Residential and/or Non-Residential Property whose stormwater practices or

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measures provide a direct benefit to the City's Stormwater Management Program.

Credit Schedule

A Stormwater Credit Schedule has been developed with four categories and credit amounts that represent the objectives and relative expenditures of the portion of the City's Stormwater Management Program, which is funded by the stormwater charge. (See Table 1, page 4.)

The following are descriptions and examples of the services in the City's Stormwater Management Program in each of the four categories on the Stormwater Credit Schedule that may be beneficially impacted by credit-eligible practices.

Peak Flow Reduction

Peak flow reduction includes the planning, design, construction, operation, maintenance and renewal of infrastructure to manage stormwater runoff rates and lessen the potential and severity of potential flooding impacts on downstream lands. Examples of related infrastructure include stormwater detention basins, stormwater quantity control ponds and underground chamber systems.

Water Quality Treatment

Water quality treatment includes the planning, design, construction, operation, maintenance and renewal of infrastructure to actively or passively remove suspended solids and other contaminants from urban stormwater runoff. Examples of related infrastructure include stormwater quality control ponds and low impact development works ("green infrastructure").

Runoff Volume Reduction

Runoff volume reduction includes the planning, design, construction, operation, maintenance and renewal of infrastructure to promote the reduction of urban stormwater runoff volumes conveyed to the City's stormwater system. Examples of related infrastructure include low impact development works ("green infrastructure") and rainwater

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harvesting systems.

Pollution Prevention Pollution prevention includes response to spills, both ongoing and incidental, that can occur on roads and commercial and industrial lands in particular.

CREDIT AMOUNT Table 1 illustrates the maximum credit amounts for each category.

Note: The credit is capped at 50%, as this was determined to be the maximum value that private on-site stormwater management practices could benefit the City's Stormwater Management Program.

Table 1: Stormwater Credit Schedule			
Category	Evaluation Criteria	Total Credit (50% Maximum)	
Peak Flow Reduction	Percent reduction of the 100-year post-development flow to pre-development conditions of the site.	Up to 40%	To a total not exceeding 50%
Water Quality Treatment	Consistent with Provincial criteria for enhanced treatment.	Up to 10%	
Runoff Volume Reduction	Percent capture of first 15 mm of rainfall during a single rainfall event.	Up to 15%	
Pollution Prevention	Develop and implement a pollution prevention plan.	Up to 5%	

APPLICATION PROCESS Participation in the program is by application only. Applications and detailed information on the best management practices and measures that may be credit-eligible are available at:
www.mississauga.ca/stormwater

Stormwater credit applications will be reviewed by, and approved credit amounts will be determined by, the Environmental Services

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Section in the Transportation and Infrastructure Planning Division
of the Transportation and Works Department.

Stormwater credits shall be in effect for a period of up to five
years or as otherwise specified at the time of credit approval.
Credits will expire if not renewed prior to the expiration date.

The City reserves the right to conduct site inspections to review
eligibility and may suspend, reduce or cancel credits if the
stormwater practices or measures on the property no longer meet
the performance criteria as documented in the stormwater credit
application, its supporting documentation and/or the terms and
conditions for the stormwater credit approval.

Credit Update

A credit update application must be submitted to the City after
any change to the property that may impact the performance of
credited practices or measures. Credit update applications must
be received within timeframes specified in applicable by-law or
by the terms and conditions of the approved stormwater credit.
The City shall have full and absolute discretion to adjust (increase
or decrease) the credit amount.

Credit Renewal

A credit renewal application must be submitted to the City prior
to the expiration date specified at the time of credit approval in
order for the credit to remain in effect, even if no significant
change to the stormwater management practices or measures have
occurred. Renewal applications received after the deadline
specified in the terms and conditions for the credit approval may
result in a discontinuance of the credit.

PENALTIES

A credit holder may be subject to penalties, as specified in
applicable by-law or by the terms and conditions of their
approved stormwater credit, in the event that a stormwater
management practice or measure is found to be in a state of
disrepair or no longer functioning as approved.

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APPEALS

Applicants who want to appeal the decision made by the Environmental Services Section may do so in writing to the Commissioner of the Transportation and Works Department. The Commissioner's decision will be final.

REFERENCE:

LAST REVIEW DATE:

CONTACT:

For additional information on this policy contact the Environmental Services Section in the Transportation and Infrastructure Planning Division of the Transportation and Works Department.

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TAB: COMMUNITY SERVICES
SECTION: COMMUNITY GROUPS
SUBJECT: STORMWATER CHARGE SUBSIDY

POLICY STATEMENT The City will provide a subsidy to help offset the cost of stormwater charges assessed to eligible Places of Worship and Veterans' Organization Properties. The subsidy applies only to eligible portions of properties.

PURPOSE The purpose of this policy is to outline the Stormwater Subsidy Program, including eligibility criteria and program administration.

SCOPE This policy applies to all eligible Places of Worship and Veterans' Organization Properties in the City of Mississauga, as defined below.

For information on stormwater charges, refer to Corporate Policy and Procedure – Finance and Accounting – Stormwater Funding Program.

LEGISLATIVE AUTHORITY

This policy is in accordance with the *Municipal Act, 2001*, as amended, which authorizes the City to govern their affairs as it considers appropriate.

DEFINITIONS

Place of Worship

For the purposes of this policy:

“Place of Worship” means a property recognized as such by the Municipal Property Assessment Corporation (MPAC) by the designation of an MPAC property code of 700 or 701 (Place of Worship With/Without a Clergy Residence), with the property tax/class qualifier “EN,” meaning exempt.

Veterans' Organization

“Veterans' Organization Property” means properties recognized

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Property

by the City as being used and occupied by the three Mississauga Legion Clubs and the Army, Navy & Air Force Veteran's Club, specifically:

- Army, Navy & Air Force Veterans Club (765 Third Street, Port Credit);
- Royal Canadian Legion, Branch 82 (35 Front Street N., Port Credit);
- Royal Canadian Legion, Branch 139 (101 Church St., Streetsville); and
- Royal Canadian Legion, Branch 582 (456 Hensall Circle, Cooksville)

PROGRAM FUNDING

The Council-approved Stormwater Subsidy Program will not be funded by the stormwater charge or its reserves, as these funds are dedicated solely for the provision of the City's Stormwater Management Program.

ADMINISTRATION

This policy is administered by the Environmental Services Section in the Transportation and Infrastructure Planning Division of the Transportation and Works Department.

The stormwater subsidy will be processed as a reduction to applicable stormwater charges on the Region of Peel water bill.

ELIGIBILITY CRITERIA

Eligibility for the stormwater subsidy is strictly limited to Places of Worship and Veterans' Organization Properties or portions of these properties recognized as such.

The Stormwater Subsidy will be cancelled should there be a change in the property classification by MPAC from an eligible Place of Worship to a non-eligible use or loss of recognition by the City as a property used or occupied by an eligible Veterans' Organization.

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ADMINISTRATIVE PROCESS

Enrollment Properties, or portions of properties, which meet the eligibility criteria will be automatically enrolled in the Stormwater Subsidy Program. No action is required by the property owner or tenant.

Subsidy Amount The stormwater subsidy will provide 100% of the annual stormwater charge on the eligible portion of property recognized as a Place of Worship or as a Veterans' Organization Property.

Billing Process The Region of Peel water bill for eligible Places of Worship or Veterans' Organization Properties will show separate line items stating the full stormwater charge assessed for the property and the reduction related to the amount of the applicable subsidy.

REFERENCE:

LAST REVIEW DATE:

CONTACT: For additional information on this policy contact the Environmental Services Section in the Transportation and Infrastructure Planning Division of the Transportation and Works Department.

For additional information on eligibility criteria contact the City at 311 or 905-615-4311 for calling areas outside of the City of Mississauga.



Corporate Report

Clerk's Files

Originator's
Files

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DATE: April 21, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Janice M. Baker, FCPA, FCA
City Manager and Chief Administrative Officer

SUBJECT: Core Service Review

- RECOMMENDATION:**
1. That Council receive for information the report "Core Services Review" dated April 21, 2015 from the City Manager/CAO and provide direction on conducting a Core Service Review, and;
 2. That should Council wish to proceed with an external review, that the item be referred to the 2016 budget process.

**REPORT
HIGHLIGHTS:**

- The City has regularly reviewed its services using a variety of methods such as the City Services Review Project, Service Area Operational Review, 1% Budget Reduction Program, and Continuous Improvement Programs including Project Management, Innovation, Lean and Performance Management.
- Analysis of service reviews performed by other municipalities identifies that service reviews can typically be categorized as 3 types: Type 1 (Service Identification), Type 2 (Service Evaluation), and Type 3 (Cost/Revenue Analysis). As great variation can exist within each type, the cost and time estimated for individual reviews can fluctuate greatly.
- As the City has many initiatives to continuously review and improve services, information on a two-phased service review model (consistent with a Type 3 service review category) is detailed in this report to provide information on service performance analysis through a service-level assessment.

BACKGROUND: During the February 4, 2015 General Committee discussion, Council directed staff to return with a report that outlined the method with which an independent, external service review could be conducted at the City of Mississauga, that would explore efficiency opportunities, examine best practices and recommend ideas to save costs or generate revenue.

COMMENTS: **Service Reviews Conducted at the City**

The City of Mississauga has a long history of reviewing services to ensure the most efficient processes and practices are used, opportunities for new revenues are leveraged, and effective management controls are in place to get the best value from budgeted resources.

City services are regularly scrutinized, and staff are constantly challenged to manage expenditures carefully while taking advantage of every practical opportunity to reduce costs and increase revenues. As a result of this work, the City has been able to effectively contain the costs of responding to the public demand for new and expanded services for many years. Over the years, the City has actively assessed service performance through a variety of approaches and programs. Detailed below are service review programs implemented at the City to proactively search for opportunities to reduce costs, improve efficiency, and improve resident satisfaction.

City Services Review Project (2003-2004)

Initiated in February 2003, the City Services Review Project evaluated all City services with a focus of identifying cost saving or revenue generating opportunities and ensuring the optimal use of resources. Lasting over 18 months, a team of dedicated internal resources developed and implemented a sophisticated and detailed review framework to ensure successful project outcomes. The project was divided into two phases.

Phase I of this initiative produced a summary of published service review efforts conducted in the public sector and developed a service review framework that defined the terms and conceptual process of the review, created a data capture method, completed an initial inventory of City services, and developed a project plan to execute a city-wide services review. Utilizing the developed framework, each Divisional Director guided their teams to identify opportunities for consideration.

Phase II inventoried and reviewed all services and service levels identified in the City including all inputs, processes based on capital and current budgets, and sources of funding. Each service review entailed categorizing the service in terms of primary and secondary functions to

identify the cost per service category. Linkages with key external and internal partners, clients and stakeholders, and linkages to other City services were identified to understand the connections and impacts any service changes would have on each area or group. Each review also identified key outcomes and the strategic benefit provided by the service. Through detailed analysis, the strategic benefit of each service's outcome was determined, including the identifying the amount of labour required to achieve the strategic benefit. Overall, this allowed calculating the cost of the service considering labour cost, operating cost, and revenue sources. Phase II also identified how the service was delivered including in-house delivery, outsourcing and delivery under contract by other agency. Lastly, service adjustment options were considered including eliminating all or part of the service, reducing service-level, opportunities for new or additional revenue generation, options for efficiency, and identification of service pressures.

The review identified over 215 services were identified to be in operation at the City of Mississauga and over 700 potential service adjustment options including service level reductions, eliminations of certain aspects of services, efficiency improvements, opportunities for new revenues, as well as service pressures. In 2005, if implemented, these options would have represented \$19.3 M in potential cost savings and revenue opportunities. For 2006-2008, further service adjustment options of \$23.7 M were identified.

In May 2004, these options were shared with Council. More than 200 options were presented as options to reduce the tax rate. These were prioritized by degree of impact and divided into four categories: Recommended Adjustments for 2005 budget, priority level 1 (moderate impact), priority level 2 (more severe impact) and priority level 3 (most severe impact). The impacts of the Recommended Adjustment options was projected to reduce the 2005 forecasted tax rate from 12.6% to 9.7% (reduction of 2.9%), and the implementation of priority 1, 2 and 3 would further reduce the 2005 tax rate by 2.1%, 1.3%, and 3.9% respectively.

In 2005, Council directed staff to implement selected options presented to reduce service-levels or realize revenue generating opportunities. This represented cost and process savings of approximately \$5.8 M in 2005 when fully implemented. Many recommendations have been successfully implemented including opening sports complex, non-resident library card fees charges, energy conservation measures including Summer Saver Program at City facilities, and energy cost recovery from sports clubs, affiliated tenants and special events. Of those options

implemented by Council, many of them with service-level reductions were re-instated in subsequent years. These include re-opening Sheridan branch library, re-opening large library branches on Mondays, re-instating senior's fees at Lakeview Golf Course and community programs.

Service Area Operational Review Program (2005 to 2013)

Another recommendation from the City Services Review Project included transitioning the service review project into a permanent program to continuously review service operations and performance across the organization. In 2005, the City Manager's Office began reviews of services to identify opportunities to improve performance and long-term sustainability of City services. Many areas of the organization have been reviewed with the assistance and support of our internal Management Consulting group to identify the most efficient staffing levels, organizational structure and work processes. Examples include reviews in the following areas: Communications, City Clerk's Office, Central Stores, Print Shop, Records Management, Call Centre Consolidation, Fire Prevention, Transit Maintenance, Winter Maintenance, Traffic Management Centre, Capital Budgeting Process, IT Business Case Process, Disability Management Program, Municipal Election processes, and staffing in the Mayor's Office.

In 2007, a more formalized service review program was developed called the Efficiency, Effectiveness and Economy (e3) Program. Based on best practices, benchmarking and innovative business models, the impartial recommendations and strategies provided by a team of internal Management Consultants identified cost saving, future growth and revenue opportunities, as well as defining efficient and effective structures and processes. Under this program, 9 service areas were reviewed including Street Lighting, Corporate Security, Corporate Fleet Management, Development of Green Space, Land Use Policy, Materiel Management, Finance, Animal Services and Information Technology. These reviews identified over 120 recommendations to ensure the corporation and the community receives the best value from these services, and 90 of these have been implemented. Examples include identifying best value model for the City's street lighting service, improving pet licensing compliance and revenue capture, optimizing cashback from the PCard program, optimizing fleet maintenance and effectively optimizing the use of current technology investments. A sample of the recommendations and actual savings is detailed in the table below:

	<i>Annual Cost / Efficiency Savings</i>	<i>Annual Revenue Capture</i>
Street Lighting Maintenance Contract	\$536,100	
Corporate Fleet Green Fleet Program	\$10,000	
PCard Cash Back		\$247,000
Pet Licensing Revenue		\$293,000

Other Internal and External Reviews (Ongoing)

External consulting firms have been used by the organization to provide an objective review, identifying cost savings, best practices and the most cost effective methods for service delivery. Examples of external consulting reviews in the past include: the review of Departmental Administrative Services (Finance, HR & IT), Community Center Maintenance Operations Review, Service Delivery Model Review for Emergency Services, IT Business Application Simplification, Infrastructure Asset Management Process for Roadway Rehabilitation, Transit Financial Planning Model, BRT Project Management and Risk Identification, Electricity Procurement Model, Corporate-Wide Energy Audit, Counter Services Strategy, Traffic ITS Strategy, and a Fees and Charges Review for Development Applications.

Additional reviews have also been performed internally by staff in key areas. Examples of internally conducted reviews in the past few years include: Winter Maintenance Contract Review, Bid Posting and Distribution process review, and recreational program and rental pricing study. A detailed list of reviews conducted internally is listed in Appendix 1.

Continuous Improvement Programs

Throughout the years, we have implemented programs to continuously measure and improve service performance and delivery. Listed below are a variety of programs at the City that actively examine services on an ongoing basis to explore and identify opportunities to improve efficiencies.

- **City Manager's Leadership Conference**

Recognizing that developing leaders across the organization improves performance and productivity while encouraging innovative solutions to service delivery, in 2007, the City Manager's Office introduced the annual Leadership Conference. The Leadership Conference provides an opportunity to bring staff in leadership positions together to formally exchange ideas and learnings and continuously build skill and knowledge to improve current performance and identify future opportunities. This

forum is a deliberate effort to assemble a large number of leaders at formalized training sessions to build consistency in skills, which would have otherwise been difficult to achieve. Over the years, the Leadership Conference has been focused on many themes including 'be the change you want to see' and effective change management; innovation tools and techniques; and developing 'people' leadership including communication and collaboration skills.

- **1% Budget Reduction Program**

In 2009, we added a new component to the budgeting process requiring all Divisions to annually evaluate efficiencies in their respective areas by identifying annual opportunities to reduce their budget by 1%. These savings have been communicated with Council during the annual budgeting process and have resulted in a cumulative savings amount of \$40.1M since 2009, including \$6.2 M in savings for 2015. (Appendix 2).

- **Project Management Support Office**

As the result of Internal Audit recommendations, the Project Management Support Office (PMSO) was created in 2010. This office focuses on supporting and promoting project management best practices to all staff; ultimately enabling staff to deliver projects efficiently, effectively and providing the highest level of service, and quality of project delivery.

Since its inception the office has developed templates that allow staff to manage projects in a consistent manner. Annually, the PMSO provides 20 days of in classroom training attended by 130 staff giving staff the opportunity to learn best practices. Additionally the number of certified Project Management Professionals has grown from 16 in 2011 to 52 in 2015, and the PMSO also hosts the Community of Practice meetings that allow project staff to learn from their peers. As a result project management knowledge and administration has improved drastically resulting in more efficient and effective project delivery and better on time, on budget performance.

- **Innovation**

In 2010, a Business and Innovation Coach was established to provide a concerted and intentional effort to grow and support a culture of innovation across the organization. The goal is to help drive innovative change in the organization by: inspiring fresh thinking and perspective, stimulating innovation, facilitating strategic decision making, and creating opportunities for cross-departmental collaboration.

The annual work plan includes: researching innovation tools and best practices; regular in-service training sessions with the 24 Innovation Coaches-at-large to practise and hone their skills; hosting bi-monthly Innovation Community of Practice meetings, allowing staff to share new ideas and methods; and frequently facilitating sessions to generate solutions to pressing issues. Some examples of Corporate innovation and its results include the Planning and Building Customer Service Centre; an improved Corporate Business Planning Process; improvements to 311 and citizen self-service; and instilling effective public engagement processes for Inspiration Port Credit and Inspiration Lakeview.

- **Strategic Decision Advice Program**

In 2013, the e3 Program was retired in order to provide more support to the Leadership Team and operating departments with identifying opportunities to improve City services. This is achieved by providing impartial and independent recommendations, defining efficient and effective processes based on best practices, and identifying cost saving, future growth and revenue opportunities. City services are continuously examined to identify opportunities to improve performance and long-term sustainability.

A variety of approaches can be applied to perform individual evaluations including service and operational reviews, business process reengineering, strategic advice on high priority initiatives, and development of business cases and feasibility studies. Many areas of the organization have been reviewed to identify the most efficient staffing levels, organizational structure and work processes. Examples include: Whistleblower Process; Emergency Flood Response Plan; Planning and Building notices and public comments review; Corporate Communication service level review to elected officials; IMS Support Model; and Customer Service Strategy.

- **Lean Deployment Program**

In 2013, the City adopted the Lean continuous improvement methodology. Lean helps improve the efficiency of business processes by listening to customers, engaging staff who perform the work, and measuring our progress. To date three process reviews have been completed and fourteen reviews are in progress. The results so far include: achieving a consistent service level for residential infill site plan applications; reduced disposal fees, and an improved service-level for collection of parks waste and recycling material; and reduced lead time for getting new Library materials on the shelves.

Feedback on Lean shows that not only is this a very effective tool for improving productivity, but because front line staff are brought to the table, there is a very high level of staff engagement and buy in with the results. As a result, we believe Lean has the potential to drive ongoing saving and customer service improvements that will be sustainable over time, and we will be investing more in the program in the future.

- **Performance Measures**

The City has always used performance measures as a tool, but we believe with some additional effort, we can do more in this area. Some of our metrics are reported out in the annual Business Plan. The Performance Measures Blueprint is a roadmap to enhance our culture surrounding performance measurement. It provides management with the right metrics to enhance decision making, improve customer service and demonstrate the value delivered by the organization. Launched in the fall of 2014, through partnerships and facilitated dialogue with staff, the Blueprint will build on measures already in place, identify new or better measures and build a sustainable performance measurement culture with staff in all areas across the Corporation. Library and Transit Divisions are currently in the process of updating their performance measures.

Service Reviews Conducted at Other Municipalities

Types of Service Reviews

Following the analysis of service reviews at other municipalities, including City of Hamilton, City of Toronto and City of Calgary, it was determined that service reviews can generally be categorized into three main types:

- ***Type 1: Service Identification***
Services are identified and categorized based on legislated vs discretionary requirements, current costs, and current service levels. The objective of this type of review is to document the types of services currently provided.
- ***Type 2: Service Evaluation***
Building on Type 1, benchmarking analysis is completed for the service to identify appropriate service-levels, and to identify gaps in services. The objective of this type of review is to provide recommendations on areas within a service that can be enhanced or reduced.
- ***Type 3: Cost/Revenue Analysis***
Building on Type 2, opportunities identified in Type 2 are examined to reduce costs or improve revenue capture while maintaining desired service-levels. The objective of this type of service review is to perform

an in-depth service analysis including processes and operational analysis to determine the most cost-effective model to achieve the desired service-level.

These definitions of service review types are intended as a guide, as great variation can exist within each type of review performed at different municipalities including the depth of the review performed, services included/excluded, and internal vs external resource allocation. These variations define the cost and expected timeline of each respective review.

Service Review Benchmarking

A number of Cities have used external consultants to support a review of City Services. Other municipalities have used external consulting firms to set up evaluation frameworks and in some cases public engagement processes, at considerable expense and investment of staff time. For the most part, these reviews have identified options for service reduction that have been considered by City Council in the past. The results have been very similar to the City of Mississauga's City Services Review program undertaken in 2003-2004.

Extensive research and benchmarking was performed to understand how other municipalities have structured their service reviews and their outcomes. Many municipalities have completed their service reviews, and although some recommendations have started to be implemented, others are pending, while others will need to be further explored by additional funding for studies prior to being considered for implementation. The expected costs and timeframe upon completion will vary widely due to the scope and depth of the reviews, and the number of recommendations explored in greater. Some examples of service review structures at comparable municipalities are detailed below.

The City of Hamilton contracted external consultants to conduct a three phase service review in 2010 focused on service evaluation (Type 2). The objective of phase 1 was to confirm and profile city services by providing description, audience, legislated vs discretionary, service objectives, accountability, outputs, costs and performance measures. The consultants categorized services based on the list of services provided by the city. As indicated in the June 13, 2011 report from the City of Hamilton to the Chair and Members General Issues Committee, this phase was completed in 4 months at a cost of \$350,000. Phase 2 objectives included ranking and prioritizing service delivery opportunities for improvement, reduction or elimination; and Phase 3 was focused on performing deep service reviews for services identified for greatest improvements. It was estimated in the same report that the last two

phases could cost an additional \$10M upon completion. Phase 2 resulted in identifying 34 opportunities for further exploration to reduce costs and/or improve services. Of these, staff were directed to suggest up to 10 priority opportunities for the development of business cases. Council approved the two opportunities proposed by staff for further exploration (Information Systems Governance Project and Fleet-related opportunities). The remaining opportunities plan to be addressed through continuous improvement initiatives and the business planning process.

The City of Toronto engaged external consultants to conduct a three phase service review in 2011 focused on efficiency and revenue analysis (Type 3). This service review was part of a broader review program launched by Council to address a \$774 M budget gap. The objective of the review was to identify which services the City currently provides, what services they should be providing and their appropriate service levels. Phase 1 detailed the services offered including description of service, and service objectives. Phase 1 was completed in 2 months at a cost of \$350,000. Phase 2 focused on exploring opportunities to improve efficiency of each service; while Phase 3 focused on performing a user fee analysis to improve revenue capture to cover costs. The consultants identified 105 City services plus 50 services provided by agencies, boards and commissions of the City. The review identified 69 options for the City to consider that would eliminate, divest or reduce service levels to generate budget savings, as well as 119 opportunities for further reviews.

As identified in the December 16, 2014 City of Toronto Auditor's Generals Report titled, "Service Efficiency Consultants Studies – Extent of Value for Money from Studies Has Not Been Clearly Demonstrated", 22 of the 119 Service Efficiency Studies were awarded between 2011 and 2013 ranging \$47,146 to \$460,800 each (exclusive of taxes and HST recoveries). The total cost for Phase 2 and part of Phase 3 was over \$3M. The report identifies the average cost per study to be approximately \$160,000, costing the remaining Service Efficiency Services to exceed \$15M. Appendix 3 details the cost per Service Efficiency Study conducted at the City of Toronto.

It should be noted that our Commissioner of Corporate Services and Treasurer reviewed the service review recommendations from the Toronto Service Review (report to Mississauga Council dated October 7, 2011 titled "Toronto Service Review"), to determine if any opportunities could be applied to the City. It was concluded that "many of the services proposed for elimination or service level reduction for the City of Toronto are not provided by Mississauga at present (e.g. Windrow removal) or Mississauga's service levels are already at or below the reduced service levels proposed for

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Toronto. Many of the opportunities being considered by Toronto have been considered by Council in the past, such as reducing library hours, and reducing winter maintenance service levels. Additionally a number of the opportunities being considered in Toronto deal with centralization of services for efficiencies or outsourcing - the City of Mississauga is already much more centralized than Toronto and we currently outsource a larger proportion of our service delivery.” At the time, Council received the report for information.

The City of Calgary contracted external consultants to conduct business unit reviews in 2012 to establish appropriate service costing (similar to Type 3). This structure uses a “zero-based” approach where the budget starts at zero, and based on analysis of essential vs non-essential service requirements, the budget is built with consideration to keep each service requirement in-house, keep and outsource or eliminate, with the intent that all City business units will undergo a similar review. Each review lasted approximately 16 months costing \$250,000 per review. Five reviews have been completed to date including Fleet, Fire, Parks, Roads and Water Service.

Designing a Service Review Model for the City

Overall, City staff continue to be committed to seeking out cost saving measures and incorporating innovative ideas to deliver services more efficiently as they have done in the past. Opportunities for additional cost savings in City operations are certainly possible. However, as learned from other municipal service reviews, the City’s continuous examination of City services for efficiency improvements and new revenue opportunities may limit new options with the potential for significant and immediate budget reductions without affecting service levels. The following outlines a methodology for discussion purposes only of a two-phase review; however, any methodology would be confirmed through a request for proposal (RFP) process where proponents would have the opportunity to suggest an alternate approach.

Phase 1: Service Identification and Service-Level Confirmation

By identifying and profiling all City services, a comprehensive service catalogue will be developed. For each service, the catalogue will provide a service description, identify the service as mandatory/legislated or discretionary, identify the primary client group, identify key service objectives or deliverables, identify the established or legislated service-level, and provide a financial trend of revenue and expenditures for the service.

In addition a service-level analysis should be performed on each service to confirm the appropriate service-level recommended. By dividing the services into two parts (mandatory/legislated services and discretionary services) service-level recommendations can be recognized.

For mandatory/legislated services, service-level analysis can determine if the service meets or exceeds the legislated service level based on benchmarking analysis to provide recommendations to maintain or reduce service-level and the expected cost and community impacts.

For discretionary services, recommendation of the appropriate cost-effective service-level, including discontinuation of service, can be determined based on an assessment of community needs, benchmarking analysis and assessment of the impact of changes to the service-level to the organization and community.

In a city the size of Mississauga, this phase could last approximately 8-12 months with an estimated cost of approximately \$1,300,000-\$2,500,000. This phase would provide Council with an independent assessment of the services currently provided, identifying potential cost savings from services where the service-level can be reduced and discretionary services that can be discontinued.

Phase 2: Service Review for Identified Services

In cases where service-level reductions have been recommended, an in-depth operational service review can be performed on selected services according to the priorities identified by Council. This phase focuses on aligning the service to meet the recommended service level. The most cost effective way to deliver the service should be identified including assessing direct delivery, partnership and outsourcing options. By systematically reviewing internal operations including processes, work practices and technology, opportunities can be identified to meet the desired service-level by providing recommendations to improve the effectiveness and efficiency of the service as well as identifying any opportunities for cost savings and/or increased revenue generation.

It is expected that this phase will last approximately 6-10 months per service review, with an estimated cost of approximately \$200,000-\$400,000 per service review.

Project Governance

Should Council wish to proceed, a project of this size and scope will require

strong project governance. A Steering Committee consisting of the City Manager, Mayor and 2-3 Members of Council would be required to support and oversee a project of this nature.

**FINANCIAL
IMPACT:**

The following chart demonstrates the estimated costs and project duration for each phase based on similar deliverables at benchmarked municipalities. Should Council wish to proceed, the issue should be referred to the 2016 operating budget, to identify a source of funding for this project.

	<i>Estimated Consulting Cost</i>	<i>Estimated Consulting Timeline</i>
Phase 1	\$1,300,000 - \$2,500,000	8 - 12 months
Phase 2	\$200,000 - \$400,000 per review	6 to 8 months per review

Consulting costs and time based on benchmarking information does not include staff or Council time and costs.

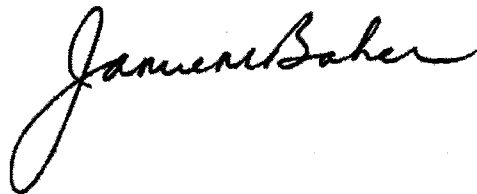
As a closing comment, I would point out that there are some significant projects already committed to for the balance of 2015 including the launch of the LRT project pending funding, the completion of the storm water rate project, and the Pam Am games. These are over and above normal day to day service delivery and capital project construction. Therefore, any launch of a service review should be undertaken in 2016 at the earliest.

CONCLUSION:

Recognizing the ongoing financial challenges facing the organization, and the importance of improving the efficiency and long-term sustainability of City services, the City of Mississauga has consistently and continuously reviewed its services and service delivery methods. Various reviews under the City Services Review Project, Service Area Operational Review Program and various continuous improvement programs within the individual Departments have identified cost saving and revenue generating opportunities that deliver value for the corporation and the community. Additionally, annually, through a mandated review of all services, City staff have cumulatively saved \$40.1 M since 2009.

With the various continuous improvement initiatives already implemented and ongoing at the City, in order for a service review to warrant the necessary resources, time, effort and dollars, it would have to generate significant savings in excess of current continuous improvement initiatives to be deemed successful.

ATTACHMENTS Appendix 1: Reviews Conducted Internally by City Departments
Appendix 2: 1% Budget Reduction Program Savings
Appendix 3: City of Toronto Consultant Costs for Service Efficiency
Studies Resulting as Recommendations of the Core Service
Review



Janice M. Baker, FCPA, FCA
City Manager and Chief Administrative Officer

*Prepared By: Derek Boyce, Director, Corporate Performance and Innovation
Division*

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Appendix 1: Reviews Conducted Internally by City Departments

Year Savings First Realized	Description of Service Review	Annual Cost Savings or Process Improvement Savings *
2004	Voice & Data Communication Contract Review (cumulative YTD \$19M)	\$1,800,000
2005	Review of Direct Inward Dial (DID) Process	\$65,000
2006	Right Sizing Corporate Fleet	\$135
2008	Consolidation of Service Points – Central Library	\$612,000
2009	Transit Route Rationalization and Performance Analysis	\$1,343
2010	Energy Savings Review**	\$1,600,000 (cumulative)
2011	Winter Maintenance Contract Review	\$1,571
2011	Daytime Cleaning Process	\$170,000
2011	Work Order Automation	\$31,500
2011	New Pricing Model - Recreation Programs	\$360,000
2011	Lease Changes and New Revenue - Library	\$129,000
2011	Consolidated Service Delivery	\$135,000
2011	Reduce Utility Budget for Recreation & Parks	\$600,000
2011	Review of Tax Payment Processing	\$110,000
2011	Bid Posting Distribution Process	\$70,000
2011	Job Evaluation Maintenance Process Review	\$25,579
2012	Organizational Review - Parks & Forestry	\$272,000
2012	New Cemetery Staffing Model	\$63,000
2012	Organizational Review - Recreation	\$303,000
2012	Hershey Operating Agreement	\$80,000
2012	Library Lease Reduction - Meadowvale & Cooksville	\$179,000
2013	Reduce Part Time Hours - Recreation	\$104,000
2014	Overtime Reduction - Fire & Emergency Services	\$50,000
2014	Vehicle Rental to Purchasing - Parks & Forestry	\$220,000
2014	Sports Field Liner Technology - Parks & Forestry	\$50,000

Year Savings First Realized	Description of Service Review	Annual Cost Savings or Process Improvement Savings *
2014	Self-check out - Library	\$259,000
2013	Labour reduction	\$354,000
2013	Review of Green Power (Bullfrog) Contract	\$170,000
2014	Building Maintenance and Service Contract Review	\$133,000
2014	Reduce Part Time Hours - Recreation	\$221,000
2014	Material Savings - Recreation	\$40,000
2014	Tax Bill Printing Process	\$5,500
2014	Network Replacement Contract Review (over 10 years)	\$2,000,000
2014	Annual Cellular Contract Review	\$165,000
2014	Recruitment Services Review	\$86,979
2015	Organizational Review - Parks & Forestry	\$68,700
2015	Program Efficiencies - Mississauga Celebration Square & Meadowvale Theatre	\$62,000
2015	Self-check out - Library	\$262,000
2015	Central Stores Review	\$60,000
2015	Review of Multi-Function Copier Contract	\$430,000
2015	Personal Information Change Form (PIC) Automation	\$3,998
2015	PMP Administration Process Review	\$18,497

Total **\$9,771,802**

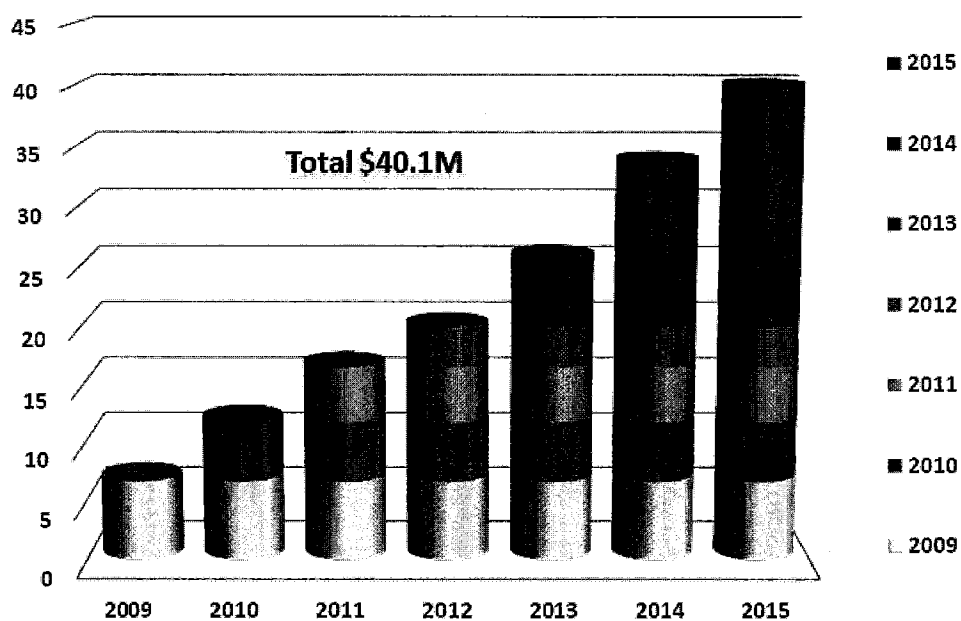
* *Process Improvement Savings do not necessarily represent budget reductions as these savings may have been reinvested into other parts of the service. In certain years, some of the savings identified may have been used towards the 1% Budget Reduction.*

** *Cumulative and compounding savings year over year based on strictly consumption reductions and weather corrected data.*

Appendix 2: 1% Budget Reduction Program Savings

Efficiencies 2009-2015

\$Millions



29

Appendix 3: City of Toronto Consultant Costs for Service Efficiency Studies Resulting as Recommendations of the Core Service Review

Page 26 of the December 16, 2014 report from the City of Toronto titled "Auditor General's Report: Service Efficiency Consultants Studies – Extent of Value for Money from Studies has not been clearly demonstrated".

EXHIBIT 1

Consultant Costs for Service Efficiency Studies

#	Year Awarded	Study	Consulting Firm	Final Cost ¹
1	2011	Fleet Services	Western Management Consultants	\$202,228
2	2011	Facilities Management & Real Estate	KPMG	\$214,920
3	2011	Solid Waste Mgmt	Ernst and Young	\$142,934
4	2011	Toronto Public Library	DPRA	\$97,368
5	2011	Toronto Police Services	Ernst and Young	\$249,865
6	2011	TTC	Accenture	\$280,747
7	2011	Environment & Energy Offices	KPMG	\$52,750
8	2011	Transportation Services	KPMG	\$225,100
9	2011	Shelter Support & Housing Administration	MCC Workplace Solutions	\$47,146
10	2011	Corporate Communications	Western Management Consultants	\$60,000
11	2011	Parks, Forestry & Recreation	DPRA	\$125,335
12	2012	Museums	Lord Cultural Resources	\$90,000
13	2012	Toronto EMS-Toronto Fire Services Review / RFP Fairness Consultant	POMAX Inc / P1 Consulting	\$378,802
14	2012	Long-Term Care Homes & Services	DPRA	\$128,281
15	2012	Children's Services	Deloitte	\$110,000
16	2012	Shared Services	KPMG	\$460,800
17	2012	Court Services	Sierra Systems	\$104,235
18	2012	Counter Services	Deloitte	\$80,000
19	2012	City Planning	MNP LLP	\$90,000
20	2012	311 Toronto	Deloitte	\$90,000
21	2013	Business Process Review of Staff Recruitment Process	Western Management Consultants	\$71,974
22	2013	SAP Governance Review	Ernst and Young	\$159,975
			Total Expenditures	\$3,462,460

Source: City Manager's Office

¹ Exclusive of taxes and HST recoveries



Corporate Report

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3

DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Speed Limit Review**
Jumna Avenue (Ward 1)

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement a 40km/h speed limit on Jumna Avenue.

BACKGROUND: The Ward Councillor requested that the Transportation and Works Department review the feasibility of lowering the existing 50 km/h speed limit to 40 km/h on Jumna Avenue.

COMMENTS: The current City of Mississauga Corporate Policy 10-03-01 'Traffic Safety in School Zones' limits the use of 40 km/h to school zones on local and collector roadways or on roadways with less than acceptable geometrics, based on engineering standards. However, this policy is presently under review and a new "40 km/h Speed Limit" Policy utilizing an evaluation process is being developed for consideration.

It is proposed that the evaluation process will consider multiple factors such as the horizontal and vertical alignment of the roadway, presence of a sidewalk, park/playground or a school fronting/abutting the roadway. These factors combined with current vehicle operating speeds which would be considered acceptable for a 40 km/h speed zone could justify a reduction in the speed limit to 40 km/h.

Jumna Avenue is a linear two-lane undivided local roadway with direct residential frontage on both sides of the roadway. There are no sidewalks, schools, parklands or playgrounds fronting and/or abutting Jumna Avenue.

Transportation and Works staff conducted 24-hour traffic studies on Jumna Avenue to determine vehicular volumes and operating speeds. The results are as follows:

- Annual Average Daily Traffic (AADT) = 165 vehicles/day
- Operating Speeds (85th Percentile Speed) = 43 km/h

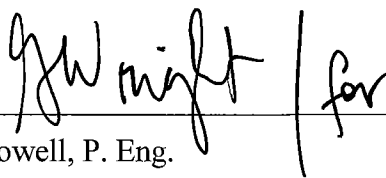
The above data results reveal that the majority of motorists are travelling at speeds appropriate for the prevailing conditions. A reduction of the statutory speed limit to 40 km/h would not negatively impact the traffic operation of this roadway and would more closely represent current operating speeds.

The Ward Councillor is in support of implementing a 40 km/h speed limit zone on Jumna Avenue.

FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

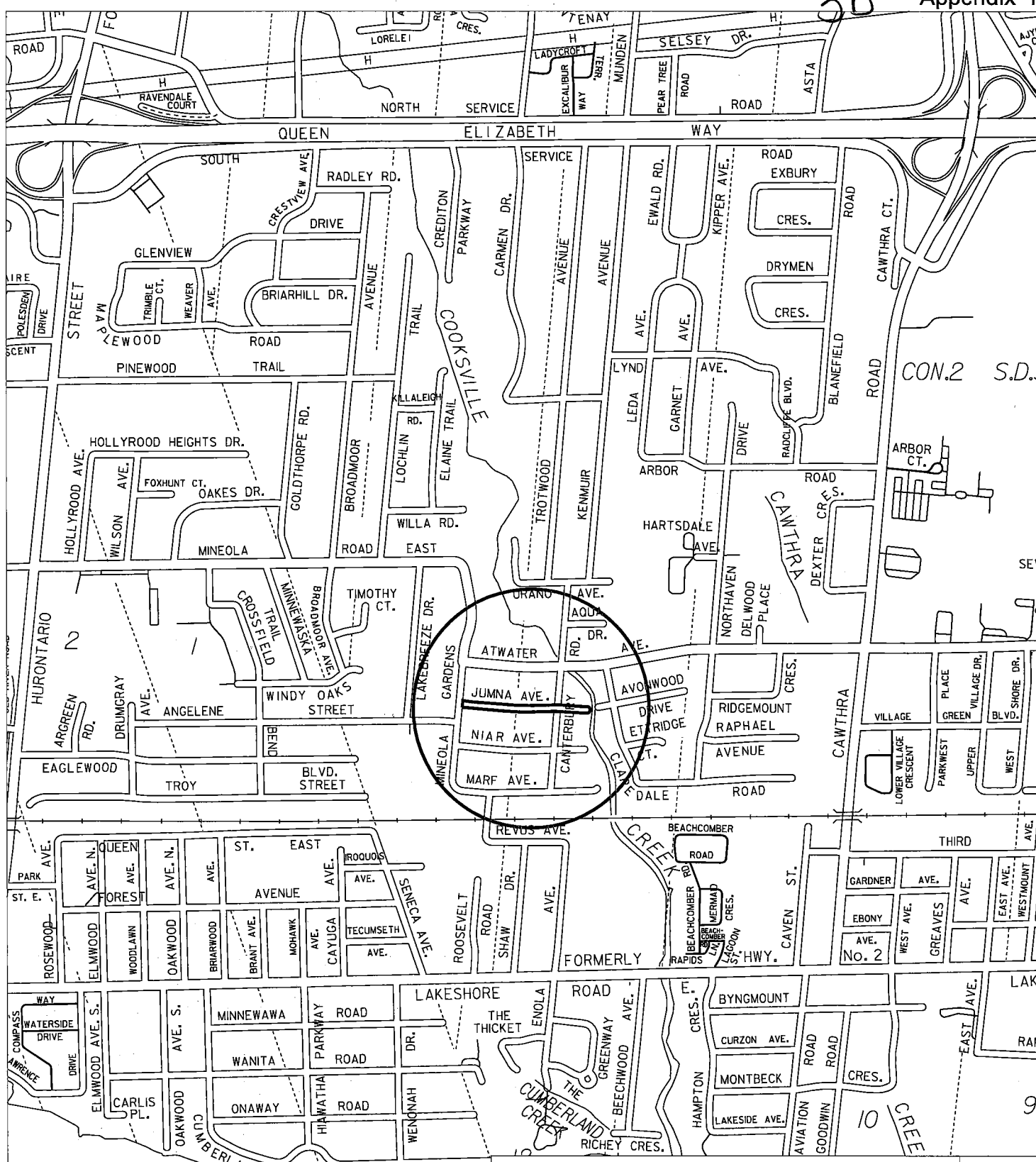
CONCLUSION: Based on the results of a technical review, the Transportation and Works Department supports lowering the existing statutory 50 km/h speed limit on Jumna Avenue to 40 km/h.



ATTACHMENTS: Appendix 1: Location Map - Speed Limit Review
Jumna Avenue (Ward 1)



Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Darek Pest, Traffic Technician



**MISSISSAUGA**

Transportation and Works

Works Operations & Maintenance

Speed Limit Review
Jumna Avenue
(Ward 1)

SCALE FOR REDUCED DRAWINGS
0m 50m 100m 200m 300m 400m 500m 1000m



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4

DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **40 km/h Speed Limit Extension**
Perran Drive (Ward 2)

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to extend the existing 40 km/h speed limit zone on Perran Drive from Cushing Road to Fifth Line West .

BACKGROUND: The Transportation and Works Department is in receipt of a request from the Ward Councillor to review the current school zone limits and the feasibility of extending the existing 40 km/h speed limit zone on Perran Drive from Cushing Road to Fifth Line West. Currently the 40 km/h speed limit zone on Perran Drive is between Thornlodge Drive and Cushing Road.

COMMENTS: The current City of Mississauga Corporate Policy 10-03-01 'Traffic Safety in School Zones' limits the use of 40 km/h to school zones on local and collector roadways or on roadways with less than acceptable geometrics, based on engineering standards.

In accordance with the current engineering standards, a school zone is defined as a section of a roadway on to which school is fronting that extends 150 metres along the roadway in either direction beyond

school property lines.

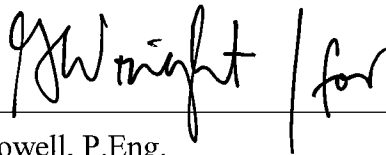
Transportation and Works Department staff conducted a comprehensive review of the existing 40 km/h school zone boundaries. The results revealed that the easterly school zone limit should be relocated to a point approximately 120 metres (394 feet) easterly of the current location. Extending the current 40 km/h school zone by additional 120 metres (394 feet) will leave a section of less than 90 metres (295 feet) with a 50 km/h speed limit on Perran Drive. In order to provide continuity and consistency with respect to the 40 km/h speed limit zone, it is recommended that the 40 km/h speed limit zone be extended to Fifth Line West.

The Ward Councillor is in support of extending the 40 km/h speed limit zone on Perran Drive from Cushing Road to Fifth Line West.

FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

CONCLUSION: The Transportation and Works Department recommends that the existing 40 km/h speed limit zone on Perran Drive be extended from Cushing Road to Fifth Line West.

ATTACHMENTS: Appendix 1: Location Map: 40 km/h Speed Limit Extension - Perran Drive (Ward 2)



Martin Powell, P.Eng.
Commissioner of Transportation and Works

Prepared By: Darek Pest, Traffic Operations Technician



Corporate Report

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5

DATE: May 6, 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Parking Prohibition**
Bromsgrove Road between Seagull Drive and Tredmore Drive
(Ward 2)

General Committee

MAY 20 2015

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to revise the existing parking prohibition from 8:00 a.m. – 5:00 p.m., Monday – Friday to 8:00 a.m. – 5:00 p.m., Monday – Friday, Holidays excepted, on the north side of Bromsgrove Road between a point 75 metres (246 feet) west of Seagull Drive and Tredmore Drive.

BACKGROUND: The Transportation and Works Department is in receipt of a request through the local Ward Councillor from the residents of Bromsgrove Drive between Seagull Drive and Tredmore Drive to change the existing parking regulations on the roadway.

COMMENTS: Currently, parking is prohibited at all times on the south side of Bromsgrove Road between Southdown Road and the west limit of the roadway and on the north side of Bromsgrove Road between Tredmore Drive and a point 75 metres (246 feet) west of Seagull Drive from 8:00 a.m. – 5:00 p.m., Monday – Friday. Parking is permitted on the north side of Bromsgrove Road for fifteen (15) hours

between Tredmore Drive and a point 75 metres west of Seagull Drive.

As per city policy, residents who wish to change the existing parking regulations on a roadway must proceed with the petition process. However, the petition process was not followed in this instance due to the relatively minor changes to the existing parking regulations.

The Transportation and Works Department supports the implementation of a parking prohibition on the north side of Bromsgrove Drive between a point 75 metres (246 feet) west of Seagull Drive and Tredmore Drive from 8:00 a.m. to 5:00 p.m., Monday – Friday, Holidays excepted.

The Ward Councillor supports the proposed revision to the existing parking regulations on Bromsgrove Road between Seagull Drive and Tredmore Drive.

FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

CONCLUSION: The Transportation and Works Department supports the revision of the existing parking prohibitions from 8:00 a.m. - 5:00 p.m., Monday – Friday, to 8:00 a.m. – 5:00 p.m., Monday – Friday, Holidays excepted.

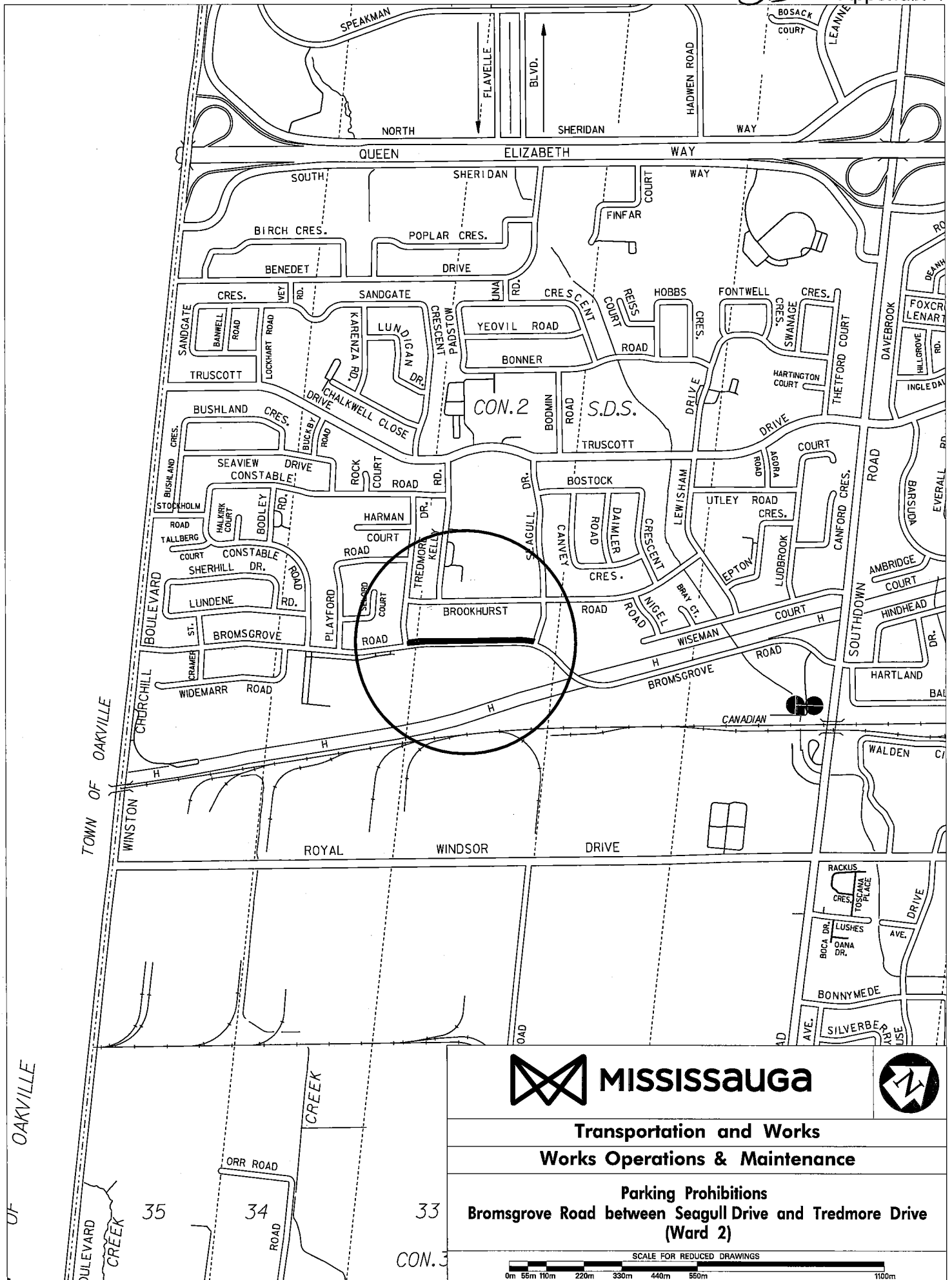
ATTACHMENTS: Appendix 1: Location Map - Parking Prohibition
Bromsgrove Road between Seagull Drive and
Tredmore Drive (Ward 2)



Martin Powell, P. Eng.

Commissioner of Transportation and Works

Prepared By: Alex Liya, Traffic Technician





Corporate Report

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6

DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Stopping Prohibition**
Britannia Road between Hurontario Road and Kennedy Road,
Kennedy Road between Britannia Road and Coopers Avenue/
Traders Boulevard East (Ward 5)

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement a stopping prohibition on both sides of Britannia Road between Hurontario Street and Kennedy Road, and on both sides of Kennedy Road between Britannia Road East and Coopers Avenue/Traders Boulevard East.

BACKGROUND: The Pan Am / Parapan Am Games (July 10 to 26, 2015) and (August 7 to 15, 2015) respectively, bring a number of transportation challenges given the number of participants and the wide footprint of the venue across the Toronto and Greater Golden Horseshoe region.

As the City of Mississauga is hosting the Pan Am / Parapan Am Games during July and August 2015, the City and TO2015 staff have developed an integrated transportation plan for the Games that will focus on providing safe and reliable transportation for the athletes, officials and media; creating a safe, accessible and positive travel

6a

experience for spectators and volunteers; and keep residents, commuters and businesses moving.

Britannia Road between Hurontario Street and Kennedy Road, and Kennedy Road between Britannia Road and Coopers Avenue / Traders Boulevard East are part of the Pan Am / Parapan Am Games Route Network (GRN), and are classified as major collector roadways. Currently, there are parking prohibitions on both sides of Britannia Road East between Hurontario Street and East City limit, and on both sides of Kennedy Road between Eglinton Avenue East and North City limit.

COMMENTS:

As part of the Traffic Management considerations to provide safe and reliable transportation, efficient traffic flow and keep residents, commuters and businesses moving, the Transportation and Works Department supports the change of the existing parking prohibitions on both sides of Britannia Road between Hurontario Street and Kennedy Road, and on both sides of Kennedy Road between Britannia Road and Coopers Avenue/Traders Boulevard East to stopping prohibitions. This revised prohibition should alleviate the instances of vehicles stopping on these roadways and allow for immediate enforcement.

FINANCIAL IMPACT:

Municipal funding arrangements for eligible transportation delivery costs are to be considered as part of the Municipal Service Agreement to be negotiated with TO2015.

CONCLUSION:

The Transportation and Works Department supports the implementation of a stopping prohibition anytime on both sides of Britannia Road between Hurontario Street and Kennedy Road, and on both sides of Kennedy Road between Britannia Road and Coopers Avenue/Traders Boulevard East.

ATTACHMENTS:

Appendix 1: Location Map: Stopping Prohibition -
Britannia Road and Kennedy Road (Ward 5)

A handwritten signature in black ink, appearing to read 'M. Powell' or similar, followed by a vertical line and the word 'for'.

Martin Powell, P. Eng.

Commissioner of Transportation and Works

Prepared By: Vivian Mansour, Traffic Technician

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MISSISSAUGA



**Transportation and Works
Works Operations & Maintenance**

**Britannia Road and Kennedy Road
Stopping Prohibition
Ward 5**

SCALE FOR REDUCED DRAWINGS
0m 50m 100m 200m 300m 400m 500m 1000m



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RT.10.Z22

7

DATE: May 6, 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Stopping Prohibition Anytime
Enfield Place (Ward 7)**

General Committee

MAY 20 2015

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement a stopping prohibition anytime on both sides of Enfield Place between Matthews Gate and Sussex Gate.

BACKGROUND: The Transportation and Works Department is in receipt of safety concerns on Enfield Place identified by a local area property manager. The property manager alleges that heavy vehicles namely tour buses are being parked/stopped impeding mobility and sight visibility on the street.

Presently, parking is prohibited on both sides of Enfield Place.

COMMENTS: Enfield Place is a curvilinear minor collector roadway within a City Centre. The abutting land use consists primarily of retail commercial spaces and high density residential building.

Parked/stopped vehicles were identified by Transportation and Works Department staff as being a safety hazard. The potential for conflict is exacerbated due to higher volume of vehicular traffic encountered on

Enfield Place. Therefore, the Transportation and Works Department recommends implementing a stopping prohibition anytime on both sides of Enfield Place between Matthews Gate and Sussex Gate. The implementation of this stopping prohibition should improve mobility and increase the general level of safety in the area. The prohibition will also allow for targeted enforcement by Parking Enforcement.

The Ward Councillor is in support of implementing a stopping prohibition anytime on Enfield Place between Matthews Gate and Sussex Gate.

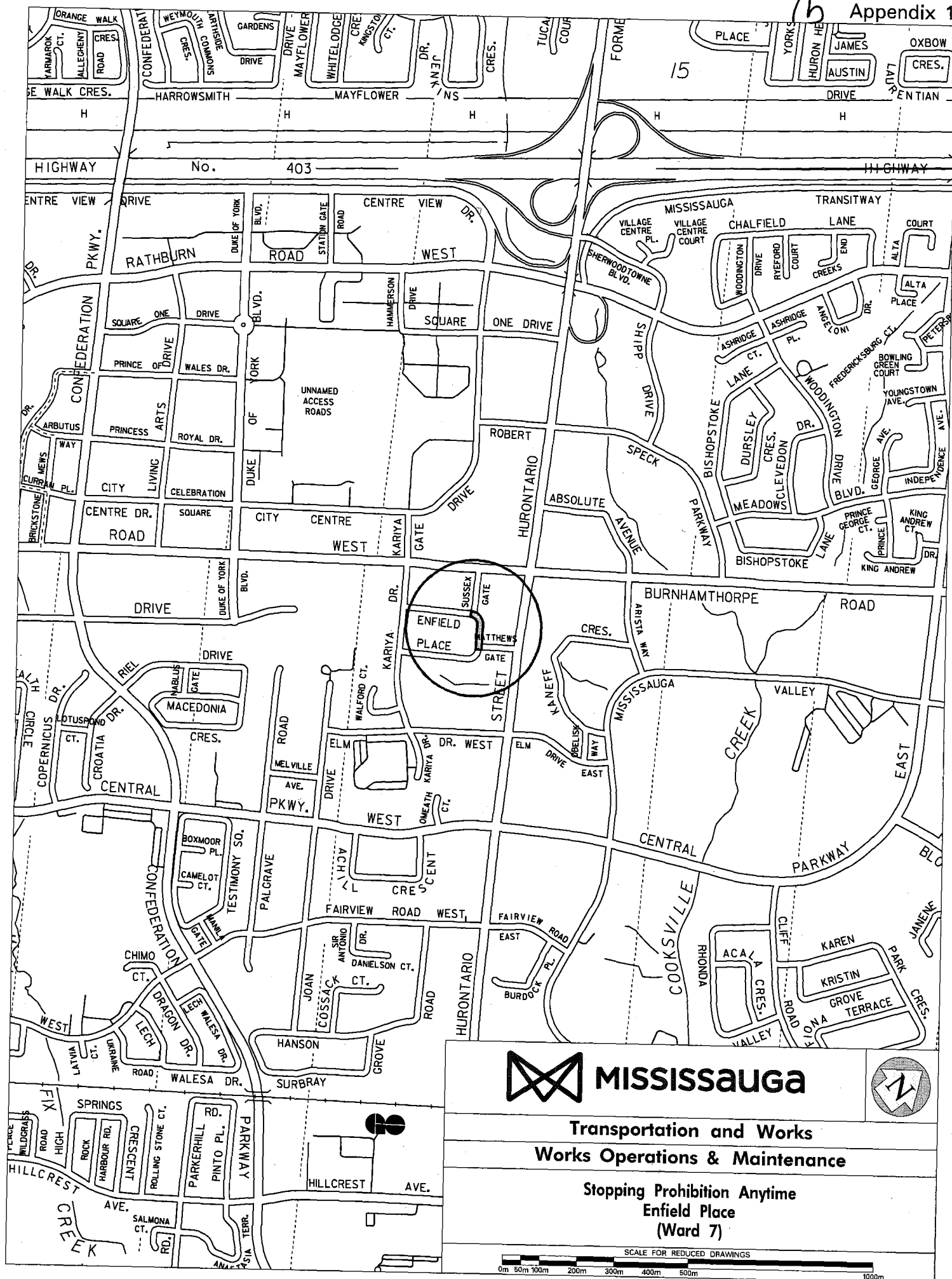
FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

CONCLUSION: The Transportation and Works Department recommends implementing a stopping prohibition anytime on both sides of Enfield Place between Matthews Gate and Sussex Gate.

ATTACHMENTS: Appendix 1: Location Map - Stopping Prohibition Anytime
Enfield Place (Ward 7)

Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Darek Pest, Traffic Technician





Corporate Report

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RT.10.Z-55

8

DATE: May 6, 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Stopping Prohibition**
Terragar Boulevard (Ward 10)

General Committee

MAY 20 2015

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to extend the existing stopping prohibitions on Terragar Boulevard between 8:00 a.m. - 4:00 p.m., September 1 to June 30, Monday - Friday on the north side of Terragar Boulevard, west of Kindree Public School to Cork Tree Row.

BACKGROUND: The Transportation and Works Department received a request through the Traffic Safety Council to extend the stopping prohibitions on the north side of Terragar Boulevard between 8:00 a.m. - 4:00 p.m., September 1 to June 30, Monday – Friday to improve traffic flow and public safety in the vicinity of Kindree Public School.

COMMENTS: It was brought to the Transportation and Works Department's attention through the Traffic Safety Council that motorists are stopping in the vicinity of the school to allow children to cross the roadway, during admittance and dismissal times, creating multiple safety concerns. In addition, the stopped vehicles restrict the flow of traffic on Terragar Boulevard during these times.

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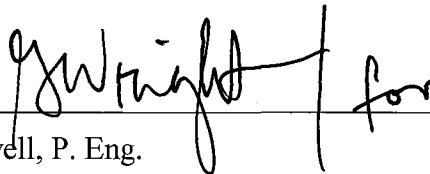
As a result, the Traffic Safety Council requested that the Transportation and Works Department bring forward a report to extend the stopping prohibition between 8:00 a.m. - 4:00 p.m., September 1 to June 30, Monday – Friday, on Terragar Boulevard.

The Ward Councillor supports the proposed revision to the existing stopping prohibition.

FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

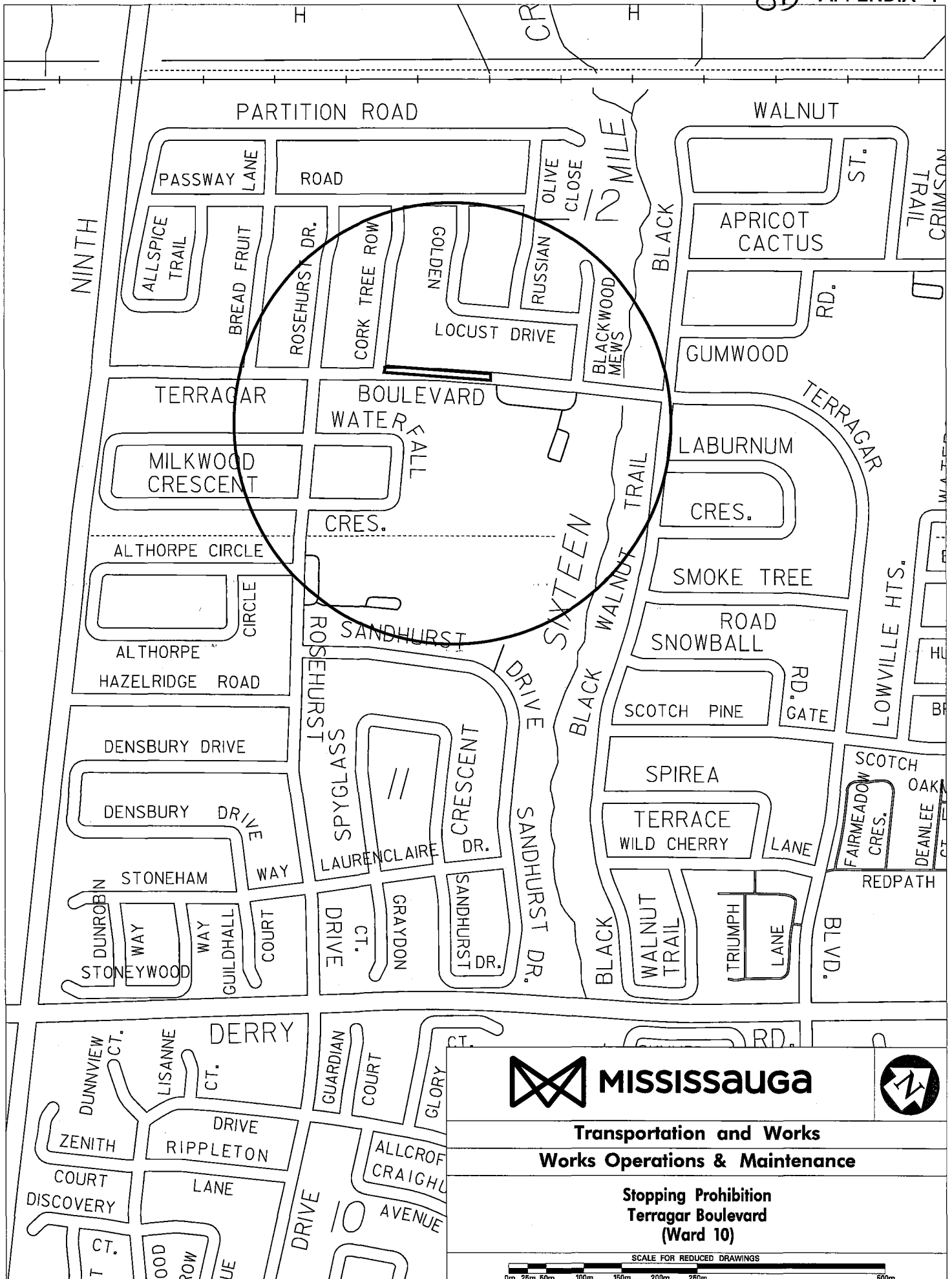
CONCLUSION: The Transportation and Works Department supports the extension of the stopping prohibitions between 8:00 a.m. - 4:00 p.m., September 1 to June 30, Monday - Friday on the north side of Terragar Boulevard, west of Kindree Public School to Cork Tree Row.

ATTACHMENTS: Appendix 1: Location Map: Stopping Prohibition
Chriseden Drive Drive (Ward 10)



Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Denna Yaunan, A.Sc.T., Acting Traffic Technologist





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RT.10.Z-44W

9

DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: Lower Driveway Boulevard Parking
6496 Skipper Way (Ward 11)

RECOMMENDATION: That a by-law be enacted to amend The Traffic By-law 555-00, as amended, to implement lower driveway boulevard parking between the curb and sidewalk, at anytime, at 6496 Skipper Way.

BACKGROUND: The Transportation and Works Department has received a request from an area resident through Councillor Carlson's office to implement lower driveway boulevard parking at 6496 Skipper Way. A sidewalk is present in front of this home and lower driveway boulevard parking between the curb and sidewalk is currently prohibited.

COMMENTS: Staff conducted a site inspection which revealed that due to the location of the sidewalk and the lower driveway boulevard portion at 6496 Skipper Way can support the implementation of lower driveway boulevard parking between the curb and sidewalk at anytime.

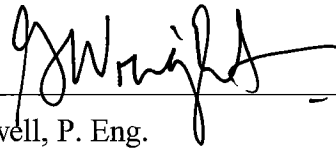
The Ward Councillor supports the proposal for lower driveway boulevard parking.

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FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2015 Current Budget.

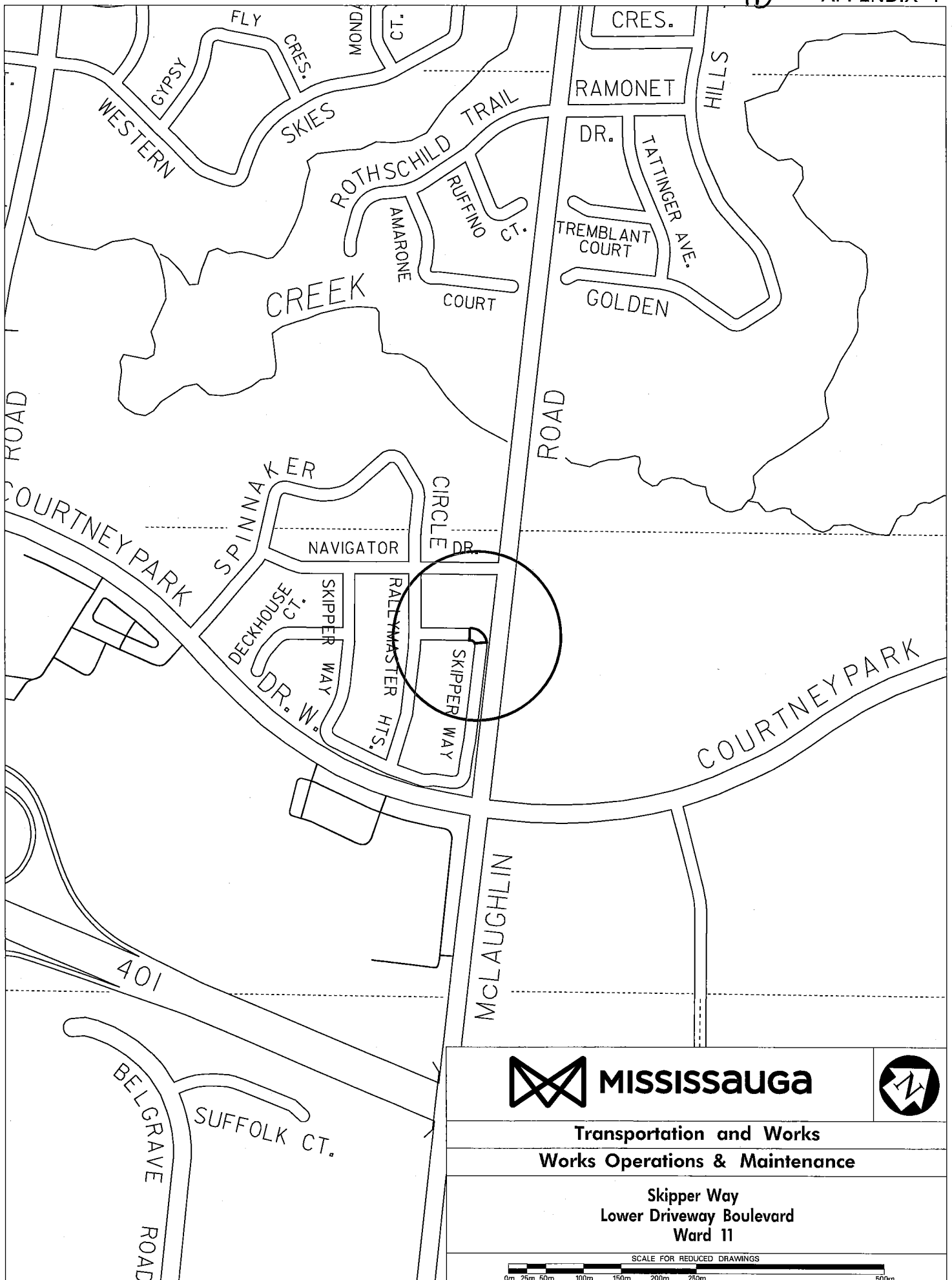
CONCLUSION: Based on the results of the investigation, the Transportation and Works Department supports lower driveway boulevard parking between the curb and sidewalk, at any time, at 6496 Skipper Way.

ATTACHMENTS: Appendix 1: Location Map: Lower Driveway Boulevard Parking – Skipper Way (Ward 11)



Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Vivian Mansour, Traffic Technician



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Transportation and Works
Works Operations & Maintenance

Skipper Way
Lower Driveway Boulevard
Ward 11



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& 42

10

DATE: April 29, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Proposed Exemption to Noise Control By-law No. 360-79,
Southwest corner of Britannia Road East at Tomken Road,
Britannia Road E. east of Tomken Road, Tomken Road north of
Timberlea Boulevard (North Intersection)
(Ward 5)**

RECOMMENDATION: That Southland Technicore Mole J. V. be granted an exemption from Noise Control By-law No. 360-79, as amended, to allow for extended tunnelling construction work of the Hanlan Feedermain at the following locations;

- a. Southwest corner of Britannia Road East at Tomken Road, commencing at 7:00 p.m. on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.
- b. Britannia Road East approximately 140 metres (460 ft) east of Tomken Road, commencing at 7:00 p.m. on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.
- c. Tomken Road approximately 125 metres (410 ft) north of Timberlea Boulevard (North Intersection), commencing at 7:00 p.m. on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.

BACKGROUND:

Southland Technicore Mole J.V., on behalf of the Regional Municipality of Peel, intends to proceed with the construction of the north section of the Hanlan Feedermain.

The purpose for the Noise Control By-law exemption is to facilitate a shaft sinking and tunnelling operation at the above specified location.

COMMENTS:

Southland Technicore Mole J.V. has requested an exemption from Noise Control By-Law No. 360-79 to allow for the extended 24-hour shaft sinking and tunnelling operation.

Due to the restricted work space and the physical constraints associated with the linear nature of the shaft and tunnel construction, a limited number of personnel can perform this work concurrently. By allowing the extended construction period, the duration of the project will be significantly reduced.

Please note that all three (3) shaft locations are located well beyond established residential areas and quiet zones. Thus, residents will not be directly affected by the sinking or tunnelling operations. Furthermore, an acoustical pre-cast hoarding (sound wall) will be installed around the shaft compound to minimize the amount of noise that is emitted.

It should be noted that a Noise Control By-Law exemption has been granted for the south section of the Hanlan Feedermain for similar shaft and tunnel construction work.

The local Ward Councillor has been made aware of the proposed exemption from Noise Control By-law No. 360-79.

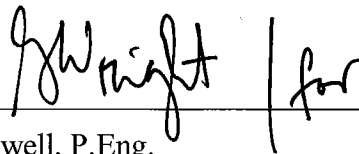
CONCLUSION:

In order to minimize impacts the construction work may have on City of Mississauga residents and to reduce the duration of the project, the Transportation and Works Department supports the Noise Control By-law exemption to allow for extended tunnelling construction work for the Hanlan Feedermain commencing at 7:00 p.m. on Monday May 28, 2015 and ending at 7:00 a.m. on Friday March 31, 2017.

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ATTACHMENTS:

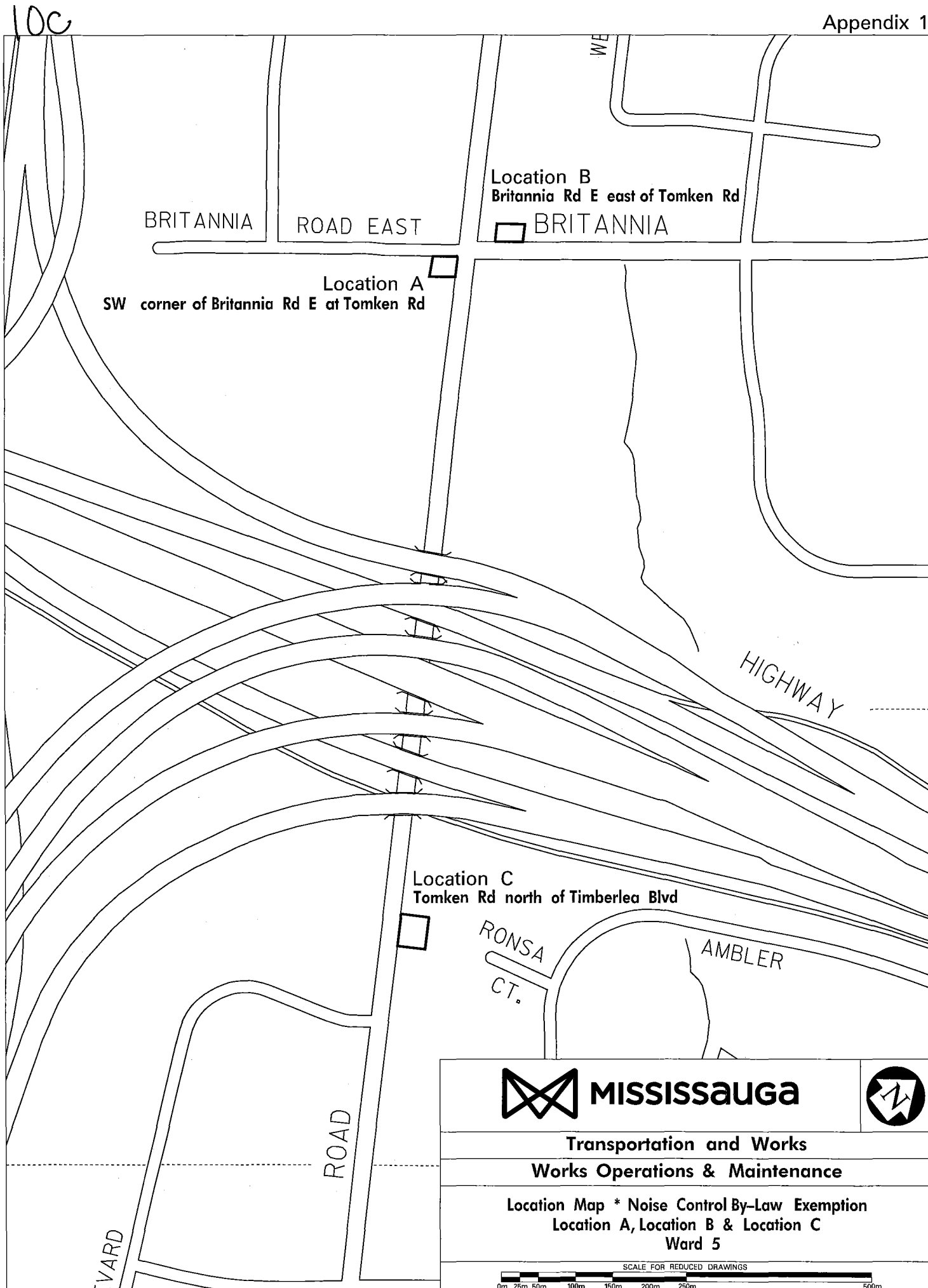
Appendix 1: Location Map: Noise Control By-law Exemption,
Location A - Southwest corner of Britannia Rd E at
Tomken Rd,
Location B - Britannia Rd E east of Tomken Rd, and
Location C - Tomken Rd north of Timberlea Blvd
(North Intersection).
(Ward 5)

A handwritten signature in black ink, appearing to read "M. Powell" or similar, written over a horizontal line.

Martin Powell, P.Eng.

Commissioner of Transportation and Works

Prepared By: John Magno, Traffic Technician





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DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.,
Commissioner of Transportation and Works

SUBJECT: **Proposed Amendments to the Tow Truck Licensing By-law 521-04, as amended**

RECOMMENDATION: That a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, to specifically require tow trucks to have a winching and hoisting system as outlined in the report from the Commissioner of Transportation and Works dated May 6, 2015 entitled "Proposed Amendments to the Tow Truck Licensing By-law 521-04, as amended".

**REPORT
HIGHLIGHTS:**

- There are public safety issues associated with the use of unregulated equipment being used to tow vehicles.
- Concerns have been raised by members of the towing industry, Peel Regional Police and Mobile Licensing Enforcement that vehicles are operating as tow trucks using unregulated equipment, such as vehicle haulers to tow vehicles.
- Staff are proposing an amendment to the Tow Truck Licensing By-law 521-04, as amended, to clarify the definition of a Wrecker Body and Tow Truck to specifically require a winching and hoisting system to ensure that the use of unregulated equipment such as vehicle haulers is not permitted under the Tow Truck Licensing By-law.

BACKGROUND:

At its meeting of March 11, 2015, Council approved the following recommendation:

"GC-0124-2015

That the Towing Industry Advisory Committee provide comments to staff, for inclusion in a future report to General Committee, on the report from the Commissioner of Transportation and Works dated January 26, 2015 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Tow Truck Definitions".

(TIAC-0002-2015)"

The purpose of this report is to respond to TIAC-0002-2015.

COMMENTS:

At its meeting of February 17, 2015 the Towing Industry Advisory Committee (TIAC) approved the recommendations in GC-0124-2015. Further, TIAC did not provide any comments on the report.

A summary of the requirements for this change is provided below. This summary includes information taken directly from the report mentioned in the preceding paragraph.

Proposed amendments to the Tow Truck Licensing By-law 521-04, as amended:

Tow truck industry members have expressed a concern with respect to persons who are operating as tow truck drivers using vehicle haulers such as car trailers, and flatbed trucks without winches and a towing apparatus. Car trailers and flatbed trucks are not regulated and therefore are a public safety concern to City staff.

According to the Tow Truck Licensing By-law 521-04, as amended "No licensed Owner or Driver shall operate or permit to be operated a Tow Truck without a Wrecker Body". A Wrecker Body is defined as a "manufacturer's box designed to be attached to the frame of the cab and chassis and used with an Underlift Tow Bar or Tow Sling or Wheel lift or flatbed carrier or other similar device and which is equipped and maintained in a manner to ensure the safe lifting and conveying of a Vehicle to be Towed".

Staff propose an amendment to the definition of a Wrecker Body to include a specific requirement for a winching and hoisting mechanism to make it clear that persons that operate using a car trailer or flatbed without winches will not be in compliance with the Tow Truck Licensing By-law.

Staff further propose that the definition of a Tow Truck specifically include a Wrecker Body for further clarification for what constitutes a tow truck for the purposes of the Tow Truck Licensing By-law.

As a result, staff recommend that a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, to amend the definitions of a Tow Truck and Wrecker Body as outlined in this report.

FINANCIAL IMPACT: The proposed amendments outlined in this report will have no financial impact.

CONCLUSION: Tow truck industry members have expressed a concern with respect to persons who are operating as tow truck drivers using vehicle haulers such as car trailers and flatbed trucks without winches and a towing apparatus.

There are public safety issues associated with the use of unregulated equipment being used to tow vehicles.

As a result, staff are recommending that a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, to specifically require tow trucks to have a winching and hoisting system, as outlined in this report.

A handwritten signature in black ink, appearing to read 'M. Powell' followed by a stylized flourish or 'for'.

Martin Powell, P. Eng.,
Commissioner of Transportation and Works

Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement



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DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: Recommended Changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, for Special Event Licensing

RECOMMENDATION: That the necessary by-laws be enacted to incorporate the changes for special event licensing as outlined in the report from the Commissioner of Transportation and Works, dated May 6, 2015 entitled "Recommended Changes to the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, for Special Event Licensing".

**REPORT
HIGHLIGHTS:**

- In 2004, Council passed the Vendors By-law 522-04, as amended; Ice Cream Truck Vendors By-law 523-04, as amended; and, the Vehicle Licensing By-law 520-04, as amended, to address the licensing of vendors at special events.
- The city has evolved into a large urban centre which has seen an increase in the number of special events.
- Vendors are required to be licensed at special events to protect consumers and to ensure public safety.

- Moving from a per vendor licensing requirement to a special event licensing requirement will streamline the process, make it less onerous on vendors and results in increased responsibility for special event organizers to ensure vendor compliance with municipal by-laws.

BACKGROUND:

In 2004 Council passed the Vendors By-law 522-04, as amended, for the licensing and regulating of portable display units (PDU), refreshment carts and cycles. As part of the by-law "Special Events" were included to allow vendors to participate in events being held on both City and private land where celebrations were to take place.

With the City's rapid growth came an increase in the number of special events and changes in the types and sizes of events being licensed. In 2012 staff from Mobile Licensing Enforcement discovered that many vendors attending special events were not licensed, notwithstanding the licensing requirements of City by-laws. As a result, Mobile Licensing Enforcement staff moved towards enforcement of the by-laws as approved by Council. This enforcement practice ensured that vendors were meeting all of the requirements of City by-laws, which are in place to ensure consumer protection and public safety.

In addition to the stricter enforcement of the vendors attending special events, the change in enforcement practices was also applied to refreshment, full service food and ice cream trucks, in accordance with the requirements of the Vehicle Licensing By-law 520-04, as amended, and the Ice Cream Truck Vendors By-law 523-04, as amended, respectively.

This strict enforcement of the by-laws has also resulted in a number of temporary farmers markets, which are operated by local church groups and/or charitable organizations throughout the City, having to make applications to the Committee of Adjustment to obtain minor variances to comply with the requirements of the Zoning By-law 0225-2007, as amended.

Feedback has been received from vendors, staff in Community Services and members of Council that the licensing requirements for

each individual vendor at special events may be too onerous and may be inhibiting one of the goals of special events, namely to build communities and neighbourhoods. Staff have also received feedback on the requirements for farmers markets to obtain minor variances to meet the requirements of the Zoning By-law 0225-2007, as amended.

COMMENTS:Actions of Other Municipalities

Staff contacted municipalities in the GTA as well as larger cities across Canada requesting information related to any by-laws, regulations or policies they have in place for vendors at special events. How vendors are licensed for special events in other municipalities is not uniform and many are in the process of reviewing their licensing requirements. The challenges and best practices experienced in other jurisdictions provided useful context and was used to assess potential options to improve the licensing process for vendors at special events. (See appendix 1).

Five municipalities (Vancouver, Edmonton, Windsor, Kitchener and Milton) issue a blanket license or permit that covers all of the vendors at special events. Many of these municipalities adopted such an arrangement to help ease with administration and provide special event organizers with more control over the vendors present at their events.

Seven municipalities (Brampton, Burlington, Kingston, Oshawa, Ottawa, Surrey and Winnipeg) issue either a special event licence for temporary vendors or a short-term food vendor licence. However, both Kingston and Ottawa issue a "blanket licence" for events that have more than five merchandise vendors. The "blanket licence" can be obtained by the event organizer.

The City of Toronto requires vendors to obtain a business licence and the City of London requires temporary vendors to register with the City and pay a lower fee if the vendor already possesses a London business licence.

The remaining ten municipalities contacted do not currently require vendors to be licensed at special events. These municipalities often

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have special event co-ordinators, teams or units who still inform vendors and event organizers of the need to obtain the necessary public health, fire and building approvals. Halton Hills and Barrie once required individual vendors to obtain a licence; however, it was determined that it was burdensome to administer and the public health department in these municipalities were vigilant in attending events to ensure compliance with their health-related regulations.

The method of charging vendors or event organizers varied widely across municipalities. However, many municipalities stated that they do not get involved with the arrangements made or the fees charged to the vendors by the special event organizers.

Regulation of Vendors at Special Events

It is necessary to license and regulate vendors at special events for consumer protection and public safety. Additionally, the ability to add conditions to suspend, revoke or refuse licences encourages licensees to comply with City by-law requirements.

The City's current special event licence fee of \$51 per vendor is for a specified period and on a per event/location basis. Special event licensing is used for ice cream trucks, refreshment trucks, carts and cycles, full service food trucks and PDUs.

A review of fee alternatives for vendors participating in City of Mississauga special events was completed, stating the advantages and disadvantages of each alternative (See Appendix 2). After consultation with the City's internal event groups, staff recommend Alternative 2. In other words, staff recommend that the current special event licence process change from a per vendor process to a special event licence placing responsibility for payment of all fees and insurance on the event organizer.

In particular, the recommended changes to special event licensing includes the following:

- A fee of \$51 per vendor, per event, and a reduced fee of \$31 per vendor per event for affiliated groups or community groups that are registered with the City.

- The special event licence is issued and respective fees charged, to the event organizer.
- An event will be deemed as one to five days per location.
- If an event is to run longer, an additional fee of \$31 per vendor for every five additional days at one location shall be charged to the event organizer.

The event organizer would assume responsibility to ensure that all participating vendors acquire and have in force all pertinent documents to ensure public safety and consumer protection, including:

- Commercial general liability insurance for their participation in the event.
- Public health inspections from Peel Region for food services vendors and personal services vendors.
- Technical Standards and Safety Authority (TSSA) certificates for any vendor operating where machinery is part of their equipment.
- All applications must be submitted to Mobile Licensing Enforcement at least 10 business days prior to an event.
- All applications for Peel Region Health Inspections must be submitted to Peel Region at least 15 business days prior to an event as is their current requirement to ensure processing of the application.

The event organizer will continue to be responsible for the placement of applicable event insurance protecting the interests of the event organizer and the City of Mississauga as outlined in the City of Mississauga Policy #05-01-06, Refreshment Cycle and Cart Vendors in City Parks.

This revised application process will eliminate the duplication of effort by event organizers and Mobile Licensing Enforcement staff to collect required application documentation. Only one application and

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one fee will be required and will be facilitated by the event organizer. Additionally, it will streamline the process for all vendors, both local and those from other municipalities, as they will deal directly with the event organizer who will assume responsibility for each event.

Mobile Licensing Enforcement and Community Services staff support this type of licensing system for special events, with the understanding that the special event organizer would be responsible for the collection and maintenance of all documents required according to the by-law. Further, both the event organizer and the vendors would be required to comply with all applicable by-laws to ensure public safety and consumer protection.

Farmers Markets

Staff have reviewed the Zoning By-law 0225-2007, as amended, to determine the need for minor variances to operate temporary farmers markets in Mississauga. The Zoning By-law 0225-2007, as amended, states:

“1.1.11.2 Any temporary use or special event approved by Council by By-law or Corporate Policy and Procedure, and not otherwise regulated by this By-law, shall not be subject to this By-law.”

As a result, to address the issue of temporary farmers markets having to obtain minor variances to comply with the requirements of the Zoning By-law 0225-2007, as amended, staff recommend that the Vendors By-law 522-04, as amended, Vehicle Licensing By-law 520-04, as amended, and Ice Cream Truck Vendors By-law 523-04, as amended, be amended to include a consistent definition of “Special Event” that will include farmers markets.

Communication

Once Council has enacted the proposed by-law changes, staff will reach out to stakeholders to raise awareness of the revised regulations for the licensing of special events.

FINANCIAL IMPACT: It is anticipated that these changes will have no impact on licensing fee revenues.

CONCLUSION: The licence fee set under the by-laws can be recovered by the special event organizer through the fees they charge to the vendors, food trucks and ice cream trucks participating in the event. This new method of licensing streamlines the process for applicants, ensures that the municipality maintains consumer protection and public safety while placing the onus on the special event organizer. It also allows the special event organizers to maintain flexibility when deciding on vendor rates for not-for-profit vendors and craft or artisan vendors versus for-profit vendors.

As a result, staff recommend revisions to the Vendors By-law 522-04, as amended, the Vehicle Licensing By-law 520-04, as amended, and the Ice Cream Truck Vendors By-law 523-04, as amended, as follows:

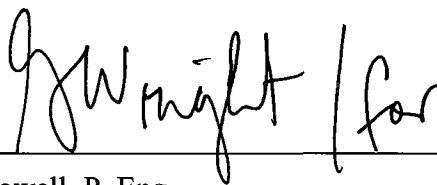
- The definition of “Special Event” will include farmer’s markets.
- To require a special event vendor licence to be obtained by special event organizers who wish to allow one or more vendors to operate at the event. This will replace the current obligation of each vendor having to obtain a special event licence.
- To include up to five days per special event with a fee of \$31 per vendor for each additional five days that an event may run at one location, providing the event organizer has maintained the same vendor list.
- Include a reduced fee of \$31 per vendor for affiliated community groups registered with the City.
- To require food services and personal services vendors to obtain a Peel Region Health Inspection.
- To require all vendors operating, where machinery or cooking equipment is part of their equipment, to obtain a TSSA certificate.
- To include a requirement that all applications be submitted to

Mobile Licensing Enforcement a minimum of 10 business days prior to an event, and a minimum of 15 business days to Peel Region, to ensure that all applications can be processed and that all relevant legislative authorities (Peel Regional Health, TSSA, etc.) have inspected and approved all vendors prior to an event.

ATTACHMENTS:

Appendix 1: Municipal Scan of Vendor Special Event Licensing

Appendix 2: Licence Fee Alternatives for Special Event Vendors

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Martin Powell, P. Eng.

Commissioner of Transportation and Works

Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Brampton	<p>Special Events</p> <ul style="list-style-type: none"> Where a refreshment vehicle or non-stationary vendor is required to be used at a special event, the owner shall obtain a special event licence. This provision does not apply to a refreshment vehicle owner or driver who holds a valid and current refreshment vehicle owner or driver licence issued by the city. Food vendors are not licensed under the refreshment vehicle schedule of the by-law. They would be required to have a fixed food premises licence in order to sell food at an event. Food vendors without a refreshment vehicle licence or fixed food premises licence would not be permitted to sell from a table or sell at an event. Vendors selling merchandise from tables or tents do not require a licence. <p>City-run events:</p> <ul style="list-style-type: none"> Applies to food vendors, retail vendors, non-profit vendors, glow vendors. Food vendors must provide their license number in the City of Brampton or obtain a one-day special event licence and provide two million liability insurance coverage, notification to the Region of Peel Health department, propane Technical Standards and Safety Authority (TSSA) certification (if applicable). 	<p>Special Event Licence for Refreshment Vehicles \$ 100 per event</p> <p>Fixed Food Premises Licence \$140 (valid for 90 days)</p> <p>Fee depending on type of vendor and size of booth e.g. for Canada Day: \$200 for not-for-profit \$400 for retail \$700 for food vendor</p>
Burlington	<p>Burlington is currently reviewing how they regulate vendors at special events. Burlington has three classes of refreshment vehicle licences and a transient trader by-law, which covers general sales (day sales) and food trucks.</p> <p>Parks and Recreation regulates special annual events and vendors are part of the event permit. Customers are notified if they need to obtain a licence. For one-off events, vendors and food trucks would need a transient trader licence.</p> <p>If it is a city event, the city takes responsibility and requires two million in commercial general liability insurance for every vendor (regardless of if it is food or merchandise) and a public health inspection. If it is a non-city event, the event organizer sets the standards for their vendors, provides insurance if it is on City property and confirms that all activity providers have adequate insurance to meet City requirements. The organizer must be given approval by city staff prior to proceeding with any plans to operate food concessions on city property (require public health approval and, if necessary, TSSA certification as well).</p>	

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Caledon	Caledon has no provisions in their by-law regarding licensing for special events. Thus, technically any vendor at a special event requires a regular vendor licence. However, when contacted, staff stated that If there was a weekend event once or twice a year they would informally exempt the vendors attending the event from having to obtain a licence as they do not have the resources to deal with the administration involved in creating a special event licensing system. They would still require an inspection by the health department. They are currently reviewing their by-law.	
City of Toronto	The City of Toronto requires that vendors have a City of Toronto business licence (either a non-motorized refreshment vehicle licence - \$383 or a motorized refreshment vehicle licence - \$1,091) in addition to a permit (sidewalk vending permit - \$2,489 or \$4,575, mobile food vending permit - \$5,067 or ice cream vending permit \$525.19).	Business Licence + Permit
	SPECIAL EVENTS	
	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>NON-CITY RUN EVENT At a special event run by an independent organizer, the vendor requires:</p> <ul style="list-style-type: none"> • City of Toronto business licence. • The permission from the event organizer (and the event organizer requires a permit from the City). <p>The vendors are not required to obtain a vending permit from Municipal Licensing and Standards Division of the City of Toronto (like permanent vendors) and are not regulated by the provisions in the vending by-laws. They cannot operate with a licence from a different municipality.</p> </div> <div style="width: 45%;"> <p>CITY-RUN EVENT At a City of Toronto produced event, the vendor/company must have:</p> <ul style="list-style-type: none"> • Follow public health special event temporary food establishment rules. • Provide proof of insurance. • Pay a food vendor one-time fee paid • Additional criteria must be met depending on the event and the type of vendor (e.g. an event with food trucks requires a valid mobile licence from a city within Ontario and passing rating from Toronto Public Health. Some events with tented food vendors do not require a licence but require a food handler certificate administered by public health. </div> </div>	<p>Non-City Run: Non-motorized Refreshment Vehicle business licence \$383 or Motorized refreshment vehicle <u>business licence</u> \$1,090.51. City- Run: Fee depends on the type of event and type of vendor (ranges between \$100-\$400 per event for both tented vendors and trucks).</p>

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Hamilton	<p>Special Events:</p> <p>Individual food stall vendors need to have permission from the event organizer to sell food at an event and will need to submit the relevant information via the event organizer. Hamilton has a Special Events Advisory Team (SEAT) that reviews applications, gives approval and lets the organizer know if they require additional permits (e.g. public health).</p> <p>Food vendor serving from a tent/table or a merchandise vendor who is selling wares are not being licensed at this time but Hamilton is looking into a special event permit. SEAT requires that the event organizer submit a list of food vendors and the municipal licensing clerk uses the list of vendors to determine if a licence is required (e.g. food trucks or refreshment vehicles all require City of Hamilton licences). Vendors with trading licences issued by another Council may still be able to trade under this licence at an event in Hamilton if it is a one-off trade. If they intend to trade regularly in Hamilton, they need to apply for an annual registration. Unlicensed vendors at tables/tents are required to obtain a special event food permit, outline exactly what they intend to sell and how the food will be treated in order to ensure the proper inspections are initiated, and vendors are properly licensed (pay an application fee).</p>	<p>Regular Licence Fees:</p> <ul style="list-style-type: none"> - Hawker/peddler - \$217 - Transient Trader (three-month period) - \$609 - Class A B or C Refreshment Vehicles - \$311 *Additional \$62 administration fee for new first time licence applications <p>Events:</p> <p>The event organizer may charge the vendors but the City does not get involved in this agreement.</p>
Oshawa	<p>Short-term food vendors and refreshment vehicles require a licence to operate at all privately-run events in the city. Short-term refreshment vehicles require proof of insurance; however, short term food shop vendors fall under the event organizer's policy.</p> <p>The city has opportunities for merchandise and food vendors at city-run special events (e.g. Canada Day) but they must meet a number of submission requirements (such as certificate of insurance and a signed vendor agreement).</p>	<p>Short Term Food Shop Licence:</p> <p>\$75 application fee and \$30 per day</p> <p>Temporary Refreshment Vehicle Licence:</p> <p>\$ 75 application fee and \$75 licence</p> <p>City-Run Events:</p> <p>10 x 10 feet spaces: \$500 for the day 10 x 20 feet spaces: \$700 for the day</p>
Whitby	<p>For special events, the event organizer is responsible for dealing with the individual vendors and collecting all information and appropriate documentation from their vendors (insurance and public health inspections). The Town of Whitby does not get involved with the vendors and they collect one fee and proof of insurance from the event organizer to have the event on city property.</p> <p>They are in the process of rewriting their policy for special events and hope to be done by year-end.</p>	<p>Fee for event ranges from \$20 to \$600 depending on location and can be more expensive for non-residents</p>

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Municipal Scan of Vendor Special Event Licensing

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Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
<p>Ajax</p>	<p>Vendors at special events are not licensed by the bylaw department; however, refreshment vehicles must be licenced at special events (either at town facilities or private events).</p> <p>Ajax also does not allow street parties because the Durham Regional Police will not support it. Events can be held in parks with a permit.</p> <p>For city-run events, there is a special events co-ordinator who puts out a tender to the public, gets submissions and then selects the vendors.</p>	<p><u>Vendor Fees (City Events)</u></p> <p>First Time Events and Events with an expected attendance of 2,000 people or less:</p> <ul style="list-style-type: none"> - Single item food and beverage \$75 - Multi-item food and beverage \$100 - Non-Food and beverage \$100 - Handicraft Vendor \$50 <p>Established Events with an expected attendance of 2,000 to 4,000</p> <ul style="list-style-type: none"> - Single item food and beverage \$100 - Multi-item food and beverage \$150 - Non-Food and beverage \$200 - Handicraft Vendor \$50 <p>Established Events with an expected attendance of more than 4,000</p> <ul style="list-style-type: none"> - Single item food and beverage \$175 - Multi-item food and beverage \$275 - Non-Food and beverage \$300 - Handicraft Vendor \$50

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Markham	<p>For City of Markham sponsored events, the special events department collects all the paperwork and has by-law/licensing print out necessary licenses.</p> <p>By-law 2012-158 : Schedule 23 – Relating to Temporary Vendors: Retail sales from a temporary location owner licence fee \$563, late charge \$50</p> <p>Types of Licences: The licensing officer may issue the following types of licenses in connection with the business of selling products from a portable display unit or selling products by going place to place or to a particular place:</p> <ul style="list-style-type: none"> (a) designated area vendor (b) designated area vehicle vendor (c) designated area portable display unit (d) hawker or pedlar <p>Private event on city land (e.g. Ribfest) must provide a list of vendors and insurance. If there are food vendors then they have to have a health inspection. Breach of contract of information could result in additional fees or they would not be permitted to host an event again.</p>	<p>Non-City Run Events: Event organizer or individual vendors not charged but paperwork still collected to ensure health and safety</p> <p>City-Run Events: (e.g. Children's Fest)</p> <p>For profit vendors: \$460 or \$550 with tent</p> <p>Non-profit vendors: \$125 (Shared tent)</p>
Vaughan	<p>Vendors at special events must already be licensed as either food vendors or business vendors. If they are not they can supply a support letter that must be approved by the manager of special events and licensing. There is no fee charged but they require the letter within a certain time span (usually 30 days).</p>	<p>Film fee \$262 Street parties \$77 Athletic events \$522 Festival \$104 + pre-opening inspection fee of \$150</p>

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Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Halton Hills	Event food service licence was required for any mobile or portable food service at any type of event but this licence was repealed in 2010 so vendors are no longer licensed at special events. It was considered burdensome to administer relative to the revenue they received and the public health department is vigilant at attending events and shutting down those that are not up to standard. The Events Department still notifies the event organizer of what is required (e.g. public health approval).	
Milton	<p>Milton has two schedules that apply and fall under the business licence.</p> <p>1) The refreshment vehicle schedule has five classes (Class A, B, C, D, E). To obtain a licence you must have proof of two million general liability insurance. The refreshment vehicle schedule (Class A-E) is not used for events. Refreshment vehicles fall under the transient trader licence when at a special event. This implies that a refreshment vehicle can come from another municipality and is not required to be licenced as a refreshment vehicle by the City of Milton as they fall under the event organizer's transient trader licence and are covered by their insurance policy.</p> <p>2) The Transient trader licence is used for special events. The vendors (both food and non-food) fall under this licence and the event organizer or company acquires the licence and takes out the insurance (two million general liability). The vendors have to go through the application and inspection process with public health themselves.</p> <p>Categories in the transient trader licence: day sales, seasonal sales, door-to-door sales, antique/collectible sales, craft show, manufacturing show, flea market, general.</p>	<p>Fee ranges from \$188 - \$433</p> <p>Fee ranges from \$180 - \$435</p> <p>The licensing fee is waived with proof of charitable or non-profit status.</p>

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees																
Kitchener	<p>Kitchener has two By-laws regulating vendors or vendors at markets. One is focused on retail markets and merchandise vendors, and the other on food vendors. If a special event is intending on selling both food and merchandise they must obtain both the correct exhibition, circus, carnival, festival or permanent outdoor concert facility licence and the temporary retail market licence.</p> <p>“Temporary retail market” means a market where goods or services are sold that:</p> <p>(a) has five or more vendors selling goods or services;</p> <p>(b) is held for no more than 12 consecutive weeks on one calendar year; and,</p> <p>(c) is held inside a building which is licensed by the city as a public hall or which is a motel, hotel, or shopping mall, or is held outdoors on private or public property.</p> <p>“Cultural festival” means a festival held by a non-profit or charitable organization that is open to the public and that celebrates the cultural diversity of the community which includes no more than 40 food and merchandise vendors in total and shall include Oktoberfest and the Multicultural Festival.</p> <p>Enforcement does not enforce the events. Because they require health and fire approvals. Health and Fire enforce and ensure that regulations are followed:</p> <table><tr><th>Exhibition, Circus, Carnival, Festival or Permanent Outdoor Concert Facility</th><th>Original Fee</th></tr><tr><td>Class A- a circus or travelling circus, menagerie, wax works or any travelling show</td><td>\$594</td></tr><tr><td>Class B – carnival or midway</td><td>\$489</td></tr><tr><td>Class C – circus-riding, rope-walking, dancing, tumbling or other gymnastic or acrobatic performance, or any other exhibition or show not specifically provided for in this Chapter</td><td>\$96</td></tr><tr><td>Class D – Festivals, neighbourhood festivals</td><td>\$96</td></tr><tr><td>Class E – Outdoor Concert</td><td>\$666</td></tr><tr><td>Class F – Permanent Outdoor Concert Facility</td><td>\$658</td></tr><tr><td>Class G – Cultural Festival</td><td>\$155</td></tr></table>	Exhibition, Circus, Carnival, Festival or Permanent Outdoor Concert Facility	Original Fee	Class A- a circus or travelling circus, menagerie, wax works or any travelling show	\$594	Class B – carnival or midway	\$489	Class C – circus-riding, rope-walking, dancing, tumbling or other gymnastic or acrobatic performance, or any other exhibition or show not specifically provided for in this Chapter	\$96	Class D – Festivals, neighbourhood festivals	\$96	Class E – Outdoor Concert	\$666	Class F – Permanent Outdoor Concert Facility	\$658	Class G – Cultural Festival	\$155	<p>Temporary Retail Market (maximum annual fees - \$4,010) - \$ 511 for up to three consecutive days</p>
Exhibition, Circus, Carnival, Festival or Permanent Outdoor Concert Facility	Original Fee																	
Class A- a circus or travelling circus, menagerie, wax works or any travelling show	\$594																	
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Municipal Scan of Vendor Special Event Licensing

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Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Barrie	<p>Temporary vendor means a person, who on a temporary basis and for a period not to exceed 60 consecutive days, sells or offers for sale, goods, wares, merchandise, items or service at an outdoor location or premise, but does not include a sales booth or location selling or offering second hand goods for sale.</p> <p>The City of Barrie used to require that each event organizer and each vendor at the event get their own business licence. Approximately seven years ago this was changed as it was viewed as a lot of unnecessary layers and administration. The event organizer now controls what vendors they have at the event. They are required to submit proof of insurance, a list to the City of Barrie and food vendors are required to submit permit applications to the health unit and proof of TSSA inspection if necessary.</p>	<p>For City-run events vendor fees can be as low as \$75-\$100 for smaller events and \$300 to \$500 for larger ones.</p>
Calgary	<p>For outdoor concerts (events of 5,000 or more attendees), vendors require a business licence and the event organizer's permission.</p> <p>For festivals or special events that take place on government land, Calgary waives the licensing requirements as the city has an Integrated Events Team IET that processes the application, sets standards, checks qualifications and grants approvals. The IET is interdepartmental; all departments must sign off and must obtain proof of a minimum of two million dollars of liability insurance. Because this team performs all the work of approvals, event organizers must submit all the paper work that would normally be required for a licence and vendors pay for Health, Fire, Building and Planning department permits and fees.</p> <p>Calgary created a pre-qualified vendors list for vendors who apply and must show they have all the appropriate equipment, complete a health standards course, etc. Festival and event organizers can then select vendors from that list which saves time when going on site as officers know which vendor is on the approved list and meets the standards/requirements.</p> <p>Food trucks or ice cream trucks require the regular food vehicle/no premise licence as to provide them a special event license that is less expensive would put them at an unfair advantage relative to those who have to pay for the full license to operate in the municipality. Additionally, those coming into the municipality pay no taxes and profit from their sales within Calgary.</p>	<p>Outdoor Concerts \$1,000 for licence</p> <p><u>Food Service – No premises</u> \$ 752 issuance</p> <p><u>Full Service Food Vehicle</u> \$ 752 issuance</p> <p><u>Retail Dealer – No premises</u> \$ 752 issuance</p> <p><u>Pushcart Vendor</u> \$ 170 issuance</p>

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
Vancouver	<p>If an event organizer wanted to have vendors, food trucks require the roaming food vending permit/catering licence.</p> <p>For general vendors, the event organizer must get a special event market permit so they can control which vendors are able to attend their event.</p> <p>Special Event Market Permit Requirements:</p> <ul style="list-style-type: none"> • The organizer is required to have the necessary insurance for the event and for the vendors attending. The vendors fall under the event permit that is purchased by the organizer and the vendor does not require their own permit or insurance as that would fall on the shoulders of the event organizer. • The organizer is responsible for making sure the vendors are inspected by and have all the appropriate permits from Vancouver Coastal Health. 	<p>one block/day \$115 ** A block is considered as one full city block or plaza in the case of the two Art Gallery Plazas</p> <p><u>Event Organizers must pay an application fee:</u> \$ 100 for not-for-profits \$ 200 for commercial or corporate organizations \$ 30 for Park Events</p>
The City of London	<p>For special events, food vendors approach the event organizer and they have their own agreement. To operate a concession at a special event on city-owned land, all food vendors must be registered with the City of London. When filling out the required application with the city, they must pay a fee depending on if they have a London business licence or not. (One of the six refreshment vehicle licences is considered a business licence).</p> <p>Event organizers need insurance (five million dollars).</p> <p>Local community groups are exempted from the vendor registration fees.</p>	<p>1. WITH City of London Business License: \$ 35 per vendor/per year/per unit (good for whole year)</p> <p>2. WITHOUT A city of London business licence: \$ 110 per event/per unit up to four units (additional units at no cost) and you must register for each event</p>

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Municipal Scan of Vendor Special Event Licensing

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Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
<p>City of Edmonton</p>	<p>Different Permits are required for independently operating vendors, festivals and special events. All events must obtain health approval from a Public Health Inspector/Environmental Health Officer of Alberta Health Services.</p> <p>Vending Permit: Required for vendors operating vending units on property owned by the City of Edmonton.</p> <p>Umbrella Vending Permit: Required for festivals and large events that would like to allow one or more vendors to operate at the event. A festival business licence is required for any event operating under an umbrella vendor permit.</p> <p>Vendors include all food vendors, portable toilet providers, entertainers and other businesses providing a service. A representative for the event must fill out the permit application form and submit it to the Street Vending Coordinator.</p> <p>Special Event Vending Permit: Required for small events, including community league events, that would like to allow one or more vendors to operate at the event. Special events are only permitted to host vendors that appear on the approved vendor list.</p> <p>Approved Vendor List: The city maintains an approved vendor list that includes vendors who are compliant with city by-laws, vending guidelines, and the terms and conditions (vendors must also have a business licence – can obtain a travelling temporary food or travelling temporary licence. The vendors on the list have a current City of Edmonton business licence, valid public liability insurance; and, if the vendor is a food and beverage or ice cream only vendor, a food handling permit. These vendors can be hired for private events on city property or by the city for civic events. The list does not represent a city endorsement; any vendor that complies with the requirements will be added to the list.</p> <p>Festival: An event that is supported by the Edmonton Arts Council or is recognized by the Civic Events Office. Any event that does not meet this standard is not considered a festival.</p> <p>Large Event: Typically, large events include road closures, a large number of vendors or other attributes that signify the event is of a large scale. The street vending co-ordinator uses their discretion in determining this.</p> <p>Special Event: Any small, private event (including community league events) being hosted on City of Edmonton property. If the event is open to the public, the organizer will let the Special Events Department know and they get a list of the vendors that are going to be present who must have a business licence.</p>	<p>Note: Fees vary for these permits depending on whether the vendor has proof of not-for-profit status or creates art.</p> <p>Vending Permit Standard Vendor \$111/month or \$11/day Not for Profit \$20/month Artist \$10/month **this permit is required for street events/festivals</p> <p>Umbrella Vendor Permit Standard - \$56/vendor per event Not For Profit - \$20/event Artist - \$10/ vendor per event</p> <p>Special Event Vendor Permit Standard - \$35/event Not For Profit - \$20/event Artist - \$10/event</p>

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
City of Halifax	<p>For city-run special events (e.g. Canada Day), the city puts out a call of interest to interested food and merchandise vendors for the event. The Special Events Task Force accepts applications and collects the fee.</p> <p>For special events put on by private people or organizations on municipal land, the city does not issue licences and does not deal directly with vendors in this situation. Food and merchandise vendors apply through the private company. Temporary food permit may be provided through the province (Nova Scotia Agriculture and Fisheries – Food Safety).</p>	fee of \$200 for special events
City of Kingston	<p>At a special event, the City of Kingston requires that any refreshment vendor (motorized or non-motorized vehicle) have a regular Class A, B, C, D or E licence. Class E licence is for any Class A or B refreshment motorized vehicle which proposes to operate for less than one month in any year.</p> <p>There are also specific day sales licences for people, including a hobby group or club, that propose to carry on business for part of a calendar year in a specific location other than the person's regular place of business for the purpose of selling, buying and/or promoting goods and services including food.</p> <p>For crafts or artisans, there is a special event licence that the event organizer takes out on behalf of the vendors. They are required to submit the vendor/businesses information and what they are proposing to sell or promote at the event. Craft/artisan vendors are defined by the festival organizers as crafters or artisans who offer for sale items which are no less than 90% handmade by him or herself. The items must be crafted by the person that submits the application. Absolutely no commercial items are permitted in a craft/artisan booth. The insurance is then covered by the event organizer. For city-run events, the craft and artisan applications are juried by a committee.</p>	<p>Motorized refreshment vehicle Class A, B \$281</p> <p>Non-Motorized Refreshment Vehicle Class C \$126, Class D \$64 Class E \$145</p> <p><u>Specific Day Sales</u> Class A is good for one to five days and ranges from \$32 to \$612 and \$1,835 for non-resident Class B good for six days to six months \$123 for first month and \$32 for each additional month (\$1,224 for non-residents for one month and \$367 for each additional month)</p> <p><u>Specific Location Sale</u> Class 1 No charge Class 2 per day \$39 Class 3 per year \$7,767</p>

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Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees																																			
<p>City of Ottawa 613 580 2424 ext. 12735</p> <p>Contact: Peter Suess 613 580 2424 ext. 29304 or Greg Ward at 613 580 2424 ext. 14398</p>	<p>The licensing office does not get involved with the cost or arrangement between the event organizer and the food vendor. However, the event organizer must provide a list of the vendors including name and telephone numbers, and what they will be selling. As long as the vendor has an active licence then the event permit will be approved (event organizer is responsible for ensuring the vendors are licenced).</p> <p>For Itinerants’ sellers licence if an event has five or more vendors selling merchandise they can get a “blanket licence”. General liability insurance is still required.</p> <table><tr><th>Licence Type</th><th>Mobile Canteen</th><th>Refreshment Cart</th><th>Refreshment Vehicle</th><th>Refreshment Stand</th></tr><tr><td>Annual</td><td>\$ 645</td><td>\$524</td><td>\$2,990</td><td>\$701</td></tr><tr><td>6 months</td><td>\$ 469</td><td>\$350</td><td>\$1,933</td><td>\$469</td></tr><tr><td>Monthly</td><td>\$ 232</td><td>\$232</td><td>\$295</td><td>\$232</td></tr><tr><td>Special Event (1-21 Days)</td><td>\$204</td><td>\$204</td><td>\$232</td><td>\$204</td></tr><tr><td>Special Event per day (1-4 days)</td><td>\$174</td><td>\$174</td><td>\$175</td><td>\$153</td></tr><tr><td>Canada Day</td><td></td><td>\$151</td><td>\$151</td><td></td></tr></table>	Licence Type	Mobile Canteen	Refreshment Cart	Refreshment Vehicle	Refreshment Stand	Annual	\$ 645	\$524	\$2,990	\$701	6 months	\$ 469	\$350	\$1,933	\$469	Monthly	\$ 232	\$232	\$295	\$232	Special Event (1-21 Days)	\$204	\$204	\$232	\$204	Special Event per day (1-4 days)	\$174	\$174	\$175	\$153	Canada Day		\$151	\$151		<p>There are different tiers of licences for both type of vendor and length of licence (See chart).</p>
Licence Type	Mobile Canteen	Refreshment Cart	Refreshment Vehicle	Refreshment Stand																																	
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Canada Day		\$151	\$151																																		
<p>City of Windsor</p>	<ul style="list-style-type: none">• There are three classes of mobile vendors of food” in the Business By-law .• Seasonal vendors are regulated by the Recreational Department; a seasonal permit is required• Festival vendors do not require a permit. The event organizer requires a permit.																																				

Municipal Scan of Vendor Special Event Licensing

Jurisdiction	By-law Provisions/Enforcement Process	Licence Costs & Fees
<p style="text-align: center;">City of Winnipeg</p>	<p>A temporary food service establishment means a food service establishment that operates at a fixed location for a period of time not more than six months in conjunction with a single event or celebration.</p> <p>The Licensing Department only licenses what health will issue a health permit for. They have the catering licence (for food that is prepared at a licensed restaurant and reheated or sold at event) or the temporary food service establishment licence. The catering licence covers the temporary food establishment license so both are not needed. The applications are reviewed on a case-by-case basis.</p> <p>Prerequisites: Upon application, the Community By-law Enforcement Division will coordinate the following:</p> <ul style="list-style-type: none"> - verification from a Public Health Inspector that the premises at which the food service establishment is proposed to be operated or carried on meets the requirements of the <i>Public Health Act</i>, the Food Service Establishment By-law and other relevant City by-laws and other regulatory requirements relating to public health; - verification from a city employee authorized to administer and enforce the Zoning By-law or the Downtown Winnipeg Zoning By-law that operation of the business on the premises for which the licence is sought is permitted under one of those two zoning by-laws; - a copy of an occupancy permit authorizing the business to occupy the premises for which the licence is sought; and, - compliance with the <i>Public Health Act</i>. <p>Food trucks do not need an additional permit for a special event. An outdoor mobile food vendor licence (food truck) needs insurance.</p>	<p>Cost: \$334 for 14 days or less</p> <p>\$167.00 extension up to seven additional days</p> <p>\$331.00 Seasonal (up to six months - weekends and holidays) – farmers market</p> <p>\$138.00 limited (operating for a period of two hours or less)</p> <p>Fees are not permitted to be pro-rated or reduced, however, a recent Council approved amendment to the Doing Business in Winnipeg By-law now allows annual licences to be taken at any time of the year. Licences are valid for one year from date of purchase.</p>
<p style="text-align: center;">Surrey, BC</p>	<p>The City of Surrey requires vendors to obtain a special events licence for the day of the event in order to operate at special events (both food and non-food vendors). If a vendor already possesses a City of Surrey licence, they must still obtain a special event business licence for the day of the event unless the location is the place where their regular licence is issued for.</p>	<p>It is up to the event organizer to set a fee for vendors.</p>

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Licence Fee Alternatives for Special Event Vendors

<p>Alternative 1:</p> <p><u>Status Quo</u> - \$50 charged to each vendor owner for a special event licence.</p>	<p>Advantages:</p> <ul style="list-style-type: none"> • Issuing a licence to the individual vendors ensures that each vendor is in compliance with the by-law (especially the health requirements and provides proof from a medical practitioner that the operators are fit and free from communicable disease). <p>Disadvantages:</p> <ul style="list-style-type: none"> • The administration involved with issuing individual licences to each vendor owner and operator is onerous and involves considerable staff time and resources. • This option can also be onerous for each vendor who must deal with both the licensing section and the event organizer, as well as pay two different fees. Often the vendors must attend the Mobile Licensing Enforcement office to be inspected and receive the licence, which may be difficult if the vendor is from out of town. • Vendors who have already obtained a regular refreshment cart/cycle or portable display unit (PDU) licence must obtain another licence in order to operate at special events.
<p>Alternative 2:</p> <p>\$51 per vendor per event charged to event organizers and \$31 per vendor per event for non-profit service group organisers.</p> <p>An event will be deemed as one to five days at one location.</p> <p>If an event is to run longer an additional fee of \$31 per vender for every five additional days at one location shall be charged to the event organizer.</p> <p>Special Events will include temporary uses such as farmers markets.</p> <p>All applications must be submitted 10 business days prior to an event.</p>	<p>Advantages:</p> <ul style="list-style-type: none"> • One fee collected from the event organizer will lead to less administration. • The costs the event organizer can charge to the vendors can vary according to their status (i.e. an event organizer can charge less to an artisanal or craft vendor and charge more to a large for-profit vendor to offset this lower fee). • No impact on City licensing revenues. Licensing revenues will continue to cover the cost of administration and enforcement of vendors at the event ensuring safety of event participants. • Vendors who already hold a valid City PDU, refreshment cart/cycle licence will not be required to obtain another licence in order to operate at the event. • Non-profit service groups will be able to attract vendors to their events. • 10 business day requirement ensures that the application can be processed and all relevant legislative authorities have been notified. <p>Disadvantages:</p> <ul style="list-style-type: none"> • The event organizer is responsible for the payment and may view this as burdensome. However, most events already work with Mobile Licensing Enforcement and collect fees from vendors. The fee collected from vendors by the event organizer could be increased to offset the licensing cost. • The City cannot be certain that the event organizer will charge non-profits and artisan or craft vendors less than their for-profit counterparts.

Licence Fee Alternatives for Special Event Vendors

Alternative 3:

Charge the event organizer a different fee for each vendor depending on type.

\$50 per vendor per event (Standard).

\$20 per vendor per event (non-profit or artisanal/craft vendor).

This structure is similar to **Option 2**; however, the City is charging a different rate for non-profit or artisanal/craft vendors and is thus incentivizing the inclusion of these vendors at events. The City will ask for a list of vendors during the licensing process and which category they are in. One drawback is that because it is still the event organizer who is paying on behalf of the vendors, the amount that they are charging to the actual vendors is still unknown (However, it is unlikely that they will charge artisanal/craft and non-profit vendors the same price as for-profit vendors since they will be less likely to be able to partake).

This fee structure may result in a loss of licensing revenue for the City, depending on the fee structure.

When Mobile Licensing Enforcement officers are inspecting at events, it is important they ensure that event organizers are not abusing the fee structure and trying to pass standard vendors as non-profit.

Alternative 4:

Charge a fee contingent on number of vendors at the event.

This option could provide a benefit to either the event organizers who would save money or to the City who may gain more revenue. It is hard to estimate the revenue loss or gain that will occur for the City as the number of vendors at future events is difficult to predict.

The proposed licensing fee structure will determine the impact on City licensing revenues relative to the existing licensing fee structure .

Alternative 5:

Similar to **Alternative 3** but with different fees depending on event size.

The City of Edmonton currently has this fee structure.

	Standard	Not for Profit	Artist
Umbrella Vendor Permit (large event/festival)	\$56/vendor per event	\$20/vendor per event	\$10/vendor per event
Special Event Vendor Permit (smaller event)	\$35/event	\$20/event	\$10/event

This fee structure is beneficial as it recognizes that there are different types of vendors who may or may not profit from vending. Additionally, it is also recognized that some events receive much more traffic than others (large festivals for example). Some examples of events in each category should be provided at the outset to better inform event organizers; however, a determination would have to be made as to which category the event falls into (taking into consideration the amount of attendees expected, location etc.).

This alternative may negatively impact City licensing revenues. It is hard to estimate the future revenue impact as the amount of events and vendors is unknown.

Mobile Licensing Enforcement officers would have to ensure at events that vendors are indeed not for profit or artists to ensure that event organizers are not abusing the option of lower fee payment.

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Licence Fee Alternatives for Special Event Vendors

<p>Alternative 6:</p> <p>Special Event Vendor Licence (taken out by vendor) with various time frames.</p> <p>e.g. special event licence valid: One to four days; Six to 21 days; Monthly; Six Months; or, Annual.</p>	<p>The City of Kingston and Ottawa have a similar fee structures to this option.</p> <p>This fee structure would provide a special fee classification for refreshment motorized vehicles that intend to operate for less than one month or between one and six months in any year. This may be a particularly desirable fee structure for food trucks as the annual licence fee may be expensive for food trucks from other municipalities. In addition, paying per event may also be costly as if they intend on attending a few events in a given month (especially in terms of re-inspection and administration involved).</p> <p>An obvious advantage of this approach is that savings accrue due to less administration, staff resources and time. If vendors intend to attend a number of events during the summer, they can acquire a licence that will reflect the time period of these events rather than obtaining one for each.</p>
<p>Other Alternatives</p>	<p>A jurisdictional scan of the licensing and fee structures of other municipalities for vendors at events revealed that there are a myriad of different approaches. However, many of these approaches are not practical for the City of Mississauga as they would require a substantial change in the structure of the existing licensing schemes and by-laws (e.g. licensing and permit structures or double-tier licensing schemes).</p>



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DATE: April 28, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Paul A. Mitcham, P. Eng., MBA
Commissioner of Community Services

SUBJECT: **Agreement to Build and Maintain Lit Tennis Courts at Port
Credit Secondary School, 70 Mineola Road East
(Ward 1)**

RECOMMENDATION: That a by-law be enacted authorizing the Commissioner of Community Services and the City Clerk on behalf of the Corporation of the City of Mississauga to enter into a Joint Use and License Agreement with the Peel District School Board (PDSB) for the construction, maintenance and use of four lit tennis courts at Port Credit Secondary School, in a form satisfactory to Legal Services.

**REPORT
HIGHLIGHTS:**

- The City and the PDSB have negotiated an agreement permitting the City to construct, maintain and use four lit tennis courts at Port Credit Secondary School.
- Construction will commence in June and conclude in September 2015.
- The courts will be lit to allow the public increased hours of use outside of the school hours.
- The lands being licensed include the tennis courts and a parking area for 30 vehicles.

13a BACKGROUND:

The PDSB is the owner of 70 Mineola Road East, known as Port Credit Secondary School (PCSS). There are six tennis courts located on PCSS property that are in a state of disrepair and are unavailable for school or public use. The PDSB does not have a life cycle maintenance program to repair the tennis courts. As a result of the loss of tennis courts at Harold E. Kennedy Park (former Lions Club) additional tennis courts are required in the south part of the city. As such, the City and the PDSB have negotiated an agreement that allows the City to demolish the six existing tennis courts and replace them with four lit tennis courts.

COMMENTS:

The existing six tennis courts at PCSS are in poor condition. The partnership between the City and PDSB will allow for replacement of the existing tennis courts with four lit tennis courts for both school and public use. This project is consistent with the 2014 Future Directions Master Plan for Recreation.

The terms and conditions of a Joint Use and License Agreement to permit the construction of four lit tennis courts have been agreed to by both parties. The City will pay for and construct the tennis courts. The Agreement contains a clause that grants the City partial reimbursement of capital costs if the PDSB decides to terminate the agreement.

The City will be the sole user of the tennis courts from 5:00PM to 11:00PM on school days, and from 8:00AM to 11:00PM on non-school days as determined by the PDSB school year calendar. The PDSB has exclusive use of the tennis courts outside of the above noted hours.

The City will be responsible for the maintenance and repair of the tennis courts, which includes landscaping, grounds maintenance, resurfacing of the courts, garbage removal and replacement/repair of tennis nets. The PDSB is responsible for the maintenance and repair of the Parking Area, including snow removal, landscaping, grounds maintenance, and garbage removal.

The tennis courts will be lit to increase public usage of the courts, and compensate for the hours where public access is not permitted due to usage by the PDSB.

The tennis court construction will take place during the summer of 2015.

STRATEGIC PLAN: The City's collaborative partnership with the PDSB supports the Strategic Plan Prosper Pillar. The construction of four lit tennis courts enhances the community and public realm, supporting the Strategic Plan Connect Pillar.

FINANCIAL IMPACT: The project is budget approved under PN-11308 (\$351,000).

CONCLUSION: The City should be authorized to enter into the Joint Use and License Agreement with the PDSB to enable the construction and joint use of four lit tennis courts at Port Credit Secondary School.

ATTACHMENTS: Appendix 1: Location Map



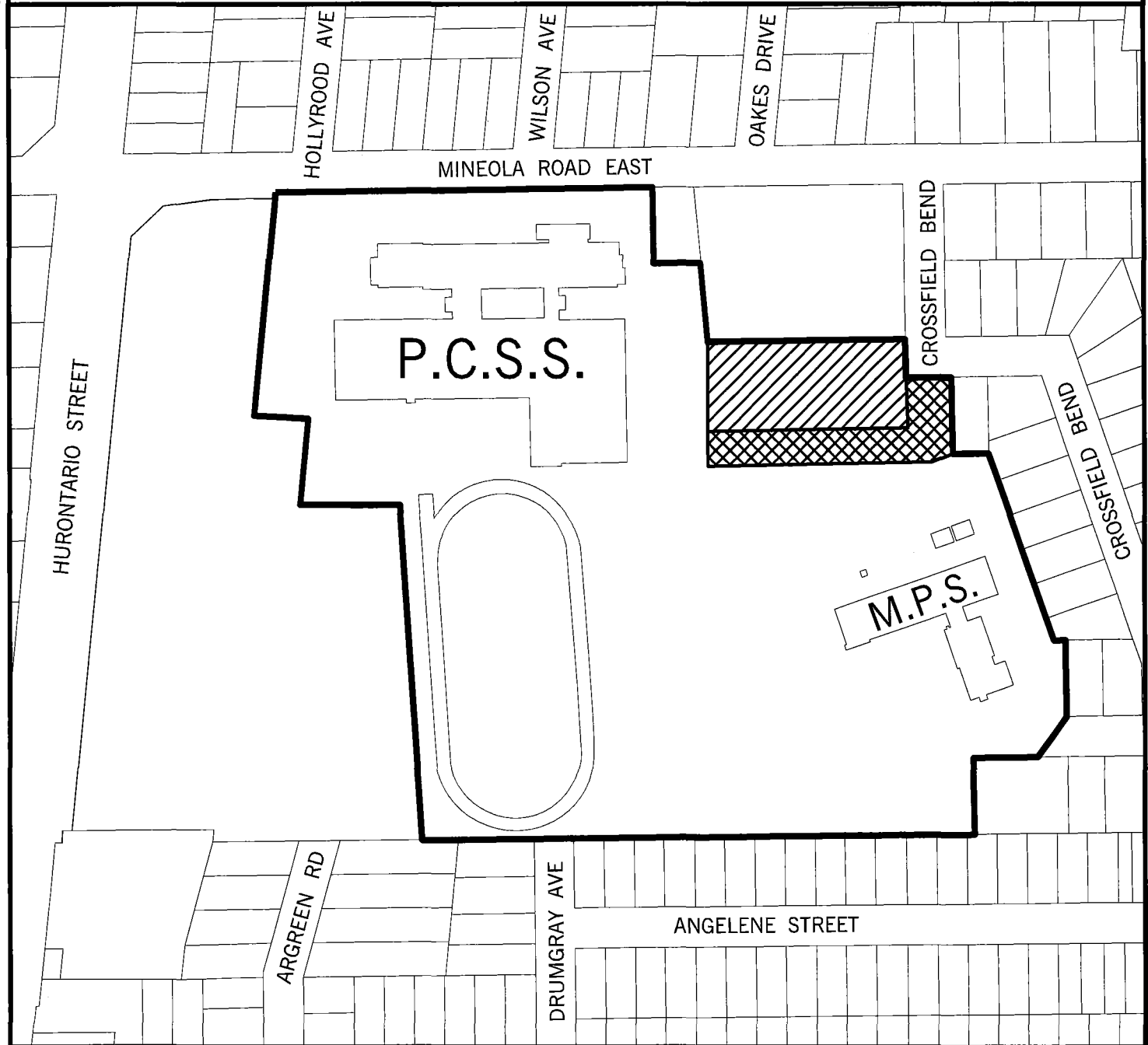
Paul A. Mitcham, P. Eng., MBA
Commissioner of Community Services

Prepared By: Matthew Shilton, Planner, Community Services

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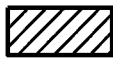
APPENDIX 1: LOCATION MAP



LEGEND



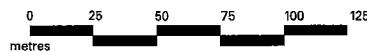
P.D.S.B. BOUNDARY



TENNIS COURTS



PARKING AREA



MISSISSAUGA



Produced by
T&W, Geomatics

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DATE: April 24, 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Paul A. Mitcham, P. Eng. MBA
Commissioner of Community Services

SUBJECT: **Parks Access Permit Process**

General Committee

MAY 20 2015

- RECOMMENDATION:**
1. That a bylaw be enacted to amend the Parks By-law 186-05, as amended, to set out the process for obtaining a permit to temporarily access a park.
 2. That a bylaw be enacted to amend the Fees and Charges By-law for Parks, Marinas, Forestry, Cemeteries and Sports Fields 291-2014, to establish fees for a Parks Access Permit along with recovery of costs for restoration of City property.

BACKGROUND: The Parks and Forestry Division uses Parks Access Permits to allow external agencies and contractors to access parklands on a short term basis for a variety of purposes. Typical requests would involve Region of Peel, for example, crossing parkland to access infrastructure to carry out work, or residents wishing to install a swimming pool or carry out other construction on their property using a park as the point of access.

PRESENT STATUS: The existing process for Parks Access Permits is paper-based and outdated. Parks currently lacks the authority to charge a permit fee, take securities or enforce restoration of park property if there is damage caused by a permit holder.

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COMMENTS:

Parks and Forestry would like to update and streamline the Parks Access Permit process. The ultimate objective is to move to an online permit system to improve customer service; in the interim a fillable PDF will replace the existing paper form.

Since the permit is solely to the benefit of the permit holder, staff believe it is reasonable to charge a permit fee which will assist in offsetting staff time for processing the permit and making site visits as required. If administrative time, or site visits exceed three hours, and additional hourly charge is proposed – a charge for Parks staff (labour and vehicle) already exists in the Fees and Charges By-law. Finally, it is important that the park property is restored to the satisfaction of the City if it is damaged by contractors, or activity associated with the permit. This will be facilitated by the taking of securities and the establishment of authority to recover restoration costs which will be set out in the terms and conditions of the permit. A two tiered system for securities is proposed, with a set refundable deposit for minor projects (generally simple crossing of parkland) and a variable scale for major projects (for example major construction or utility work on parkland). The changes proposed by staff will bring the Parks Access Permit process more in line with similar permits issued by Transportation and Works.

It is proposed that the following be added to Schedule 'A' of the Fees and Charges By-law 291-2014:

<i>Park Access Permits</i>	
Park Access Permit Fee – non-refundable	\$325.00
Security Deposit-Minor Project	\$1,000
Security Deposit-Major Project	As Determined by Parks and Forestry
Hourly Staff Charge-Administration (If Beyond 3 Hours)	\$100.00
Hourly Staff Charge-Site Inspection (If Beyond 3 Hours)	\$140.26
Site Restoration Costs-Contractors	Direct Cost plus 8% Administration
Site Restoration Costs-Parks and Forestry Staff	\$140.26 per hour plus Direct Cost for Materials

FINANCIAL IMPACT: At present Parks and Forestry issues approximately 10 permits annually. Based on the proposed fees, staff estimate the annual revenue as being \$5,000.

CONCLUSION: Parks and Forestry wishes to update its Parks Access Permit process in order to improve customer service, recover administrative costs and protect parkland from damage. In order to do so, amendments to the Parks By-law 186-05 and the Fees and Charges By-law for Parks, Marinas, Forestry, Cemeteries and Sports Fields 291-2014 are required.



Paul A. Mitcham, P. Eng. MBA
Commissioner of Community Services

Prepared By: Andy Wickens, Manager, Parks Operations



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DATE: May 6, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Gary Kent
Commissioner of Corporate Services and Chief Financial Officer

SUBJECT: **Provincial Bill 73 – *An Act to amend the Development Charges Act, 1997 and the Planning Act***

- RECOMMENDATION:**
1. That the report titled “Provincial Bill 73 – *An Act to amend the Development Charges Act, 1997 and the Planning Act*”, dated May 6, 2015 from the Commissioner of Corporate Services and Chief Financial Officer be approved and sent by the City Clerk to the Ministry of Municipal Affairs and Housing, Municipal Finance Policy Branch as part of the public consultation review and commenting process (ERB Registry Number 012-3651).
 2. That a copy of this report to be forwarded to the Association of Municipalities of Ontario (AMO), the Municipal Finance Officers Association (MFOA), the Region of Peel and Mississauga MPPs.

**REPORT
HIGHLIGHTS:**

- The Minister of Municipal Affairs and Housing introduced Bill 73 - *An Act to amend the Development Charges Act, 1997 and the Planning Act*, in response to the review of the Land Use Planning and Appeal and Development Charges Systems that was conducted in the fall of 2013.
- The *Development Charges Act, 1997* is proposed to be amended with changes that would provide municipalities with better opportunity to increase development charge funding and would also provide transparency for reporting.

- The Province is to be commended for bringing forward a Bill that will increase development charge potential. Points of clarification for some of the proposed amendments are requested and recommendations to further improve the Bill are provided.
- A companion report from the Commissioner of Planning and Building will also be considered by Planning and Development Committee on May 25, 2015.
- The 90 day public consultation period began March 5, 2015 and all comments received prior to June 3, 2015 will become part of the public record and considered as part of the decision making process by the Ministry.

BACKGROUND:

In the fall of 2013, the Province initiated a review of the Land Use Planning and Appeal and Development Charges Systems to ensure the systems are predictable, transparent and cost effective. At the December 11, 2013 Council meeting, the City's response to these was endorsed. (Resolutions 0224-2013 and 0225-2013).

On March 5, 2015 the Minister of Municipal Affairs and Housing introduced Bill 73 - *An Act to amend the Development Charges Act, 1997 and the Planning Act*, in response to the review. Bill 73 will amend both the *Development Charges Act, 1997 (DC Act)* and the *Planning Act*. In addition, the 90 day public consultation process for public review and comment period started on March 5, 2015. All comments received prior to June 3, 2015 will be considered as part of the decision making process by the Ministry. On April 21, 2015 Bill 73 underwent second reading and the debate process began.

A staff team comprising representatives from Policy Planning, Development and Design, Park Planning, Transportation Planning, Legal Services, and Finance was struck to review and assess the implications of Bill 73. This report focuses on the implications of the proposed changes to the *Development Charges Act, 1997*. A companion report from the Commissioner of Planning and Building will also be considered by Planning Development Committee on May 25, 2015 which addresses the *Planning Act*.

For context, the City of Mississauga and other municipalities have been proposing more accurate ways to calculate DC's in an urban community.

On March 18, 2015, the Ontario Municipal Board (OMB) released its decision regarding the use of an alternate methodology and the application of using "households" for the calculation of "soft services" as it relates to the level of service that can be assessed, as well as, in the final determination of the development charges that was similarly used in the City's Development Charge By-law (0342-2009 & 0161-2014).

The OMB rejected the Hemson methodologies of "households", "households and net population" or "employment and households." The Board maintained that the "net population" methodology, "net population" for parks, "net population" for indoor recreation and "net population and employment" for Public Works and Fire Services addressed the requirement of the Act.

The Board stated that "net population as a driver is not subject to the vicissitude and vagary of other drivers. It is not jarring to the reality brought about in the last decade in the planning world. In the domain of taxation, which development charge belongs, logic is a congenial companion, but experience is always a reliable guide".

In plain language, the OMB decision dictates that a resident living in the northwest portion of the City would need to drive to the freed up capacity located in the southeast, for services such as a community centre rather than providing the service locally in the northwest portion of the City.

COMMENTS:

A comprehensive overview of staff's assessment is provided in Appendix 1. The table provided identifies the proposed legislative changes, the implications of the changes, and recommended actions for Council's consideration.

Generally the proposed Bill if enacted would be beneficial. This said, while most of the proposed changes to the *Development Charges Act, 1997* provide the opportunity to increase development charge funding, many of the critical details supporting this have not been articulated.

Rather, the details will be developed through the drafting of the regulations which will prescribe the type, area and calculations to be used to determine future development charges.

It is important for the City to be a part of, or have the ability to comment on, the drafting of these regulations. This will ensure the improvements are not diluted in the regulations, but are strengthened and elaborated. This ensures the City will have the information and tools necessary to easily implement the changes. The proposed changes are required to address some of the infrastructure gap in municipalities across the province.

Appendix 2 illustrates the differences between the initial Development Charges Systems Review submission and changes purposed in Bill 73.

The following section highlights the key changes to the *Development Charges Act, 1997*.

Proposed Changes to the *Development Charges Act, 1997*

- Ineligible services - Are currently identified in the *DC Act* and regulations. The amendment for “prescribed services” will now be identified entirely in the regulations.
- Area-Specific Development Charges – Bill 73 will permit Councils to pass different Development Charges (DC) by-laws for specific parts of the municipality which can fund specific services as prescribed.
- Discounting Services – Transit services will no longer require a 10% discount to its capital costs in determining the development charge and will become a prescribed service. Discounting will continue for all other “soft” services.
- Service Level Calculations – Transit service level calculations are based on the 10 year average historical service level. It is assumed that Bill 73 will eliminate this limitation and allow transit service levels to be calculated on the planned level of services in the 10+ years following the preparation of the background study.

- Background Study and Treasurer's Statement Reporting - Expanded requirements for DC background studies to include the preparation of asset management plans and life cycle costing for growth related infrastructure. The annual Treasurer's Statement is expanded to include reporting on all assets built in the previous year using funding from development charges and identifying any non-development charge funding used to finance the asset.
- Voluntary Payments – Can be collected under the current DC legislation; however, will be restricted under Bill 73. The Minister of Municipal Affairs and Housing is given the power to investigate if a municipality has not complied with the restrictions.

Next Steps:

The Province has indicated that it would establish a Provincial Development Charges Working Group (Steering Committee) along with technical issue working groups and another for the community planning permit system to address the details of implementing some of the proposed changes.

The Ministry of Municipal Affairs and Housing (MMAH) has indicated that organizations such as the Association of Municipalities Ontario (AMO) and Municipal Finance Officers Association (MFOA) will be participating on the DC Steering Committee and will be representing municipal interests for Bill 73. These groups will be the conduit through which municipalities can express their positions on the proposed technical issues, prior to the final recommendations being given to the Province by the Steering Committee by the end of 2015.


A request to MFOA has been sent to request Mississauga staff participate on the technical issues working groups, especially as it relates to transit services and the proposed LRT. In addition, the Province needs to explore/legislate a new methodology beyond the "net population" approach so that increased needs as a result of growth are captured appropriately in the calculation of development charges.

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FINANCIAL IMPACT: Not applicable at this time. Staff will report back to General Committee when Bill 73 attains royal assent and the regulations are passed, as to the financial impact to the City.

CONCLUSION: Overall, Bill 73 provides a number of benefits to municipalities related to development charges and land use planning. This report and its appendices should be sent to the Province for consideration as the Bill is debated further before the legislature. Further, this report should be forwarded to AMO, MFOA, the Region of Peel and Mississauga MPPs.

ATTACHMENTS: Appendix 1: Bill 73 - Changes to the *Development Charges Act, 1997*, Implications and Recommendations
Appendix 2: Development Charges System Review
Recommendations and Bill 73 Alignment



Gary Kent
Commissioner of Corporate Services and Chief Financial Officer

Prepared By: Susan Cunningham, Senior Policy Analyst

**Bill 73 - Proposed Changes to the *Development Charges Act, 1997*,
Implications and Recommendations**

Appendix 1

Page 1 of 5

Theme	Proposed Changes	Implications for Mississauga	Recommendations
Ineligible Services and Prescribed Services	<ul style="list-style-type: none"> Ineligible services currently identified in the <i>DC Act</i> and regulations will be substituted by an amendment for prescribed services to be identified entirely in the regulations. 	<ul style="list-style-type: none"> This suggests that there will continue to be ineligible services, however based on the Provinces news release, waste diversion such as recycling will be permitted to recover capital costs through development charges. Opportunities may exist to add additional services although it is unlikely. The development industry will likely request a narrowing of eligible services. 	<p>For the City:</p> <ul style="list-style-type: none"> That the Mayor and Council request the Province to consider incorporating existing and currently ineligible services as prescribed services in the new regulations.
Forward Looking Service Levels	<ul style="list-style-type: none"> "Prescribed services" service levels may be based on the planned level of services in the 10 years following the preparation of the background study as opposed to the current average 10 year historical service level. Increase the amount of capital costs that can be recovered by municipalities for transit services through the elimination of the 10% discount. 	<ul style="list-style-type: none"> Further clarification will need to be provided by the province for other prescribed services beyond the transit service that may qualify for a forward looking planned level of service to be used in the DC calculations. It is unknown at this time what services will be "prescribed" by the Province but transit is assumed to become a prescribed service. 	<p>For the Province:</p> <ul style="list-style-type: none"> Roads and transit have the ability to be a combined service at the discretion of the municipality. The calculation of historical service levels to be reviewed to allow for other methods of calculation such as households, response times etc. instead of the use of the traditional "net population" approach.

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**Bill 73 - Proposed Changes to the *Development Charges Act, 1997*,
Implications and Recommendations**

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Theme	Proposed Changes	Implications for Mississauga	Recommendations
Area Specific By-law and Prescribed Services	<ul style="list-style-type: none"> Specific area DC By-laws include further amendments in the Act concerning prescribed areas and with a service that is prescribed shall apply only to the prescribed area and not to the entire municipality. Transition provisions indicate that new amendments are not retroactive. 	<ul style="list-style-type: none"> It is unclear how prescriptive the regulations will be with respect to the use of area specific DC By-laws and what the overall intention is of the provincial objectives. It is unclear how prescriptive these regulations will be concerning specific area DC By-laws and if the purpose is to target intensification areas and its service requirements or in regard to other types of development and prescribed services. It is not clear if Municipal councils may be required to approve different DC By-laws for different parts of the municipality. 	<p>For the Province:</p> <ul style="list-style-type: none"> Area specific charges should have established criteria outlined in the regulation that identifies what would qualify for implementing an area specific charge. The regulations provide some flexibility or at the very least the ability to apply area specific charges for major infrastructure (such as the LRT, including the entire corridor) as well as areas of influence (i.e. 400-800 m along the corridor with additional lands to be added around station locations).
No Percentage Reduction for Transit Services	<ul style="list-style-type: none"> Transit services will no longer require a 10% discount to its capital costs in determining the development charge. Appears that discounting will continue for all other "soft" services. 	<ul style="list-style-type: none"> Elimination of the 10% discount for the transit service and using a forward looking level of service calculation is a welcomed amendment. The 2014 DC Study for transit services included a 10% reduction of \$4.92 million as a result of the existing <i>DC Act</i>. It also presents the potential opportunity for roads and transit services to be combined as one integrated transportation service should the municipal choose. 	<p>For the Province:</p> <ul style="list-style-type: none"> The proposed change should remain and should not be impacted by a specific area rate provision. Other "soft" services should be considered for removal of the 10% reduction.

**Bill 73 - Proposed Changes to the *Development Charges Act, 1997*,
Implications and Recommendations**

Appendix 1

Page 3 of 5

Theme	Proposed Changes	Implications for Mississauga	Recommendations
Background Study Requirements	<ul style="list-style-type: none"> Expanded requirements for DC background studies to include the preparation of asset management plans and life cycle costing for growth related infrastructure. Asset Management Plans will include all assets that are proposed to be funded in the development charges by-law and demonstrate that these assets are financially sustainable over their full lifecycle. Asset management plans may contain other information and will be prepared as prescribed by the Province. 	<ul style="list-style-type: none"> Prior to the next DC background study update, the City will need ensure mechanisms are in place to comply with the requirements for asset management plans and lifecycle costing for future assets. Alignment of internal resources (people and technology) will be required to prepare an enhanced asset management (AM) plan that can be maintained on a regular basis. Preparing the AM plan will require collaboration amongst all departments and likely requires it to be led corporately to ensure that standards are achieved. 	<p>For the Province:</p> <ul style="list-style-type: none"> Clarification should be provided to municipalities to understand the requirement for an AM Plan. Templates should be provided by the Province to ensure that information provided in the plan is relevant and useful to both parties.
Collection of Development Charges	<ul style="list-style-type: none"> In cases where a development consists of one building that requires more than one building permit, the development charges will become payable at the issuance of the first building permit. 	<ul style="list-style-type: none"> The City currently collects development charges prior to the issuance of the first building permit. There could be implications for the reduction in any additional revenue that may result from indexation of DC rates if a revised building is issued after the first building permit. 	<p>For the Province:</p> <ul style="list-style-type: none"> Clarification should be provided regarding revised building permits and collection of funds if rate changes occur since first payment.

15h

**Bill 73 - Proposed Changes to the *Development Charges Act, 1997*,
Implications and Recommendations**

Appendix 1

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Theme	Proposed Changes	Implications for Mississauga	Recommendations
Regulations	<ul style="list-style-type: none"> The Lieutenant Governor in Council will be allowed to make regulations with respect to: <ul style="list-style-type: none"> Ineligible services and aspects regarding area specific development charge requirements. The forward looking service levels and requirements for asset management plans. The additional information to be contained in the Treasurer's Statement regarding classes of development and services for voluntary payments. 	<ul style="list-style-type: none"> Allows for municipalities to request the Lieutenant Governor make changes relevant to changing conditions without the requirement for a Provincial review of the <i>DC Act</i>. 	
Establish a Provincial Development Charges Working Group	<ul style="list-style-type: none"> The purpose of the Provincial Development Charges Working Group (Steering Committee) is to recommend to the government a formula that would better reflect the needs of growing communities, increase eligible capital costs for municipal services beyond transit and advise which services should be eligible for the collection of development charges. Technical working groups will be established that will provide recommendations to the Steering Committee for the implementation of the proposed amendments. 	<ul style="list-style-type: none"> Large associations including as AMO and MFOA will be representing municipal interests on the DC Steering Committee for the proposed changes in Bill 73. A request has been submitted to MFOA for the City of Mississauga to be considered for participation on the Development Charges Technical Issues Working Group. 	<p>For the City:</p> <ul style="list-style-type: none"> The Mayor requests AMO and the MFOA to provide confirmation that the City of Mississauga will participate on the Development Charges Technical Issues Working Group especially as it relates to Transit and LRT.

**Bill 73 - Proposed Changes to the *Development Charges Act, 1997*,
Implications and Recommendations**

Appendix 1

Page 5 of 5

Theme	Proposed Changes	Implications for Mississauga	Recommendations
Expanded Reporting on Treasurer's Statements	<ul style="list-style-type: none"> The annual Treasurer's Statement is expanded to include reporting on all assets built in the previous year using funding from development charges and identifying any non-development charge funding used to finance the asset. Council shall ensure that the Treasurer's Statement is made available to the public. Municipality is no longer required to submit a copy of the Treasurer's Statement to the Minister of Municipal Affairs and Housing within 60 days of giving the statement to Council but will be required upon request by the Minister. 	<ul style="list-style-type: none"> The current Treasurer's Statement prepared for Council meets all the requirements outlined in the amendments for reporting development charges. The largest impact to the report comes from the <i>Planning Act</i> amendments (specific to Section 37 agreements and cash-in-lieu of parkland) which will be need to be incorporated into the existing Treasurer's Statement. 	<p>For the City:</p> <ul style="list-style-type: none"> Staff to determine the most appropriate medium to make the report available to the public. Planning staff meet with Finance staff to establish a process for providing the information to be incorporated into the existing Treasurer's Statement report to Council.
Voluntary Payments	<ul style="list-style-type: none"> Restrictions for the collection of voluntary payment charges as related to development and Ministerial powers to be investigated if a municipality has complied with the restrictions. Municipality to pay the costs of an investigation. Restrictions do not affect charges imposed the day before the amendment comes into force. 	<ul style="list-style-type: none"> Should there be changes to the voluntary payments requirements, they will need to be reviewed by staff to determine if there are any implications for Mississauga. 	

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Council endorsed recommendations*	Alignment to Bill 73	Recommendations not included in Bill 73
2a. Remove the requirement for municipalities to reduce their capital costs by 10% (DCA Section 5(1), paragraph 8);	Transit services would no longer be subject to a 10% capital cost reduction.	There should be no 10% capital cost reductions for any municipal services and all services should be eligible for 100% DC funded.
2b. Change the historic method of calculating average service levels. Allowing municipalities to adopt forward looking service levels, flexibility in determining the basis for service levels and broader service categories. (DCA Section 5(1), paragraph 4);	<p>For prescribed services, service levels may be based on the planned level of services in the 10+ years following the preparation of the background study.</p> <p>It is not yet known which services will be prescribed but it is assumed that Transit will be.</p>	<p>A more flexible approach to be determined by the municipality and how they plan for all municipal services.</p> <p>Allowing for alternate methodologies to be considered in calculating service levels beyond the "net population" approach currently supported by the OMB.</p>
2c. Eliminate the "ineligible services" Section 2(4) to allow municipalities to determine what services is required and if funding by development charges are appropriate (DCA Section 2(4))	It appears that collection of development charges for waste diversion such as recycling will be permitted. This will impact the Region of Peel.	There should be no ineligible services and that municipalities should be given the discretion to determine what services are required and if using development charges funding is appropriate.

*Resolution #0224-2013



Corporate Report

Clerk's Files

Originator's
Files

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DATE: May 5, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Gary Kent,
Commissioner of Corporate Services and Chief Financial Officer

SUBJECT: **Security Incidents in City Facilities & Properties, 2014 Annual Summary**

RECOMMENDATION: That the Corporate Report titled Security Incidents in City Facilities & Properties, 2014 Annual Summary, from the Commissioner of Corporate Services and Chief Financial Officer dated May 20, 2015 be received for information.

**REPORT
HIGHLIGHTS:**

- The total number of security incidents managed by Security Services decreased by 17% when compared to 2013 (9,210 to 7,661).
- The number of security bans imposed in 2014 decreased by 42% when compared to 2013 (from 601 to 348).
- The reasons for incident decreases vary by category; however, the most significant factor common to all categories is the decrease in crime rates.
- Incident analysis indicates that positive effects are achieved from numerous security programs including community outreach and security patrolling.
- The key 2015 initiatives will focus primarily on enhancing existing security programs.

BACKGROUND:

The aim of this report is to provide the Chair and Members of General Committee with:

1. A year over year comparison and analysis of security incidents managed by Security Services; and
2. An overview of the key 2015 security program initiatives.

Security Services resides within the Facilities and Property Management (F&PM) Division. The primary function of Security Services is to ensure the safety and security of all City staff, citizens and property. This is accomplished through education, prevention, detection and response programs aimed at mitigating identified security risks.

The source data utilized in this report comes from the section's Special Occurrence Reports (SORs). All Security incidents reported to, or responded to by Security Services are documented as Special Occurrence Reports:

- Appendix 1 provides a comparison on the number of SORs issued within each Ward for a number of categories in 2013 and 2014.
- Appendix 2 provides the number and reason for bans imposed under the *Trespass to Property Act* for the same time period.
- Appendix 3 provides definitions for common security occurrences used by Security Officers when preparing SORs.

COMMENTS:**Part 1: SOR Statistics and Analysis****SOR Categories with Decreases**

In 2014, the total number of SORs decreased by 17% when compared to 2013 (from 9,210 to 7,661). The six categories that had substantial decreases are detailed below. Contributing factors and/or reasons for these decreases are also provided for each category:

1. Alcohol & Drugs: This category decreased by 37% when compared to 2013 (from 198 to 125 incidents). The sub-category of Drug Use had a decrease of 22% when compared

to 2013 (from 102 to 80 incidents). Ward 4 displayed the greatest decrease from 61 to 43 incidents.

One reason for this decrease may have been the deterrent effects achieved through an increased security presence in Celebration Square throughout the summer months. This was a joint effort between Security Services Officers and students from Sheridan College serving as Public Safety Ambassadors.

2. Disturbance: This category decreased by 39% when compared to 2013 (from 339 to 208 incidents).

This decrease can be partially attributed to the decrease in confrontations between Transit Operators and unpaying customers. In order to reduce conflict on buses and driver assaults, the Transit Operators role in fare enforcement has been revised. This change along with increasing use of the Presto fare card that eliminates the need for a paper transfer, has contributed to the reduction in this category.

3. Graffiti: This category decreased by 42% when compared to 2013 (from 989 to 576 incidents).

A new tactic has been adopted whereby minor graffiti can now be removed by staff using special graffiti wipes. This new method of dealing with minor graffiti has likely affected the number of reported incidents.

In addition, a revised graffiti management program is currently underway - see Part 2, 2015 Initiatives below for details.

4. Theft: This category decreased by 36% when compared to 2013 (from 211 to 136 incidents). The sub-category of Theft Under \$5000 had a decrease of 37% when compared to 2013 (from 87 to 55 incidents).

These incidents are generally a result of patrons leaving their personal belongings unattended. The 'Lock it or Lose It' information campaign combined with increased staff vigilance, have likely contributed to this decrease.

5. Prohibited Activity: This category decreased by 35% when compared to 2013 (from 913 to 590 incidents).

This decrease is likely due to larger, underlying considerations that affect all SOR categories - see below for details.

6. Bans: Bans imposed under the *Trespass to Property Act* as detailed in Appendix 2, had an overall decrease of 42% (from 601 to 348 bans) when compared to 2013. In the sub-category for “under 18” youths, there was a 50% decrease when compared to 2013 (from 149 to 74 bans).

The Security Services operating model centers on the concept of Inform, Educate and Enforce. Enforcement is considered to be the last and least desirable option. As Security Officers continue to be indoctrinated with this approach, a shift in response tactics is beginning to occur. Incidents that may have resulted in bans in the past are now being handled through information and education tactics, which, over the long term, will prove to be a more effective means of managing security incidents.

SOR Categories with Increases

There was only one category that showed an increase in reported incidents in 2014 compared with 2013:

1. Increased Public Reporting. In 2014, the complaint category increased by 69% when compared to 2013 (from 83 to 140 reports). This is considered a positive indicator that security outreach and awareness programs are taking effect. If residents are reporting incidents occurring on city property, then it can be inferred that:
 - There are more residents who are aware that they should report incidents to Security Services; and
 - There is an increased confidence level that reporting will result in action.

Public awareness and engagement will continue to be developed and expanded on in 2015.

Underlying Considerations in SOR Decreases

There are two larger, underlying considerations that may also help to explain the reason for the 17% decrease in SORs (from 9,210 to 7,661):

1. The first consideration is the decrease in mobile security patrols. In 2014, the total number of security patrols decreased by a comparable 14% (from 1,306 to 1,145). A positive relationship exists between the frequency of patrols and the rate at which SORs are generated. The more Security Officers patrol, the more likely they will be to detect an incident, respond and subsequently generate an SOR. The decrease in patrols was due to temporary staff vacancies.

A recent F&PM divisional re-organization will help to address this patrol decrease through a more efficient deployment model that maximizes existing resources.

2. A second consideration may be the fact that crime rates in the city have continued to decline year over year¹. The city continues to have one of the lowest crime rates amongst comparable large cities in Canada. This declining trend is consistent with the national declining crime rate as well. It is reasonable to infer that if the general crime rate is decreasing, then there may be less incidents occurring and therefore less SORs to generate.

Both of these considerations will continue to be assessed and validated in 2015. This analysis will contribute to decisions regarding mobile patrol frequency and location in order to ensure that the maximum value is achieved from all available resources.

¹ Safe City Mississauga. "Safest City Report 2013" [Online]. Available: http://safecitymississauga.on.ca/wp-content/uploads/2015/02/SAFEST_CITY-REPORT_2013.pdf

Part 2 - 2015 Initiatives

There are a number of initiatives that will increase the overall effectiveness and efficiency of Security Services program delivery. Below is an overview of the key initiatives in 2015:

1. Graffiti Management. Numerous City departments are currently involved in graffiti prevention, reporting and removal. Notwithstanding other regional, provincial and private sector groups also involved in graffiti removal, the City departments include: Transportation & Works, Parks, Security Services, Facilities Maintenance, Transit and Community Services. There are seven different ways that graffiti can be reported and the result is an extremely convoluted and inefficient approach to prevention, reporting and removal. A LEAN process review will be conducted in 2015 to streamline this process. Along with a review of other municipal best practices, the outcome will be a comprehensive graffiti management program.
2. Performance Metrics Program. Information, such as the incident reporting noted above, is used to analyze the effectiveness, efficiency and value that Security Services provides to the city. However, more advance metrics are required in order to provide a better understanding of the section's performance and to inform decisions related to resource allocation. Targets will be established and measured for key metrics such as alarm and call for service response times, security patrol rates, security plan implementation times, security system detection rates, security system failure/repair rates and number & types of community outreach events supported.
3. Outreach Program. Security Services will continue to enhance an already successful community outreach program centered on the Information, Education and Enforcement model of crime prevention. Through informing and educating key sectors of the community, crime prevention and incident reporting will continue to increase.

4. Security Program Modernization. A strategic review of the Security Services delivery model is currently underway. The aim of the review is to measure the existing security program model against industry best practice in order to ensure that the highest quality of service is provided to city staff and the public while maintaining respect for the public dollar. The review is in keeping with the City's Strategic Plan in that the ultimate goal of the review is to actively maintain Mississauga as one of the safest large cities in Canada.
5. Increased Integration. Crime prevention is optimized through a holistic, integrated and community based approach. To this end, Security Services will aim to increase the integration with key community partners such as Peel Regional Police, Safe City Mississauga and various internal stakeholders. This will increase the overall understanding of the city-wide security environment and help to identify areas of focus and concern.

FINANCIAL IMPACT: Not applicable.

CONCLUSION:

The overall decrease in security incidents managed by Security Services is considered good news. Decreasing crime rates, tangible effects realized through existing programs and identified areas for enhancement all point towards an effective overall security program.

That said, complacency is never an option. To that end, Security Services will continue to strive towards optimizing the service delivery model through new program initiatives in 2015. Ensuring that the highest quality of service is provided to city staff and the public, while maintaining respect for the public dollar, will remain as guiding principle for the way forward.

ATTACHMENTS:

Appendix 1: Security Occurrence Reports (SORs), 2013 and 2014 Occurrences Comparison

Appendix 2: Security Occurrence Reports (SORs), 2013 and 2014 Banning Comparison under the *Trespass to Property Act*.

Appendix 3: Security Occurrence Definitions



Gary Kent

Commissioner of Corporate Services and Chief Financial Officer

Prepared By: Sam Rogers, Manager of Security Services

Facilities & Property Management Division
Security Reports (SOR's)
2013 and 2014 Occurrence Comparison

Appendix 1

	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		2013	2014	% Change
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	Total	Total	

1. ACCESS	13	4	2	5	3	3	69	39	14	9	38	23	5	3	4	2	5	2	3	3	7	3	0	0	0	1	163	97	-40
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2. ACCIDENT	5	5	4	1	3	2	61	65	96	67	19	11	4	11	2	5	5	4	1	1	6	1	10	6	2	0	218	179	-18
Personal Injury (Non-EMS)	3	0	3	0	3	0	50	50	85	54	3	1	1	8	0	0	4	1	0	0	3	0	0	1	0	0	155	115	-26
Vehicle (Personal Injury)	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Vehicle (Property Damage)	2	5	1	0	0	2	5	13	9	9	9	4	3	3	2	5	1	3	0	1	1	1	5	2	2	0	40	48	20
Property Damage	0	0	0	1	0	0	6	2	1	3	7	6	0	0	0	0	0	0	1	0	2	0	5	3	0	0	22	15	-32

3. ALARMS	205	263	111	126	113	55	363	250	200	162	219	232	151	153	25	15	64	50	49	42	90	38	0	1	4	2	1594	1389	-13
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4. ALCOHOL & DRUGS	7	6	4	6	15	4	79	57	59	11	4	1	6	7	3	0	8	3	3	2	9	28	1	0	0	0	198	125	-37
Liquor Offense	6	3	2	3	9	4	17	12	28	3	2	0	2	5	1	0	4	1	1	0	1	6	1	0	0	0	74	37	-50
Drunkenness	1	2	0	0	2	0	1	2	12	2	0	0	0	1	1	0	2	1	0	0	3	0	0	0	0	0	22	8	-64
Drug Use	0	1	2	3	4	0	61	43	19	6	2	1	4	1	1	0	2	1	2	2	5	22	0	0	0	0	102	80	-22

5. ARREST	0	1	3	2	1	0	16	10	8	3	1	0	1	0	0	1	0	1	0	0	1	3	1	2	0	0	32	23	-28
Assault	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Disturbance	0	0	0	0	1	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	5	2	-60
Theft	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	-100
Trespass	0	1	3	2	0	0	13	10	5	3	1	0	1	0	0	1	0	1	0	0	1	1	1	2	0	0	25	21	-16

6. COMPLAINT	12	14	5	10	7	7	22	28	5	14	7	8	5	11	5	8	4	16	4	7	4	16	2	0	1	1	83	140	69
Facilities	0	1	0	0	2	3	12	15	2	6	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	0	16	29	81
Parks	8	13	4	9	4	4	2	8	3	6	6	7	5	10	4	6	3	12	2	6	4	15	0	0	0	1	45	97	116
Public	4	0	1	1	1	0	8	5	0	2	1	1	0	1	1	1	1	3	2	0	0	0	2	0	1	0	22	14	-36

7. DISTURBANCE	8	10	8	4	3	4	70	52	65	23	2	4	6	3	10	10	7	8	0	4	1	2	149	80	10	6	339	208	-39
Counterfeit Currency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Forced Entry	0	1	3	2	0	1	2	1	4	1	0	2	0	1	1	2	0	1	0	2	1	0	0	0	0	0	11	14	27
Loitering	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	200	
Harassment	4	2	4	1	1	3	8	5	8	2	1	0	5	1	0	3	3	5	0	2	0	2	2	0	0	0	36	26	-28
Soliciting	3	5	1	1	1	0	36	14	53	20	1	0	1	1	9	4	4	2	0	0	0	0	147	80	10	6	266	133	-50

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2013		2014		Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		2013		2014		% Change	

Skateboarding	1	0	0	0	1	0	23	29	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	25	32	28
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8. EMERGENCY	20	19	9	12	7	11	204	153	85	60	50	41	20	18	4	11	23	14	3	3	3	2	18	15	8	7	454	366	-19
Bomb Threat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	100	
Fire Smoke Report	2	0	2	0	0	0	5	5	1	2	1	1	1	0	0	1	1	1	0	0	1	0	1	0	1	1	16	11	-31
Gas Leak	0	0	0	0	0	0	0	2	0	0	1	3	0	0	0	0	0	2	0	0	0	0	0	0	0	1	7	600	
Power Failure	2	0	1	0	0	0	6	2	1	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	11	4	-64
911 Calls	15	18	5	12	7	11	193	143	82	58	47	36	19	18	4	10	22	11	3	3	2	1	17	15	4	2	420	338	-20
Fire Watch	1	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	6	5	-17

9. GENERAL	49	30	30	11	18	16	280	254	90	45	93	112	20	19	26	36	41	30	9	6	21	10	231	292	48	36	956	897	-6
Assist	32	19	16	6	10	10	137	148	43	25	79	95	13	10	15	14	20	19	8	5	16	7	84	110	20	16	493	484	-2
Security Suggestion	2	0	1	0	3	0	33	9	7	0	1	1	1	0	1	0	2	0	0	0	2	0	0	0	0	1	53	11	-79
Information	15	11	13	5	5	6	110	97	40	20	13	16	6	9	10	22	19	11	1	1	3	3	147	182	28	19	410	402	-2
Unauthorized use of Computer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contractor Supervision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

10 GRAFFITI	29	14	39	13	41	24	144	126	23	10	23	6	22	14	27	21	45	20	18	11	14	7	80	69	484	241	989	576	-42
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11. HAZARDS	12	3	3	3	6	8	43	44	7	8	5	2	4	7	3	2	8	4	3	1	8	3	3	12	1	1	106	98	-8
Health	2	0	0	0	1	2	6	5	1	0	0	0	0	1	0	1	1	0	0	0	1	0	1	3	0	0	13	12	-8
Safety	9	0	2	3	4	4	32	33	4	4	5	2	4	6	3	1	5	4	3	1	6	2	2	9	1	1	80	70	-13
Chemical/Liquid	1	2	0	0	0	0	1	2	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	5	67
Fire	0	1	1	0	1	2	4	4	2	3	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	10	11	10
Dangerous Materials	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hazardous Substance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

12. INDECENT BEHAVIOUR	2	2	1	0	0	0	3	3	2	1	0	0	0	1	0	0	1	0	0	0	0	1	2	0	0	0	11	8	-27
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13. INSECURE	10	4	10	5	0	2	77	65	12	6	16	17	3	4	2	2	1	1	1	0	3	3	0	0	0	0	135	109	-19
Cash	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100
Door(s)	5	3	7	5	0	2	75	61	9	3	6	4	0	2	0	2	0	0	0	0	2	1	0	0	0	0	104	83	-20
Gate	3	0	2	0	0	0	0	2	3	1	10	13	3	2	1	0	1	1	1	0	1	2	0	0	0	0	25	21	-16
Vehicle	0	0	1	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	50
Display Cabinet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Computer Equipment	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	-100
Roof Hatch	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Window/Skylight	2	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	1	-67
Confidential Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

14. LOST OR FOUND PERSON	1	0	0	0	0	0	9	4	6	4	0	0	0	0	0	0	1	0	0	0	0	0	1	1	2	0	20	9	-55
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Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		2013		2014		% Change
2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	Total	Total			

Lost Person	1	0	0	0	0	0	5	4	6	4	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	15	8	-47
Found Person(s)	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	5	1	-80

15. LOST & FOUND PROPERTY	15	11	7	19	1	3	306	285	47	58	131	225	1	4	43	59	28	16	0	2	1	0	148	216	21	25	749	923	23
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16. MAINTENANCE	30	30	32	28	17	21	660	610	68	71	62	89	34	37	16	8	35	15	14	16	22	23	4	12	16	5	1010	965	-4
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17. MISCHIEF	0	0	2	0	0	0	9	8	2	1	1	4	0	2	4	3	0	0	2	0	0	1	22	19	3	1	45	39	-13
Mischief Endanger Life	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	13	5	2	0	15	6	-60
Mischief Interfere with Property	0	0	2	0	0	0	4	6	1	1	0	3	0	1	3	1	0	0	0	0	1	0	1	2	0	1	12	15	25
Mischief Under \$5000	0	0	0	0	0	0	5	2	1	0	1	1	0	1	1	1	0	0	2	0	1	1	7	12	1	0	19	18	-5
Mischief Over \$5000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	-100

18. MOTOR VEHICLE	13	3	16	34	3	3	23	12	6	9	28	10	6	3	5	1	7	1	0	1	6	2	10	5	0	1	123	85	-31
Abandoned	1	0	0	3	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	150
Dangerous Operation	0	0	0	0	0	0	3	2	0	1	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	5	5	0
General Assist	0	0	0	0	0	0	2	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	3	0
Parking	5	1	11	28	2	1	11	6	5	4	20	6	3	0	5	0	3	0	0	0	2	0	9	5	0	0	76	51	-33
Suspicious	2	0	0	3	0	0	0	0	1	1	1	4	1	2	0	0	1	0	0	0	0	0	0	0	0	0	6	10	67
Unauthorized	5	2	5	0	1	2	7	3	0	0	5	0	1	0	0	1	2	1	0	0	4	2	1	0	0	0	31	11	-65

19. PHYSICAL/VERBAL ALTERCATION	4	5	5	1	5	7	24	19	34	17	2	5	4	4	8	4	3	2	1	1	1	3	17	20	5	2	113	90	-20
Assault Bodily	0	1	0	0	1	0	3	1	2	0	0	1	0	0	2	1	1	0	0	0	0	0	5	6	1	2	15	12	-20
Assault Common	1	2	2	0	2	1	4	2	8	3	0	1	2	0	0	0	0	1	1	0	0	0	8	6	2	0	30	16	-47
Assault Sexual	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	3	0	0	2	6	200
Assault Weapons	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100
Fighting	3	1	2	1	1	5	14	6	20	10	1	2	1	2	3	1	1	1	0	1	1	0	2	3	1	0	50	33	-34
Uttering Threats	0	1	1	0	1	1	2	8	4	4	1	0	1	2	3	2	1	0	0	0	0	2	1	2	1	0	16	22	38

20. PROHIBITED ACTIVITY	106	58	59	32	71	58	236	160	144	63	57	28	26	66	29	22	60	26	28	15	47	39	42	18	8	5	913	590	-35
Prohibited Activity	98	48	54	30	59	41	206	140	104	44	48	26	21	56	24	16	49	23	26	15	38	30	42	18	6	2	775	489	-37
Noise	5	8	4	0	10	10	16	11	21	11	7	1	3	6	2	2	7	0	2	0	7	3	0	0	0	1	84	53	-37
Violation of Facility Rules	3	2	1	2	2	7	14	9	19	8	2	1	2	4	3	4	4	3	0	0	2	6	0	0	2	2	54	48	-11

21. SUSPICIOUS ACTIVITY	13	14	9	5	6	10	95	71	23	13	15	18	12	18	12	4	26	6	8	8	7	9	12	1	3	4	241	181	-25
Activity	7	6	3	3	6	9	52	48	10	9	9	13	5	15	4	3	17	5	8	8	6	8	3	1	1	4	131	132	1
Person	6	7	4	2	0	1	41	21	12	4	6	4	7	3	6	1	9	1	0	0	1	1	9	0	2	0	103	45	-56
Item	0	1	2	0	0	0	2	2	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	7	4	-43

22. THEFT	6	4	9	6	5	7	57	51	55	32	20	5	2	8	10	4	41	10	1	1	2	2	2	4	1	2	211	136	-36
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Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		2013		2014		% Change
2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	Total	Total			

16K

Attempted	0	0	0	0	0	1	1	1	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	-25
Fraud	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Possible	2	1	1	1	0	0	8	10	0	2	4	3	0	0	1	0	0	0	0	0	0	0	0	1	0	1	16	19	19
Robbery	0	1	0	0	0	0	4	0	4	2	0	0	0	1	0	0	1	0	0	0	0	0	2	2	1	0	12	6	-50
Under \$5000	3	0	5	1	3	3	23	20	26	12	4	2	2	3	5	1	13	9	1	1	2	1	0	1	0	1	87	55	-37
Over \$5000	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	2	4	100
Locker	0	1	2	4	0	1	6	7	6	10	11	0	0	4	2	2	24	1	0	0	0	0	0	0	0	0	51	30	-41
Bicycle	1	0	1	0	1	2	14	10	14	3	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	34	15	-56
Motor Vehicle	0	0	0	0	1	0	0	2	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	3	-25

23. TRANSIT OFFENCE	0	1	3	0	0	4	125	90	46	23	1	0	0	0	13	25	4	1	0	1	0	0	15	18	3	3	210	166	-21
Bus Operation	0	0	1	0	0	0	2	1	1	0	0	0	0	0	2	0	0	0	0	0	0	0	2	1	0	0	8	2	-75
Fare Offence	0	1	1	0	0	0	18	15	0	0	0	0	0	0	0	7	0	0	0	0	0	0	4	7	1	1	24	31	29
Public Nuisance	0	0	0	0	0	0	24	9	0	1	0	0	0	0	0	0	0	0	0	1	0	0	7	7	2	2	33	20	-39
Bring Unauthorized Vehicle on Transit Property	0	0	0	0	0	4	79	64	44	22	1	0	0	0	9	18	4	1	0	0	0	0	0	0	0	0	137	109	-20
Obstruction	0	0	1	0	0	0	2	1	1	0	0	0	0	0	2	0	0	0	0	0	0	0	2	3	0	0	8	4	-50

24. TRESPASS	1	0	13	8	2	2	18	9	12	5	2	1	3	0	1	1	2	0	0	0	1	0	0	2	0	1	55	29	-47
Caution Issued	0	0	3	0	1	2	11	1	2	2	1	1	3	0	1	1	2	0	0	0	0	0	0	1	0	1	24	9	-63
Trespasser on Site	1	0	10	8	1	0	7	8	10	3	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	31	20	-35

25. VANDALISM	15	7	16	6	4	4	41	48	19	17	9	11	9	7	8	5	11	4	6	7	10	7	89	105	4	3	241	231	-4
City Property Damage	10	5	15	6	2	1	25	33	7	2	4	5	4	3	6	4	8	1	4	5	4	4	88	105	4	3	181	177	-2
Non City Property Damage	0	1	0	0	1	0	0	1	1	4	1	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	4	9	125
Motor Vehicle	1	0	0	0	1	0	4	6	7	7	4	5	0	2	1	0	1	2	0	0	0	0	0	0	0	0	19	22	16
Litter	4	1	1	0	0	3	12	8	4	4	0	0	5	2	0	0	2	0	2	2	6	3	1	0	0	0	37	23	-38

26. WEAPONS	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	2	100
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Total Incidents by Ward	576	508	400	337	331	255	3034	2514	1128	733	805	853	344	400	261	249	430	234	154	132	264	203	859	898	624	347
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Annual Total	9210	7661	-17
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Facilities & Property Management Division
Security Occurrence Reports (SOR's)
2013 and 2014 Ban Comparison Under the Trespass to Property Act

Cause of Ban	Description	2013 Under 18	Total 2013	2014 Under 18	Total 2014	% Change
Alcohol	Unauthorized possession, consumption of an alcoholic beverage, under the influence, disorderly	8	117	1	49	-58
Assault	Violent physical or verbal attack	1	11	0	10	-9
Disturbance	Cause commotion, scuffle, detracting from normal use and enjoyment of the property	1	10	2	8	-20
Drugs	Possessing illegal substance under the Ontario "Controlled Drugs and Substance Act"	49	153	26	101	-34
Fare Offence	Failure to present proper bus fare	0	1	2	4	n/a
Fighting	Engaging in an intensive verbal dispute or physical conflict between two or more people	14	26	1	5	-81
Indecent Behaviour	A public act, activity or gesture considered offensive to established public standards of decency	0	3	2	6	100
Loitering	Linger aimlessly with suspected criminal intent e.g. gang activities, soliciting drugs, prostitution, etc	0	0	0	0	n/a
Mischief	Activity, or conduct which renders City property useless, interferes with the use of property	2	4	0	1	-75
Noise	Sound that is loud, unpleasant, unexpected, or undesired	1	2	0	0	200
Prohibited Activity	Conduct which contravenes City facility/park rules and regulations	48	170	28	132	-22
Skateboarding	The act of riding on a skateboard in an area where the activity is not allowed	1	7	0	0	-100
Soliciting	Making requests or pleas by attempting to draw somebody into purchasing or participating in an illegal or unauthorized act.	0	7	0	1	-86
Suspicious Activity	Unusual behaviour leading to a belief that an unlawful activity is about to be committed	0	6	0	2	-67
Trespass	Entry where entry prohibited, fail to leave when directed	12	55	12	20	-64
Theft	Unlawful taking, removing, carrying away property of another	2	6	0	3	-50
Threats	Communicated intent to inflict harm or damage to a person or City property	1	7	0	6	-14
Vandalism	Wilful or malicious act which damages, defaces, alters, or destroys City property	9	16	0	0	-100
Weapons	Any instrument designed to be used in causing death or injury to any person; or for threatening	0	0	0	0	n/a
Total		149	601	74	348	-42

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Corporate Security Reports

Corporate Security Occurrence Definitions

1. Access to Property:

Entry and use of property without a mandatory permit.

2. Accident:**Personal Injury (Non-EMS)**

Injury that does not require emergency medical services.

Vehicle (Personal Injury)

A motor vehicle accident in which a personal injury is sustained.

Vehicle (Property Damage)

Property damage caused by a non-city vehicle.

Property Damage

Accident resulting in city property damage.

3. Alarms:

Any device or sensor when activated that sends an alert notification. (ie. Ammonia, CO2 Detector, Door Contact, Duress, Emergency Pull Station, Fire, Forced open, Flood Detector, Local Audible, Motion Detector, Trouble Signal, Node Missing, Glass Break, Tamper, A/C Power Fail, Passcard, Pool Filter, Window Contact.)

4. Alcohol and Drugs:**Liquor Offence**

Found consuming alcohol on city property.

Drunkenness

Drunken Person(s).

Drug Use

Found using narcotics.

Drug Possession

Found in possession of illicit drugs.

5. Arrest:**Assault**

Violent physical or verbal attack.

Disturbance

Cause commotion, scuffle, detracting from normal use and enjoyment of the property.

Theft

Unlawful taking of property.

Trespass

Enter unlawfully on city property and fail to leave when directed to do so in accordance with the Trespass to Property Act.

6. Complaint:**Facilities**

Complaint concerning city facilities.

Parks

Complaint concerning city parks.

Public

Complaints concerning patrons violating bylaws.

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7. Disturbance:

Forced Entry

A secure facility that has been forcibly entered.

Loitering bylaw infraction

Linger aimlessly or with suspected criminal intent.

Harassment

Individual found disturbing others persistently.

Soliciting

Making requests or pleas, attempting to draw somebody into purchasing or participating in an illegal or unauthorized act.

Skateboarding bylaw infraction

Skateboarding where prohibited.

Counterfeit Currency

The discovery of counterfeit money.

8. Emergency:

Bomb Threat

Threat of a bomb on city property.

Report Fire/Smoke

The discovery of smoke or a fire.

Gas Leak

A natural gas leak found at facility.

Fire Watch

Mandatory physical patrol of a property when the automated fire suppression system is compromised.

Power Failure

Power surge or outage that causes the shutdown of a system.

911 Calls

Any call to 911 requiring immediate emergency response.

9. General:

Assist

Aiding or assisting the public.

Unauthorized Use of Computer

Individual found using a computer without authorization.

Security Suggestion

Suggestions made by security staff to increase the efficiency and quality of operations.

Information

General information regarding security operations.

10. Graffiti:

Words, markings or drawings etched, scratched or painted on a surface.

11. Hazards:

Health

Situation or item that poses a level of threat to health.

Safety

Situation or item that poses a level of threat to safety.

Dangerous Materials

Someone found in possession of an explosive, flammable or toxic item.

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12. Indecent Behaviour:

Behaviour that is not keeping with acceptable or appropriate standards.

13. Insecure Property:

Cash

Cash observed left insecure and accessible.

Door(s)

Door(s) observed left insecure and accessible.

Gate

Gate observed left insecure and accessible.

Vehicle

City vehicle observed left insecure and accessible.

Display Cabinet

Display cabinet left insecure and accessible.

Computer Equipment

Computer equipment left insecure and accessible.

Roof Hatch

Roof Hatch left insecure and accessible.

Window/ Skylight

Window or skylight left insecure and accessible.

Confidential Information

Confidential Information left insecure and accessible.

14. Lost or Found Person:

Lost Person

Missing person reported.

Found Person

Missing person located.

15. Lost or Found Property:

Any item that is reported missing or recovered.

16. Maintenance:

Any equipment or structure that requires servicing.

17. Mischief:

Mischief Endanger Life

Reckless activity or conduct which endangers life.

Mischief Interfere with Property

Reckless activity, or conduct which renders City property useless, interferes with the use of property.

Mischief Under \$5000

Reckless activity or conduct which results in city property damage under \$5000.

Mischief Over \$5000

Reckless activity or conduct which results in city property damage over \$5000.

18. Motor Vehicle:**Abandoned Motor Vehicle**

Abandoned motor vehicle found on city property.

Dangerous Operation

Reckless and hazardous operation of motor vehicle on city property.

General Assist

General motor vehicle assistance (Jump start, gasoline).

Parking

A Motor vehicle parking infraction (over night parking, handicapped parking without permit).

Suspicious

A vehicle found on city property with a suspicious presence.

Unauthorized

Motor vehicle found in prohibited area.

19. Physical/ Verbal Altercation:**Assault Bodily**

Assault causing bodily harm.

Assault Common

Assault where no serious injury is evident.

Assault Sexual

Physical assault of a sexual nature on another person.

Assault Weapons

Assault with a firearm, sharp object or blunt object.

Fighting

Consensual altercation between two or more individuals.

Uttering Threats

Display of intent to cause physical harm.

20. Prohibited Activity:**Prohibited Activity**

Conduct which contravenes City facility/park rules and regulations.

Violation of Facility Rules

An infringement of facility/park rules.

Noise

Excessive sound causing a disturbance to others.

21. Suspicious Activity:**Activity**

Unusual behaviour leading to a belief that an unlawful activity is about to be committed.

Person

Individual without a clear purpose on the site.

Item/Package

An item/package with unknown contents found on city property.

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22. Theft:

Attempted

Failed attempt at theft.

Fraud

False identity or Counterfeit passes/money.

Possible

Item reported as likely stolen.

Robbery

Theft with a threat to cause physical harm.

Under \$5000

Theft of any property under \$5000 in value.

Over \$5000

Theft of any property over \$5000 in value.

Locker

Theft from a locker.

Bicycle

Theft of a bicycle.

Motor Vehicle

Motor Vehicle Theft.

23. Transit Offence:

Bus Operation

Incident deterring from regular bus operation.

Fare Offence

Failure to present proper fare.

Public Nuisance

Nuisance deterring the public from use of transit system.

Bring unauthorized vehicle on transit property

Drive non-transit motor vehicle onto transit-only property.

Obstruction

Interfering with the operation, an Operator or an Operator's directive on a bus.

24. Trespass:

Caution Issued

One or more Individuals issued a warning or ban to one or more city facilities.

Trespasser on site

Banned individual observed on facility property.

25. Vandalism:

City Property Damage

Damage of property belonging to the city.

Litter

Objects strewn or scattered about.

Non-city Property Damage

Damage of property not belonging to the city.

Motor Vehicle

Vandalism in which a motor vehicle is damaged or defaced.

26. Weapons:

Possession of Weapon

Possession of any weapon restricted by the law or object that could be used as a weapon.



Corporate Report

Clerk's Files

Originator's
Files

PO.15.CAR

17

DATE: April 27, 2015

General Committee

MAY 20 2015

TO: Chair and Members of General Committee
Meeting Date: May 20, 2015

FROM: Gary Kent
Commissioner of Corporate Services and Chief Financial Officer

SUBJECT: **Proposed Land Exchange Agreement between The Corporation of the City of Mississauga and Orlando Corporation for the Realignment of Caravelle Drive (Ward 5)**

RECOMMENDATION: That a by-law be enacted authorizing the Commissioner of Transportation and Works and the City Clerk to execute and affix the corporate seal to a Land Exchange Agreement, in form and content satisfactory to the City Solicitor, between The Corporation of the City of Mississauga ("City") and Orlando Corporation ("Orlando"), including all documents ancillary thereto and any amending agreements as may be required, to facilitate the exchange of certain lands resulting in the realignment of Caravelle Drive, in Ward 5.

BACKGROUND: Orlando is the owner of properties located at 6700 & 6800 Northwest Drive that they are planning to combine and redevelop as one larger development. To facilitate this request Orlando requires a portion of Caravelle Drive, approximately 7,257.2 square metres (78,116 square feet), be closed and conveyed to them. In exchange, Orlando will convey approximately 9,470.1 square metres (101,935 square feet) of land from the property at 6800 Northwest Drive and construct a new section of Caravelle Drive to replace the portion that will be closed. The Orlando lands to be conveyed to the City will also include an additional 0.70 square metres (7.5 square feet) of land, designated as Parts 16 and 33 on Draft Reference Plan (127-1-10) (see appendix 2),

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Parts 16 and 33 on Draft Reference Plan (127-1-10) (see appendix 2), which is being transferred to them from Dundee Canada Airport Road Inc. through a separate Agreement of Purchase and Sale.

COMMENTS:

Realty Services has completed its circulation regarding the proposed land exchange and realignment of Caravelle Drive to all City Departments. Comments received indicated that this matter was reviewed through Orlando's consent applications 'B' 59/14 and 60/14 that was approved on November 14, 2013 and there are no objections.

The City land to be conveyed to Orlando is a portion of Caravelle Drive, containing an area of approximately 7,257.2 square metres (78,116 square feet) and designated as Parts 8, 12, and 13 on Draft Reference Plan 43R- (127-1-10) (see appendix 2).

The Orlando lands to be conveyed to the City is a strip of land located on the west and south sides of 6800 Northwest Drive, containing an area of approximately 9,470.1 square metres (101,935 square feet), that is designated as Parts 2, 11, 14, 15, 26, 27, 28, 29, 30, 31, and 32 on Draft Reference Plan (127-1-10). The Orlando lands also includes an additional 0.70 square metres (7.5 square feet) of land, designated as Parts 16 and 33 on Draft Reference Plan (127-1-10) (see appendix 2) that is being conveyed to them from Dundee Canada Airport Road Inc. through a separate transaction. Orlando will construct a new section of Caravelle Drive on the lands that are being conveyed to the City to replace the portion of the road that is being closed.

All costs and expenses incurred by the City associated with this land exchange, including the cost of the new road construction, will be the sole responsibility of Orlando. The subject lands will be exchanged on an equal value basis but for the purposes of calculating the amount of tax payable as a result of the conveyances, including land transfer tax and HST, the parties agreed that their respective lands are valued based on \$22 per square foot:

(a) City Lands:	78,116 Sq. ft.	Valued at \$1,718,552.00
(b) Orlando Lands:	101,935 Sq. ft.	Valued at \$2,242,570.00
(c) Dundee Lands	7.5 Sq. ft.	Valued at \$165.00

Prior to the closing of this proposed land exchange there are a number of conditions within the land exchange agreement that must be completed to the satisfaction of the City, including but not limited to:

- (a) Draft R-plan must be deposited;
- (b) Environmental due diligence must be completed;
- (c) Construction of the new section of Caravelle Drive, including the execution of the associated Servicing Agreement with Transportation and Works;
- (d) The old section of Caravelle Drive must be declared surplus and closed and the new section of Caravelle Drive must be established as a public highway.

In addition, public notice will have been given by the posting of a notice of the proposed land exchange on the City of Mississauga's website for a two week period, where the expiry of the two week period will be at least one week before the execution of the agreement for the land exchange of the said lands, as per the requirements of the City Notice By-law 0215-2008, as amended by By-law 0376-2008.

FINANCIAL IMPACT: All costs and expenses of the City associated with this land exchange, along with the cost of the new road construction, will be the sole responsibility of Orlando. The subject lands will be exchanged on an equal value basis even though the respective land areas are different.

CONCLUSION: It is reasonable to execute the Land Exchange Agreement between The Corporation of the City of Mississauga and Orlando Corporation to realign Caravelle Drive and facilitate Orlando's development on Northwest Drive per their consent applications 'B' 59/14 and 60/14.

ATTACHMENTS:

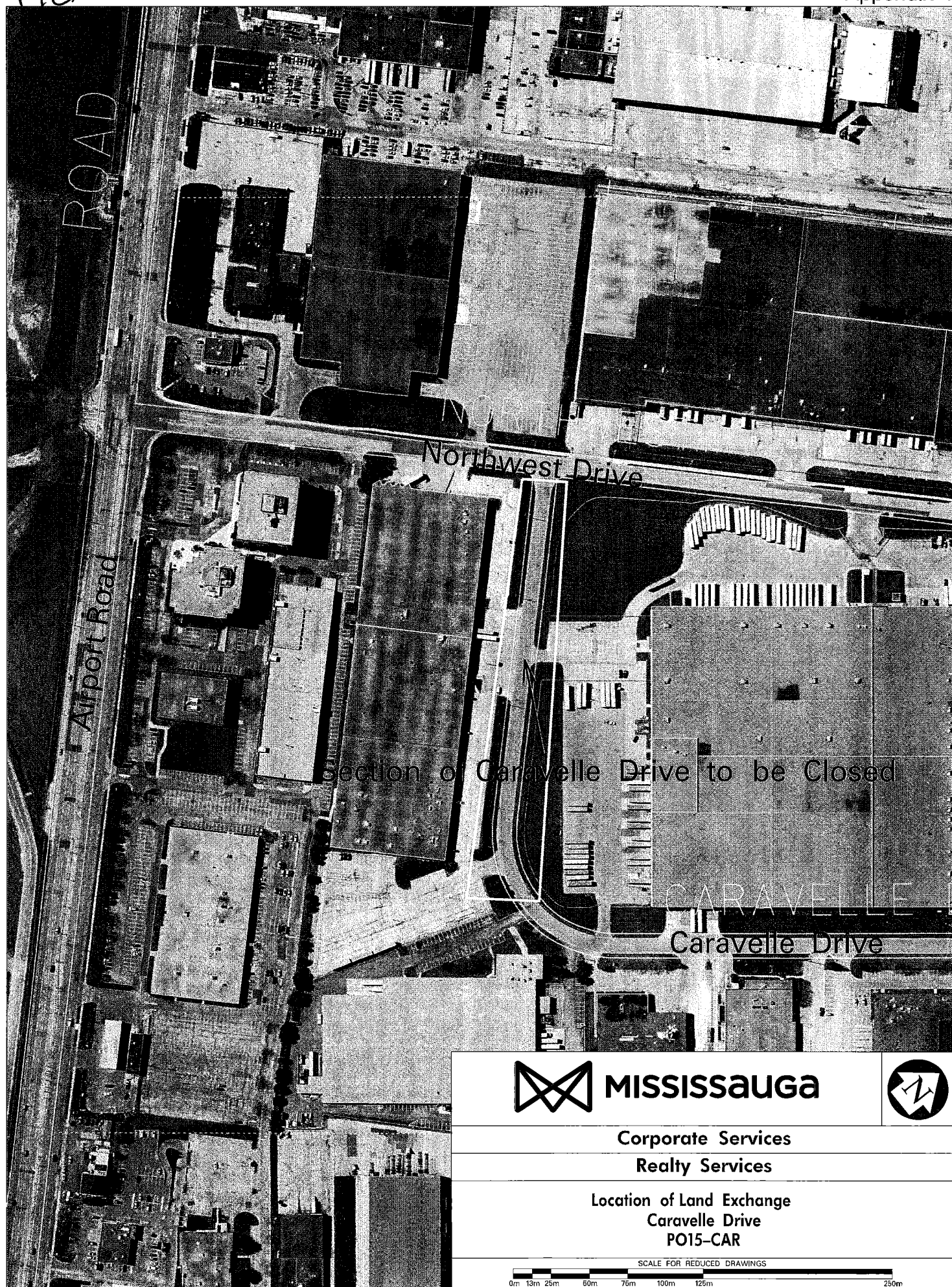
- Appendix 1: Location of the City's surplus lands on Caravelle Drive and Orlando lands to be exchanged (Ward 5)
- Appendix 2: Copy of Draft Reference Plan prepared by David B. Searles Surveying Limited (File No. 127-1-10).



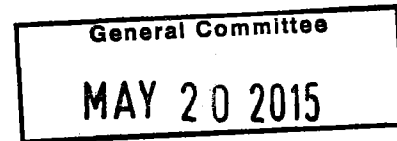
Gary Kent
Commissioner of Corporate Services and Chief Financial Officer

Prepared By: Kevin Bolger, Project Leader

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REPORT 2 - 2015



TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Towing Industry Advisory Committee presents its second report for 2015 and recommends:

TIAC-0004-2015

That Councillor Starr be appointed as Chair of the Towing Industry Advisory Committee for a term of office to November 30, 2018, or until a successor is appointed.

(TIAC-0004-2015)

TIAC-0005-2015

That Councillor Mahoney be appointed as Vice-Chair of the Towing Industry Advisory Committee for a term of office to November 30, 2018, or until a successor is appointed.

(TIAC-0005-2015)

TIAC-0006-2015

That the Towing Industry Advisory Committee provide comments to staff, for inclusion in a future report to General Committee, on the report from the Commissioner of Transportation and Works dated March 26, 2015, entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, Permission to Tow a Vehicle Forms".

(TIAC-0006-2015)

TIAC-0007-2015

That the report from the Commissioner of Transportation and Works, dated April 22, 2015 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, to enable enforcement through the Administrative Penalty System" be received for information.

(TIAC-0007-2015)

TIAC-0008-2015

That the action list of the Towing Industry Advisory Committee meeting held on May 4, 2015 provided to the Committee to update on the status of initiatives raised at prior meetings be received.

(TIAC-0008-2015)

ENVIRONMENTAL ACTION COMMITTEE

May 5, 2015

REPORT 2-2015

General Committee

MAY 20 2015

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Environmental Action Committee presents its second report for 2015 and recommends:

EAC-0012-2015

That the presentation by Mary Bracken, Environmental Specialist, Environment Division, entitled, "Environment – Strategic Direction and Priorities" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0012-2015)

EAC-0013-2015

That the presentation by Patricia Runzer, Supervisor, Community Outreach, Transit entitled, "MiWay – 2015 Outreach" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0013-2015)

EAC-0014-2015

That the presentation by Erica Warsh, Transportation Demand Management Coordinator, Transportation and Works entitled, "Active Transportation Office" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0014-2015)

EAC-0015-2015

That the presentation by Jessica McEachren, Acting Manager, Forestry entitled, "Urban Forest Canopy Assessment Mississauga" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0015-2015)

EAC-0016-2015

That the presentation by Carolyn Bailey, Acting Executive Director, Ecosource entitled, "Ecosource – Growing a Green Community" to the Environmental Action Committee on May 5, 2015 be received.

(EAC-0016-2015)

EAC-0017-2015

That the memorandum dated April 27, 2015 from Diana Suzuki, Environmental Outreach Coordinator, Environment Division with respect to a Community Environmental Appreciation Event be received for information.

(EAC-0017-2015)