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## General Committee

### Date

2017/02/15

### Time

9:00 AM

### Location

Civic Centre, Council Chamber,  
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

Sacha Smith, Legislative Coordinator, Legislative Services  
905-615-3200 ext. 4516  
Email [sacha.smith@mississauga.ca](mailto:sacha.smith@mississauga.ca)

### Find it Online

<http://www.mississauga.ca/portal/cityhall/generalcommittee>

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**INDEX – GENERAL COMMITTEE – FEBRUARY 15, 2017**

1. **CALL TO ORDER**
2. **APPROVAL OF AGENDA**
3. **DECLARATION OF CONFLICT OF INTEREST**
4. **PRESENTATIONS**
  - 4.1. Gavin Longmuir, Manager, Parks Operations and Chair, 2016 United Way Employee Campaign and Anita Stellinga, Acting CEO, United Way of Peel Region with respect to the 2016 Employee Campaign and to present the Ray Foster Award to the 2016 Employee Campaign Steering Committee.
5. **DEPUTATIONS**
  - 5.1. Ibrahim Faruqi, Board Member, Studio 89 with respect to funding for a new location for Studio 89.
  - 5.2. Dr. Marion Dyke and Mr. John Solarski, Skate Canada with respect to World Junior Synchronized Skating Championships at Hershey Centre.
  - 5.3. Shaikh Dabeer Gohar, resident with respect to a transit proposal development and improvement of local bus frequency.
  - 5.4. Kristina Zietsma, Jennifer Cowie Bonne and Katherine Tamminen with respect to the evaluation highlights/benefits of ActiveAssist.
6. **PUBLIC QUESTION PERIOD - 15 Minute Limit**

(Persons who wish to address the General Committee about a matter on the Agenda. Persons addressing the General Committee with a question should limit preamble to a maximum of two (2) statements sufficient to establish the context for the question. Leave must be granted by the Committee to deal with any matter not on the Agenda.)

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**INDEX – GENERAL COMMITTEE – FEBRUARY 15, 2017****CONTINUED****7. MATTERS TO BE CONSIDERED**

- 7.1. Corporate Policy and Procedure - ActiveAssist - Fee Assistance Program Policy Revision
- 7.2. Municipal Election Campaign Contribution Rebate Program – Estimated Costs
- 7.3. Naming of Plane Viewing Platform in Danville Park (P-302), 6525 Danville Drive, 6275 Danville Drive and 610 Abilene Drive (Ward 5)
- 7.4. Port Credit Culture Node Pilot Project Update (Ward 1)
- 7.5. Housekeeping Amendments to the Business Licensing By-law 1-06, as amended
- 7.6. 2017 List of Official Openings and Events
- 7.7. 2017 Pre-Budget Submission to the Federal Government
- 7.8. Canada 150 Community Infrastructure Program - CIP 150 - Intake 2
- 7.9. 2017 Pre-Budget Submission to the Province of Ontario
- 7.10. Mississauga Residents Asked to Test Local Internet Performance
- 7.11. Delegation of Authority- Acquisition, Disposal, Administration and Lease of Land and Property- July 1, 2016 to December 31, 2016.

**8. ADVISORY COMMITTEE REPORTS**

- 8.1. Traffic Safety Council Report 1-2017 January 25, 2017
- 8.2. Accessibility Advisory Committee Report 1-2017 February 6, 2017
- 8.3. Environmental Action Committee Report 1-2017 February 7, 2017

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**INDEX – GENERAL COMMITTEE – FEBRUARY 15, 2017**

**CONTINUED**

9. **MATTERS PERTAINING TO REGION OF PEEL COUNCIL**
10. **COUNCILLORS' ENQUIRIES**
11. **OTHER BUSINESS/ANNOUNCEMENTS**
12. **CLOSED SESSION**  
(Pursuant to Subsection 239(2) of the Municipal Act, 2001)
- 12.1. Personal matters about an identifiable individual, including municipal or local board -  
PMP review for the City Manager
13. **ADJOURNMENT**

City of Mississauga  
**Corporate Report**



Date: 2017/01/19

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Corporate Policy and Procedure - ActiveAssist - Fee Assistance Program Policy Revision**

## Recommendation

That the revised ActiveAssist – Fee Assistance Program Policy 08-03-06, attached as Appendix 1 to the Corporate Report dated January 19, 2017 from the Commissioner of Community Services, be approved.

### Report Highlights

- The ActiveAssist program provides equality of access to Recreation programs for those Mississauga residents in financial need by offering residents who meet the eligibility criteria a \$275 per person annual credit to a Recreation account. The program leverages available program capacity in Recreation.
- A full review of the program was conducted in collaboration with The University of Toronto, evaluating the administration and effectiveness of the ActiveAssist Program Policy (funded through a grant received from the Local Poverty Reduction Fund of \$20,400). The review included an evaluation of client usage data, qualitative interviews with clients, stakeholder consultation, and municipal benchmarking to identify best practices.
- As a result of the University's findings, several changes have been made to the ActiveAssist policy to improve access and program awareness.
- Policy changes include an increase in program capacity from 12,500 to 14,500 and a six month expiry period for those who have not redeemed any of their credit (increasing access and promoting utilization). Additional program improvements will include an online application, website redesign, marketing in targeted communities, and additional sensitivity training for staff.

## Background

The Future Directions Recreation Master Plan identified the need for a fee assistance program that provides equity of access to those in financial need, regardless of age. With the intent to address the economic needs of Mississauga residents, the ActiveAssist program was launched on May 5, 2009. The purpose of ActiveAssist is to provide an opportunity for low-income families and individuals in Mississauga to participate in Recreation programs.

ActiveAssist offers residents who meet the eligibility criteria a \$275.00 per person annual credit to a Recreation account. This credit is redeemable as payment for most recreation programs and memberships provided by the City of Mississauga. The eligibility criteria is based on the Low Income Cut-Off (LICO) report as determined by *Statistics Canada*. LICO calculates a cost of living requirement based on the number of people in a family. ActiveAssist participants have one year to utilize the credit on their account. Unused credits expire after a year, are automatically removed from the client's account and reapplication is required.

Highlights of the program include:

- More than 65,000 Mississauga residents approved to access the program since 2009.
- Approximately 60% of all subsidies are used for registered programs and 40% are used to purchase memberships/visits.
- Children/ Youth utilize 81% of all registered program subsidies.
- The program has evolved to provide exceptions beyond the LICO requirements to include Children in Care (Peel Children's Aid Society) and refugees within their first year in Canada.

Since its inception, the ActiveAssist program has consistently met capacity. During the inaugural year of the program, the original capacity of 2,500 was reached after just two months. Council has approved capacity increases year over year reaching a limit of 12,500 in 2015/16. On February 18, 2015, in the Corporate Report titled ActiveAssist – Fee Assistance Program Performance, staff advised that a full review of the program would be conducted incorporating the following:

- Municipal benchmarking to identify best practices.
- Review of Mississauga's demographic and socioeconomic profiles to forecast demand and impact on the sustainability of the fee assistance program.
- Engagement of key stakeholders to review and evaluate usage, identifying trends, barriers to access, and opportunities for improvement.
- Developing recommendations to improve access and management of the ActiveAssist program, including program capacity limits.

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## Comments

The ActiveAssist program review was completed in collaboration with the University of Toronto, funded through a grant received from the Local Poverty Reduction Fund of \$20,400. The project consisted of two phases including an evaluation of client usage data and qualitative interviews with ActiveAssist clients. Full details of the review are available in the ActiveAssist Evaluation Final Report, attached as Appendix 3.

Key highlights of the review include:

- ActiveAssist credits represent 84%-88% of clients' activity costs, substantially off-setting the expense of accessing physical activity and recreation.
- Younger clients (youth and school aged youth) and older adult clients appeared to be more likely to redeem their Active Assist credits, while adults were less likely to redeem.
- On average, approximately half of the clients who registered and redeem credits in a given year also return to register and redeem credits in the following year.
- Perceived benefits from participants included affordability, community involvement, social benefits, inclusion and benefits for newcomers to Canada.
- Participants who did not utilise the credits identified barriers consistent with many residents in Mississauga such as lack of motivation, scheduling conflicts, transportation challenges, and limited childcare availability.
- Some participants found the application process challenging, felt that there was a lack of awareness in the community and some perceived stigma associated with needing financial assistance.

The review made a number of recommendations for consideration including:

- 1) Increasing access to the ActiveAssist program.
- 2) Implementing targeted, proactive outreach strategies for populations that are traditionally less engaged in recreation.
- 3) Streamlining the registration process.

As a result of this review, the ActiveAssist – Fee Assistance Program Policy 08-03-06 has been revised, as the attached Appendix 1. This policy guides the overall management and administration of the program with a current capacity limit of 12,500.

Program registration continues to grow and is forecasted to reach capacity in early 2017, requiring an additional increase. To identify a reasonable capacity limit, staff validated the program threshold based on the overall unused capacity in recreation programs and memberships. This unused capacity is valued at 14,500 ActiveAssist credits of \$275. Increasing the capacity to 14,500 participants addresses the University's recommendation to continue to expand access to ActiveAssist and accommodates the growing demand.

Additionally, the University's findings indicated that there was an opportunity to increase utilization of the allocated funds with 29% of clients not redeeming any of their credit. The focus group participants stated that they applied as a family but did not participate due to lack of time, transportation and conflicting priorities (the same barriers to participation faced by many).

In an effort to increase utilization, it is recommended that a six month expiry be implemented for those who have not redeemed any of their allocated credit. Those who use some of the credit within 6 months will continue to have the full 12 months to utilise the balance. Customers will be notified in advance when credits are expiring and will continue to have the opportunity to re-apply the following year. As the Active Assist program capacity is reached, staff can re-allocate the expired unused credits from that program year to participants who have been waitlisted. It is anticipated that this change will encourage more clients to make use of their funds. However, if the trend continues with 29% of credits unused, it would result in an additional 4,000 clients annually benefiting from repurposed ActiveAssist credits.

Finally, targeted marketing approaches will be implemented, encouraging participants to use their credit and increasing awareness of the program in targeted communities. As a result of the feedback received from participants, the intake process will be improved by simplifying the application, developing an electronic submission process and providing additional training resources for staff. It is recommended that these changes, including a communication plan, be implemented May 1, 2017 with the start of the next program cycle.

## Strategic Plan

The ActiveAssist program is aligned to Our Future Mississauga's strategic pillar of change – BELONG. The program ensures more children, youth, families, adults and older adults experience the benefits of recreation and a better quality of life.

## Financial Impact

This report has no Financial Impact. The ActiveAssist program leverages available program capacity in Recreation.

## Conclusion

The University of Toronto states that the ActiveAssist program is an effective strategy in reducing inequities and increasing access to recreation for individuals living in low income. The ActiveAssist policy has been revised to improve administration and increase utilization without increasing budgeted operating costs. Increasing program capacity to 14,500 will address the current demand and by implementing a six month expiry period for unused credits, a significant increase in utilisation of the allocated credits is anticipated. The ActiveAssist fee assistance program continues to enable individuals and families to experience the benefits of recreation.



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## Attachments

Appendix 1: Corporate Policy ActiveAssist - Fee Assistance Program 08-03-06

Appendix 2: Comparison Chart - ActiveAssist - Fee Assistance Program 08-03-06

Appendix 3: ActiveAssist Evaluation Final Report



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

Prepared by: Kristina Zietsma, Manager - Customer Service Centre

City of Mississauga

# Corporate Policy & Procedure

**Policy Title: ActiveAssist - Fee Assistance Program****Clean Copy - Draft Only – Nov. 15, 2016****Policy Number: 08-03-06**

Section:	<b>Community Services</b>	Subsection:	<b>Recreation</b>
Effective Date:	<b>November 5, 2015</b>	Last Review Date:	<b>October, 2013</b>
Approved by: <b>Council</b>	Owner Division/Contact: <b>Community Services Division, Recreation Department</b>		

## Policy Statement

ActiveAssist, the City of Mississauga's fee assistance program, will enable many residents living in low-income households to register and participate in quality recreational and cultural activities by offering user fee credit subsidies.

## Purpose

User fee subsidies will extend the benefits of municipal recreation and culture programs to an increased number of children, youth, families and older adults who live in low-income conditions and are therefore less likely to afford current user fees.

## Scope

ActiveAssist is based on the economic need of individuals and families. Participation in the program is capped at 14,500 low-income individuals who are residents of Mississauga.

Post-secondary students who are enrolled full time in a college or university are not eligible, as these institutions provide affordable recreation options. An exception is made for full-time post-secondary students with dependants.

Mississauga residents who participate in another City-administered fee assistance program are not eligible to apply for ActiveAssist during that calendar year.

This policy does not apply to Mississauga Library programs or memberships. For information on these programs and memberships, contact the Mississauga Library.

## Legislative Authority

Verification of income is required in order to confirm eligibility to ActiveAssist. The procedures for gathering and recording income level and net individual/family income information outlined in this policy comply with all applicable legislation, including the *Municipal Freedom of Information and*

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*Protection of Privacy Act* (MFIPPA). For additional information on MFIPPA refer to Corporate Policy and Procedure, Records Management, Freedom of Information and Protection of Privacy.

The City of Mississauga, as authorized by the *Municipal Act, 2001*, establishes an annual by-law to impose, waive, reduce or otherwise vary a recreation program fee or charge.

## Definitions

For the purposes of this policy:

“Family” means the applicant, his/her spouse or common-law partner and all legal dependants.

“Family Net Income”, as defined by the Canada Revenue Agency (CRA), means the total of the applicant’s net income and his/her spouse’s or common law partner’s net income.

“Low Income Cut-Off (LICO)” means a measure of poverty calculated by Statistics Canada using an annual survey of incomes and defines a set of after tax (net) income levels below which individuals are considered to be living under the poverty line. Cut-off levels vary with the number of family members and are adjusted periodically for inflation.

“Membership” means all recreational memberships/passes, such as, but not limited to, fitness, swimming and skating. Memberships are for the exclusive use of the member, are limited to a fixed term and have a specific expiry date. Personal training and swipe visits are excluded.

## Administration

ActiveAssist is administered by the Community Services Department, Recreation Division, via the Customer Service Centre (CSC). All ActiveAssist credit subsidies will be tracked using a registration software system. Recreation staff will undertake compliance auditing and produce ongoing reports to ensure strict management of the program. Significant changes cannot be made to the program cap or eligibility requirements without Council approval.

## Overview of Program

ActiveAssist is a municipally supported financial assistance program available to those with incomes below LICO levels. The most recent LICO rates available at the time of registration will be used to determine eligibility. The CSC Manager or his/her designate will be responsible to monitor Statistics Canada LICO adjustments and communicate them to staff, including clear effective dates.

Community Services staff will collaborate with community agencies and stakeholders, who will promote ActiveAssist to residents who have been identified as low-income. Information will also be available to residents of Mississauga in a variety of Recreation marketing material.

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**Enrolment**

Participants in the program will be accepted on a first-come, first-served basis. Each eligible ActiveAssist participant will be enrolled for a period of one year and receive an annual subsidy of \$275, in the form of an account credit, that can be applied to Mississauga Recreation and Culture registered programs and/or non-transferable Memberships. ActiveAssist participants have the option to either use their credit subsidy to cover the full program cost or to pay a portion themselves, using an accepted payment method.

ActiveAssist credits cannot be transferred to another person. All conditions related to recreation programs, including: transfers, Membership changes, withdrawals and missed classes as outlined in Corporate Policy and Procedure - Fees and Other Revenues - Administration of Recreation Fees, will apply to ActiveAssist registrants, with the exception of administration fees.

Registrations will be ongoing throughout the year. The first day of each customer's twelve month enrolment period will be the date their subsidy is activated.

ActiveAssist participants are responsible to apply annually and must continue to meet all eligibility criteria. Applications for the next year may be made thirty calendar days prior to the end of their current enrolment period.

If the maximum number of ActiveAssist customers has been reached, applicant(s) will be put on a waitlist, as outlined in the ActiveAssist Waitlist section of this policy.

**Unused Credit**

The following applies to unused credits:

- Any full account credits that have not been accessed six months after the customer's enrolment date are automatically removed by the registration software system
- Any partial account credits remaining twelve months after the customer's enrolment date are automatically removed by the registration software system
- Credits cannot be carried over to the following year, transferred to another individual or family member or redeemed for cash. If the remaining credit is not sufficient to cover the full cost of a program the participant may opt to pay the balance using any accepted means of payment

Credits can be applied to any active registration program, even if the start date is past the individual's year end date. For example, the customer's activation date is July 15, 2013, with an expiry date of July 14, 2014. The customer may choose to enrol in April, 2014 for a program that starts in August, 2014.

Credits can be used to purchase a Membership, providing the start date is before the ActiveAssist expiry date, or to extend an existing Membership.

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In the event that an Active Assist participant has registered in a program that is cancelled by the City after the participant's ActiveAssist enrolment period has expired, the customer may be transferred to another program in the same session by the CSC.

## Criteria

To qualify for the program the applicant must be:

- A resident of Mississauga
- Have a total net individual or combined family income below LICO
- Be able to provide recent official documentation, including all pages of a multiple page document, that shows total family net income and proof that all dependants are the legal responsibility of the adult and reside in the adult's household, using one or more of the following statements/documents:
  - Canada Customs and Revenue Agency (CRA) Notice of Assessment form (T451) showing net income/earnings (line 236) for all adults less than the designated cut offs
  - Ontario Sales Tax Benefit form
  - Ontario Disabilities Support Program Drug benefit eligibility card
  - Ontario Works Drug/Dental benefit eligibility card
  - Canada Child Tax Benefit Notice
  - Ontario Child Care Supplement for Working Families Entitlement Notice, and
  - Goods and Services Tax/Harmonized Sales Tax Credit Notice

Dependants under the age of 18 cannot apply as individuals. A parent or legal guardian must complete an application on their behalf.

## Exceptions

The following exceptions may apply:

- Emancipated youth under the age of 18 may apply as individuals
- Refugees must meet the following criteria:
  - Apply within one year of their arrival in Canada with acceptable refugee status
  - Provide proof of being a current Mississauga resident
- Children and youth (under the age of 18) with disabilities who do not meet the ActiveAssist program criteria may be approved if it is determined by the City that a qualified support worker is required in order to participate in the requested City program(s). Requests for this exception will be directed to the applicable designate in the Recreation Division, Community Services Department for consideration
- Children in the care of Peel Children's Aid: the City authorizes designated Peel Children's Aid staff to complete ActiveAssist applications and verify documents for children under their guardianship. Peel Children's Aid staff will scan and forward the application and supporting documentation electronically to the CSC for consideration.

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- The Director of Recreation (or his/her designate) or the Director of Culture (or his/her designate), after careful consideration of the circumstances and in consultation with applicable staff, may make additional exceptions to the ActiveAssist criteria on a case by case basis to accommodate individual requests.

## Excluded Programs

Programs and services that are ineligible for ActiveAssist due to higher program delivery costs or inability to register via the central registration system include:

- Green Fees and golf programs at Braeben and Lakeview
- Hershey Sport Zone Leagues
- Private or semi-private swimming and skating lessons; other private or semi-private lessons/instruction (e.g. squash); low ratio instructor to participant programs (i.e. 1 to 4 or less); and personal training (e.g. Fitness and aquatic therapy)
- Marina slip reservations (Port Credit Village Marina and Lakefront Promenade)
- Meadowvale Theatre box office tickets or rentals
- Room or facility rentals and park permits
- Single admission (pay as you go) or swipe visits for swimming, skating, fitness and youth-drop in programs
- Senior's bus trips
- Museums admissions, and
- Additional fees that are payable on top of registration fees (e.g. National Lifesaving Society instructional book)

## Application Process

Applications for ActiveAssist may be submitted in accordance with the Recreation ActiveAssist Verification Business Process Sub-01-00. Staff will ensure confidentiality and the safekeeping of personal information in accordance with MFIPPA requirements.

Applicants are required to provide copies of the following documentation:

- The completed ActiveAssist form
- Proof of residency in Mississauga (e.g. recent utility bill, lease agreement, driver's license), and
- Proof of total family net income and legal responsibility for all dependants listed on the application as outlined in the Criteria section of this policy

Applications are also available in alternative formats upon request.

## ActiveAssist Waitlist

Maximum enrolment in ActiveAssist is capped at 14,500. The CSC will monitor the number of registered ActiveAssist participants and maintain supplementary waitlist tracking.

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When maximum enrolment is reached, ActiveAssist applicants that meet all eligibility requirements will be advised that they have been put on a waitlist. When space becomes available the CSC will contact the customer at the top of the waitlist and advise them that they may now enrol in the program/Membership.

CSC staff will be responsible to actively monitor the number of registered ActiveAssist participants. Spaces made available by the removal of full customer account credits will be reallocated to those on the waitlist.

## Jerry Love Children's Fund

The Jerry Love Children's Fund (the Fund) is a volunteer donations fund established to provide financial assistance to eligible children participating in City recreation activities. Recreation staff administer the Fund, which City staff and corporate sponsors contribute to through a variety of fundraising activities. Many of the children who qualify may not meet the financial criteria for ActiveAssist, so will continue to be accommodated by the Fund.

## Monitoring and Reporting

In order to ensure proper management and oversight of the program, standardized quarterly reports available for audit will be provided to the Director of Recreation and the Director of Culture itemizing:

- The number of ActiveAssist customers
- The total unrealized revenue of ActiveAssist credit spending on registrations and Memberships
- Ratio of paying customers to ActiveAssist customers, and
- A standardized quarterly report of all ActiveAssist program registrations where a direct cost to City is incurred (including third-party delivered programming partnerships)

## Revision History

Reference	Description
GC-0194-2009 - 2009 04 08	
GC-0385-2010 - 2010 05 26	Increased maximum participation to 4,000 residents.
June 02, 2010	Administrative revision related to Administration of Recreation Fees policy – FAP customers not charged admin fee
GC-0455-2011- 2011 07 06	Increased maximum to 8,000
January 25, 2012	Added aquatic therapy in excluded programs

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	Leadership Team - 2013 10 24 – Scheduled review. Admin changes to reflect current practices and add Kids in Care Provision
GC-0190-2014 - 2014 05 14	Maximum number of ActiveAssist clients increased to 10,000
GC-0091-2015 - 2015 02 25	Maximum number of ActiveAssist clients increased to 12,500
April 21, 2015	Removed need for original documents – CRA moving to online processing only
November 5, 2015	Revised to remove reference to the ActiveAssist cost centre and JV. Replaced with a quarterly report that includes third-party providers



<p><i>Current Policy – What Exists Today in Procurement Cards Policy</i></p>	<p><i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i></p>	<p><i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i></p>
<p><b>Policy Statement</b>                      ActiveAssist, the City of Mississauga’s fee assistance program, will enable many residents living in low-income households to register and participate in quality recreational and cultural activities by offering user fee credit subsidies.</p>	<p><b>Policy Statement</b>                      No change.</p>	
<p><b>Purpose</b>                      User fee subsidies will extend the benefits of municipal recreation and culture programs to an increased number of children, youth, families and older adults who live in low-income conditions and are therefore less likely to afford current user fees.</p>	<p><b>Purpose</b>                      No change.</p>	
<p><b>Scope</b>                      ActiveAssist is based on the economic need of individuals and families. Participation in the program is capped at 12,500 low-income individuals who are residents of Mississauga.</p> <p>Post-secondary students who are enrolled full time in a college or university are not eligible, as these institutions provide affordable recreation options. An exception is made for full-time post-secondary students with dependants.</p>	<p><b>Scope</b>                      ActiveAssist is based on the economic need of individuals and families. Participation in the program is capped at 14,500 low-income individuals who are residents of Mississauga.</p> <p>No change.</p>	<p>Increased the cap by 2,000 participants, based on research from the U of T and input from Community Services Business Planning.</p>

<p><b>Current Policy – What Exists Today in Procurement Cards Policy</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>Mississauga residents who participate in another City-administered fee assistance program are not eligible to apply for ActiveAssist during that calendar year.</p> <p>This policy does not apply to Mississauga Library programs or memberships. For information on these programs and memberships, contact the Mississauga Library.</p>		
<p><b>Legislative Authority</b>                  Verification of income is required in order to confirm eligibility to ActiveAssist. The procedures for gathering and recording income level and net individual/family income information outlined in this policy comply with all applicable legislation, including the <i>Municipal Freedom of Information and Protection of Privacy Act</i> (MFIPPA). For additional information on MFIPPA refer to Corporate Policy and Procedure, Records Management, Freedom of Information and Protection of Privacy.</p> <p>The City of Mississauga, as authorized by the <i>Municipal Act, 2001</i>, establishes an annual by-law to impose, waive, reduce or otherwise vary</p>	<p><b>Legislative Authority</b>                  No change.</p>	

<i>Current Policy – What Exists Today in Procurement Cards Policy</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
a recreation program fee or charge.		
<b>Definitions</b> For the purposes of this policy:	<b>Definitions</b> For the purposes of this policy:	
“Family” means the applicant, his/her spouse or common-law partner and all legal dependants.	No change to definitions.	
“Family Net Income”, as defined by the Canada Revenue Agency (CRA), means the total of the applicant’s net income and his/her spouse’s or common law partner’s net income.		
“Low Income Cut-Off (LICO)” means a measure of poverty calculated by Statistics Canada using an annual survey of incomes and defines a set of after tax (net) income levels below which individuals are considered to be living under the poverty line. Cut-off levels vary with the number of family members and are adjusted periodically for inflation.		
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excluded.		
<p><b>Administration</b></p> <p>ActiveAssist is administered by the Community Services Department, Recreation Division, via the Customer Service Centre (CSC). All ActiveAssist credit subsidies will be tracked using a registration software system. Recreation staff will undertake compliance auditing and produce ongoing reports to ensure strict management of the program.</p>	<p><b>Administration</b></p> <p>ActiveAssist is administered by the Community Services Department, Recreation Division, via the Customer Service Centre (CSC). All ActiveAssist credit subsidies will be tracked using a registration software system. Recreation staff will undertake compliance auditing and produce ongoing reports to ensure strict management of the program. Significant changes cannot be made to the program cap or eligibility requirements without Council approval.</p>	<p>Added clarification that Council approval is needed to make significant changes to the ActiveAssist program.</p>
<p><b>Overview of Program</b></p> <p>ActiveAssist is a municipally supported financial assistance program available to those with incomes below LICO levels. The most recent LICO rates available at the time of registration will be used to determine eligibility. The CSC Manager or his/her designate will be responsible to monitor Statistics Canada LICO adjustments and communicate them to staff, including clear effective dates.</p> <p>Community Services staff will collaborate with</p>	<p><b>Overview of Program</b></p> <p>No change.</p>	

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<p>community agencies and stakeholders, who will promote ActiveAssist to residents who have been identified as low-income. Information will also be available to residents of Mississauga in a variety of Recreation marketing material.</p>		
<p><b>Enrolment</b>                      Participants in the program will be accepted on a first-come, first-served basis. Each eligible ActiveAssist participant will be enrolled for a period of one year and receive an annual subsidy of \$275, in the form of an account credit, that can be applied to Mississauga Recreation and Culture registered programs and/or non-transferable Memberships. ActiveAssist participants have the option to either use their credit subsidy to cover the full program cost or to pay a portion themselves, using an accepted payment method.</p> <p>ActiveAssist credits cannot be transferred to another person.</p>	<p><b>Enrolment</b>                      No change.</p> <p>ActiveAssist credits cannot be transferred to another person. All conditions related to recreation programs, including: transfers, Membership changes, withdrawals and missed classes as outlined in Corporate Policy and Procedure - Fees and Other Revenues - Administration of Recreation Fees, will apply to ActiveAssist registrants,</p>	<p>The information on conditions related to recreation program has been moved from the Registration Process section, which has been removed. The process is now captured in a separate Business Process.</p>

<p><b>Current Policy – What Exists Today in Procurement Cards Policy</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>Registrations will be ongoing throughout the year. The first day of each customer’s twelve month enrolment period will be the date their subsidy is activated.</p> <p>ActiveAssist participants are responsible to apply annually and must continue to meet all eligibility criteria. Applications for the next year may be made thirty calendar days prior to the end of their current enrolment period.</p> <p>If the maximum number of ActiveAssist customers has been reached, applicant(s) will be put on a waitlist, as outlined in the ActiveAssist Waitlist section of this policy.</p>	<p>with the exception of administration fees.</p> <p>No change.</p> <p>No change.</p> <p>No change.</p>	
<p><b>Unused Credit</b></p> <p>Any unused account credits remaining at the end of the customer’s enrolment period are automatically removed by the registration</p>	<p><b>Unused Credit</b></p> <p>The following applies to unused credits:</p> <ul style="list-style-type: none"> <li>• Any full account credits that have not been accessed six months after the customer’s enrolment date are automatically removed by the registration software system</li> <li>• Any partial account credits remaining twelve months after the customer’s enrolment date are automatically</li> </ul>	<p>Reformatted to bullets.</p> <p>Removing unused credits after 6 months will enable more eligible residents to enrol in and take advantage of the ActiveAssist program.</p> <p>Minor wording changes for clarity.</p>

<b><i>Current Policy – What Exists Today in Procurement Cards Policy</i></b>	<b><i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i></b>	<b><i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i></b>
<p>software system.</p> <p>Credits cannot be carried over to the following year, transferred to another individual or family member or redeemed for cash. If the remaining credit is not sufficient to cover the full cost of a program the participant may opt to pay the balance using any accepted means of payment.</p> <p>Credits can be applied to any active registration program, even if the start date is past the individual’s year end date. For example, the customer’s activation date is July 15, 2013, with an expiry date of July 14, 2014. The customer may choose to enrol in April, 2014 for a program that starts in August, 2014.</p> <p>Credits can be used to purchase a Membership, providing the start date is before the ActiveAssist expiry date, or to extend an existing Membership.</p> <p>In the event that an Active Assist participant has registered in a program that is cancelled by the City after the participant’s ActiveAssist enrolment period has expired, the customer may be transferred to another program in the same session by the CSC.</p>	<p>removed by the registration software system</p> <p>No change.</p> <p>No change.</p> <p>No change.</p> <p>No change.</p>	

<p><i>Current Policy – What Exists Today in Procurement Cards Policy</i></p>	<p><i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i></p>	<p><i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i></p>
<p><b>Criteria</b>                      To qualify for the program the applicant must be:</p> <ul style="list-style-type: none"> <li>• A resident of Mississauga</li> <li>• Have a total net individual or combined family income below LICO</li> <li>• Be able to provide recent official documentation, including all pages of a multiple page document, that shows total family net income and proof that all dependants are the legal responsibility of the adult and reside in the adult’s household, using one or more of the following statements/ documents:</li> <li>• Canada Customs and Revenue Agency (CRA) Notice of Assessment form (T451) showing net income/earnings (line 236) for all adults less than the designated cut offs</li> <li>• Ontario Sales Tax Benefit form</li> <li>• Ontario Disabilities Support Program Drug benefit eligibility card</li> <li>• Ontario Works Drug/Dental benefit eligibility card</li> <li>• Canada Child Tax Benefit Notice</li> <li>• Ontario Child Care Supplement for Working</li> </ul>	<p><b>Criteria</b>                      No change.</p>	



<p><b>Current Policy – What Exists Today in Procurement Cards Policy</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>Families Entitlement Notice, and</p> <ul style="list-style-type: none"> <li>• Goods and Services Tax/Harmonized Sales Tax Credit Notice</li> </ul> <p>Dependants under the age of 18 cannot apply as individuals. A parent or legal guardian must complete an application on their behalf.</p>		
<p><b>Exceptions</b></p> <p>Children and youth with disabilities ( under the age of 18) who do not meet the ActiveAssist program criteria may be approved for the program if it is determined by the City that a qualified support worker is required in order to participate in City programs. Requests for this exception will be directed to the designate in the Recreation Division, Community Services Department for consideration and possible approval.</p>	<p><b>Exceptions</b></p> <p>The following exceptions may apply:</p> <ul style="list-style-type: none"> <li>• Emancipated youth under the age of 18 may apply as individuals</li> <li>• Refugees must meet the following criteria:                             <ul style="list-style-type: none"> <li>– Apply within one year of their arrival in Canada with acceptable refugee status</li> <li>– Provide proof of being a current Mississauga resident</li> </ul> </li> <li>• Children and youth (under the age of 18) with disabilities who do not meet the ActiveAssist program criteria may be approved if it is determined by the City that a qualified support worker is required in order to participate in the requested City program(s). Requests for this exception will be directed to the applicable designate in the Recreation Division, Community Services</li> </ul>	<p>Moved the Exceptions section from the end of the policy and reformatted into bullets.</p> <p>Clarified that emancipated youth may apply as individuals.</p> <p>In light of the refugee crisis affecting many regions Mississauga residents with refugee status may also now apply for the program.</p> <p>Minor wording changes for clarity. No change to intent.</p>

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<p>In order to provide access to ActiveAssist for those children in the care of Peel Children’s Aid, the City authorizes designated Peel Children’s Aid staff to complete ActiveAssist applications and verify documents for children under their guardianship. Peel Children’s Aid staff will follow the processes outlined under the Role of Front Desk Staff, above. The application must be sent to the CSC for consideration. The Director of Recreation (or his/her designate) or the Director of Culture (or his/her designate), after careful consideration of the circumstances and in consultation with applicable staff, may make additional exceptions to the ActiveAssist criteria on a case by case basis to accommodate individual requests.</p> <p>Significant exceptions cannot be made to the program cap or eligibility requirements without Council approval.</p>	<p>Department for consideration</p> <ul style="list-style-type: none"> <li>• Children in the care of Peel Children’s Aid: the City authorizes designated Peel Children’s Aid staff to complete ActiveAssist applications and verify documents for children under their guardianship. Peel Children’s Aid staff will scan and forward the application and supporting documentation electronically to the CSC for consideration.</li> <li>• No change.</li> </ul>	<p>Incorporated the Kids in Care section into the Exceptions section. Minor wording changes for clarity; no change to intent. Clarified that documents are sent electronically.</p> <p>Moved to the Administration section.</p>
<p><b>Excluded Programs</b>                  Programs and services that are ineligible for ActiveAssist due to higher program delivery costs or inability to register via the central</p>	<p><b>Excluded Programs</b>                  Programs and services that are ineligible for ActiveAssist due to higher program delivery costs or inability to register via the central</p>	

<p><b>Current Policy – What Exists Today in Procurement Cards Policy</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>registration system include:</p> <ul style="list-style-type: none"> <li>• Green Fees at Braeden and Lakeview</li> <li>• Hershey Sport Zone Leagues</li> <li>• Private or semi-private swimming and skating lessons; other private or semi-private lessons/instruction (e.g. Squash); low ratio instructor to participant programs (i.e. 1 to 4 or less); and personal training (e.g. Fitness and aquatic therapy)</li> <li>• Marina slip reservations (Port Credit Village Marina and Lakefront Promenade)</li> <li>• Meadowvale Theatre box office tickets or rentals</li> <li>• Room or facility rentals and park permits</li> <li>• Single admission (pay as you go) or swipe visits for swimming, skating, fitness and youth-drop in programs</li> <li>• Senior’s bus trips</li> <li>• Museums admissions, and</li> <li>• Additional fees that are payable on top of registration fees (e.g. National Lifesaving Society instructional book)</li> </ul>	<p>registration system include:</p> <ul style="list-style-type: none"> <li>• Green Fees and gold programmes at Braeden and Lakeview</li> </ul> <p>No other changes to bullets</p>	<p>Clarified that golf programmes are also excluded.</p>
<p><b>Application Process</b>                      Applications for ActiveAssist may be made at any City of Mississauga Recreation Community</p>	<p><b>Application Process</b>                      Applications for ActiveAssist may be submitted in accordance with the</p>	<p>The application process has been removed, as it is now captured in a</p>

<b>Current Policy – What Exists Today in Procurement Cards Policy</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p>Centre or the CSC and must be done in person. A specific appointment time is not necessary, however, may be arranged in advance by phoning the applicable location.</p> <p>Applicants are required to bring the following documentation:</p> <ul style="list-style-type: none"> <li>• The completed ActiveAssist form</li> <li>• Proof of residency in Mississauga (e.g. Recent utility bill, lease agreement, driver’s license), and</li> <li>• Proof of total family net income and legal responsibility for all dependants listed on the application as outlined in the Criteria section of this policy</li> </ul> <p>Applications are also available in alternative formats upon request.</p>	<p>Recreation ActiveAssist Verification Business Process Sub-01-00. Staff will ensure confidentiality and the safekeeping of personal information in accordance with MFIPPA requirements.</p> <p>Applicants are required to provide copies of the following documentation:                      No change to bullets.</p> <p>No change.</p>	<p>detailed Business Process.</p> <p>Recreation has consulted with Audit and FOI to ensure the process will maintain strict confidentiality of personal information.</p>
<p><b>Role of Front Desk Staff</b></p> <p>Community Centre and CSC staff will be responsible to complete the following:</p> <ul style="list-style-type: none"> <li>• Review customer’s documents, ensuring confidentiality</li> <li>• Verify total family or individual net income and the type of identification and documentation provided, including the document’s date</li> </ul>		<p>The role of front desk staff has been removed, as it is now captured in a detailed Business Process.</p> <p>Recreation staff have consulted with Audit and FOI to ensure the process will maintain strict confidentiality of personal information.</p>

<p><b>Current Policy – What Exists Today in Procurement Cards Policy</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<ul style="list-style-type: none"> <li>• Sign the form and ensure it is initialled by a full-time supervisor, full-time operations staff or on-duty manager;</li> <li>• Forward the completed and verified application form, in a sealed envelope, to the CSC, and</li> <li>• Advise applicants that they will hear back from the CSC within 15 business days</li> </ul> <p>Documents will not be photocopied and will be returned to the applicant.</p> <p>Applicants will be required to sign a declaration that the information provided is factual and agree, if requested by the City, to provide documents for auditing purposes at any time during the coverage period.</p>		
<p><b>Kids in Care Provision</b></p> <p>In order to provide access to ActiveAssist for those children in the care of Peel Children’s Aid, the City authorizes designated Peel Children’s Aid staff to complete ActiveAssist applications and verify documents for children under their guardianship. Peel Children’s Aid staff will follow the processes outlined under the Role of Front Desk Staff, above. The application must be sent to the CSC for consideration.</p>		<p>This information has been included in the Exceptions section.</p>

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<p><b>Role of Customer Service Centre Staff</b>                      CSC staff authorized by the CSC Manager to approve ActiveAssist applications will confirm that all areas of the application are complete, the application form has been verified and that the applicant(s) are not currently benefiting from the Jerry Love Fund.</p> <p>CSC staff will then contact the ActiveAssist applicant and confirm whether or not they have been approved for the program. Applicants who have been declined will be advised of the reason(s) and, if applicable, any steps they can take to make a successful application. A user account will be set up in the registration software system for successful applicants, if none exists and the credit subsidy will be applied. Staff will provide information and instruction to applicants on how to register for the programs of their choice and advise them that credit will be drawn from the account as payment.</p>		<p>The role of front desk staff has been removed, as it is now captured in a detailed Business Process.</p> <p>Recreation staff have consulted with Audit and FOI to ensure the process will maintain strict confidentiality of personal information.</p>

<p><i>Current Policy – What Exists Today in Procurement Cards Policy</i></p>	<p><i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i></p>	<p><i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i></p>
<p>All applications, both approved and declined, will be filed in a secure, confidential location at the CSC, where they are available only to staff who need to have access to the information. Records will be maintained in accordance with established Recreation procedures and Corporate Policy and Procedure, Corporate Administration, Records Management, Records Management Program.</p>		
<p><b>ActiveAssist Waitlist</b>                      Maximum enrolment in ActiveAssist is capped at 12, 500. The CSC will monitor the number of registered ActiveAssist participants and maintain supplementary waitlist tracking.</p> <p>When maximum enrolment is reached, ActiveAssist applicants that meet all eligibility requirements will be advised that they have been put on a waitlist.</p> <p>CSC staff will be responsible to actively monitor the number of registered ActiveAssist</p>	<p><b>ActiveAssist Waitlist</b>                      Maximum enrolment in ActiveAssist is capped at 14,500. The CSC will monitor the number of registered ActiveAssist participants and maintain supplementary waitlist tracking.</p> <p>When maximum enrolment is reached, ActiveAssist applicants that meet all eligibility requirements will be advised that they have been put on a waitlist. When space becomes available the CSC will contact the customer at the top of the waitlist and advise them that they may now enrol in the program/Membership.</p> <p>CSC staff will be responsible to actively monitor the number of registered</p>	<p>Revised to reflect the recommended cap of 14,500.</p> <p>Revised to reflect the recommended practice of removing registered participants who have not accessed</p>

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<p>participants. When space becomes available the CSC will contact the customer at the top of the waitlist and advise them that they may now enrol in the program/Membership.</p>	<p>ActiveAssist participants. Spaces made available by the removal of full customer account credits will be reallocated to those on the waitlist.</p>	<p>their credit and reallocating the space to applicants on the waitlist.</p>
<p><b>Registration Process</b>                      Once the subsidy credit has been applied to their account, ActiveAssist customers may register in eligible programs/ Memberships of their choice.                      All conditions related to recreation programs, including: transfers, Membership changes, withdrawals and missed classes as outlined in Corporate Policy and Procedure - Fees and Other Revenues - Administration of Recreation Fees, will apply to ActiveAssist registrants, with the exception of administration fees.</p>		<p>The registration process has been removed, as it is now captured in a detailed Business Process. The information on the conditions related to recreation programs has been moved to the Enrolment section, above.</p>
<p><b>Jerry Love Children’s Fund</b>                      The Jerry Love Children’s Fund (the Fund) is a volunteer donations fund established to provide financial assistance to eligible children participating in City recreation activities. Recreation staff administer the Fund, which City staff and corporate sponsors contribute to through a variety of fund raising activities. Many of the children who qualify may not meet the</p>	<p><b>Jerry Love Children’s Fund</b>                      No change.</p>	



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<p>financial criteria for the ActiveAssist, so will continue to be accommodated by the Fund.</p>		
<p><b>Monitoring and Reporting</b>                      Minimum registration requirements exist to offset labour and material costs associated with delivering recreation and culture programs. All registered programs, including those added to accommodate ActiveAssist customers, must meet the minimum number of course registrations. The program supervisor, in consultation with the facility manager and/or other programmers in the specific line of business, may determine that, if program cost recovery is at risk due to ActiveAssist registrations, the program may proceed if the overall line of business is profitable. Otherwise, the course will be cancelled.</p> <p>The following monitoring and reporting practices will ensure proper management and oversight of the program:</p> <ul style="list-style-type: none"> <li>Standardized quarterly reports will be provided to the Director of Recreation and the Director of Culture itemizing the number of ActiveAssist customers, the total</li> </ul>	<p><b>Monitoring and Reporting</b>                      In order to ensure proper management and oversight of the program, standardized quarterly reports available for audit will be provided to the Director of Recreation and the Director of Culture itemizing:</p> <ul style="list-style-type: none"> <li>The number of ActiveAssist customers</li> <li>The total unrealized revenue of ActiveAssist credit spending on registrations and Memberships</li> <li>Ratio of paying customers to ActiveAssist customers, and</li> <li>A standardized quarterly report of all ActiveAssist program registrations where a direct cost to City is incurred (including third-party delivered programming partnerships)</li> </ul>	<p>Practice has shown that programs have not been cancelled due to enrollment of ActiveAssist participants. Cancelling a program due to the ratio of ActiveAssist to full payment customers is not seen as offering good customer service. Reports will continue to be generated to enable staff to analyse any direct cost to the City.</p>

<p><b><i>Current Policy – What Exists Today in Procurement Cards Policy</i></b></p>	<p><b><i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i></b></p>	<p><b><i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i></b></p>
<p>unrealized revenue of ActiveAssist credit spending on registrations and Memberships and ratio of paying customers to ActiveAssist customers, with such information available for audit</p> <ul style="list-style-type: none"> <li>• An annual statistics report analyzing program trends and costs</li> </ul> <p>A standardized quarterly report of all ActiveAssist program registrations where a direct cost to City is incurred (including third-party delivered programming partnerships), and Overall demand for assistance will be tracked and used for future forecasting of need for financial assistance.</p>		

***Evaluating the ActiveAssist Fee Assistance Program  
for Individuals in Low Income***

Research Evaluation Results  
July 2016

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This evaluation was funded by a grant awarded by the Province of Ontario’s Local Poverty Reduction Fund, administered by the Ontario Trillium Foundation and the Treasury Board Secretariat’s Poverty Reduction Strategy Office.

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## Executive Summary

- ActiveAssist is a fee assistance program designed to help individuals and families living in low income participate in physical activity and recreation programming within the City of Mississauga by providing a \$275 per person credit to use towards courses, programs, and memberships.
- Several fee assistance programs exist for individuals living in low income, however few evaluations have examined these programs as mechanisms for increasing access to physical activity and recreation. The purpose of this study was to evaluate the ActiveAssist Program as a best practice for assisting individuals and families in low income to access recreation programs.
- This study involved a mixed-methods (quantitative and qualitative) evaluation of the ActiveAssist program, funded by a Local Poverty Reduction Fund grant from the Province of Ontario (Ontario Trillium Foundation and the Treasury Board Secretariat's Poverty Reduction Strategy Office).
- Quantitative analysis of registration data between Series A-F (2009/10 to 2014/15) provided information regarding program use and uptake:
  - Enrolment in ActiveAssist has increased from approximately 2,500 clients in Series A (2009/10) to over 12,000 clients in Series F (2014/15).
  - ActiveAssist credits represented 83.5%-88% of clients' activity costs, substantially offsetting the expense of accessing physical activity and recreation in the City of Mississauga for individuals in low income.
  - Credit redemption varied by age group. Average credit redemption was higher among youth, school aged youth, and older adults, and lower among adults. Younger clients (youth and school aged youth) and older adult clients appeared to be more likely to redeem their ActiveAssist credits, while adults were less likely to redeem their ActiveAssist credits.
  - Children and youth account for 80% of all used subsidies, and an additional 3% are used by older adults. The mean and median amounts that clients redeemed varied across age groups. School aged youth and older adults redeemed the greatest amount of their credits, while adults redeemed the lowest amounts.
  - Regarding the proportion of credits redeemed: if clients used any of their credit, approximately 72% of them used more than half of their credit amount in a given series. Thus, it is likely that clients who register and use the credit at least once during the subsidy series are likely to use over half their credit amount.

- On average, approximately half of the clients who registered and redeemed credits in a given series also returned to register and redeem credits in the following series.
- Individuals registered in the ActiveAssist program did not appear to experience course cancellations at a greater rate than other clients (e.g., full paying member).
- Qualitative analysis of interviews with ActiveAssist participants highlighted a number of benefits of the program for individuals living in low income, including:
  - Physical and health benefits for adults and children (e.g., improved physical fitness and physical competence or sport skills).
  - Social benefits (e.g., reducing isolation, increased confidence, decreasing the negative impacts of living in low income).
  - Benefits for immigrants and newcomers to Canada.
  - Development of community capacity and a sense of belonging by accessing community recreation programming.
- Participants also reported some challenges with their experiences in the ActiveAssist program, including:
  - Lack of awareness about the program.
  - Program registration and course enrolment.
  - Additional barriers including transportation, child care, additional fees for sport or physical activity equipment, which may create additional barriers to accessing physical activity and recreation programming for individuals living in low income.

In sum, ActiveAssist appears to be an effective program for supporting access to recreation and physical activity for families in low income in the City of Mississauga. Along with the benefits of participating in the various recreation activities and services offered by the city, individuals and families felt a sense of community or belonging as a result of the support from the program. Future work should explore why upwards of 50% of credits remain unused. Also, though some understanding has been gained on the benefits to the participants, the cost of offering the ActiveAssist program should be determined.

## Context

### City of Mississauga

Mississauga is Canada's 6th largest city with a growing and diverse population of 773,513 (261,671 households; Environics, May 21, 2015). Among the residents of Mississauga, 52% are born outside of Canada, adults over the age of 55 years account for approximately 40% of the population, over 14% of residents are lone parent households, and 22% of households report an annual income under \$40K.

### Poverty, Inclusion, and Access to Physical Activity and Recreation

Lack of community programs, or access to such programs, has been identified as a contributing factor to the intergenerational dimension of poverty in Canada [1,2]. The provision of recreation opportunities is considered an essential service that enhances the quality of life and resilience of individuals and communities. The benefits of recreation for Canadians are well established [3]. Unfortunately, exclusion from "community-based recreation is both a result of and a contributor to cyclical and generational poverty" [4].

Finances (e.g., user fees, registration fees, equipment costs) are one of the main barriers for low-income families to engaging in recreation and community sports programs. In a study on recreation and poverty in Scarborough, user fees were identified as a "critical and substantial problem" for low-income residents [5]. Thus, fee subsidy programs that minimize or eliminate user fees, transportation costs, and equipment costs were identified as a "promising practice" to enable low-income families to access recreational programs in Ontario [6]. The work of Gina Browne and colleagues suggests that subsidizing recreation services in Ontario had a significant impact on the competence and skills of children, along with reduced demand or use of physicians, social workers, and child care services [8,9]. For instance, per person annual expenditures for health and social services utilization decreased from \$1905 to \$914 over a 2-year period [9].

The recent national recreation framework describes five goals for recreation in Canada, including increased "inclusion and access to recreation for populations that face constraints to participation" [3]. Similarly, a policy framework was developed to promote affordable access to recreation for Ontarians with the specific intent to address barriers faced by 1) low-income families, and 2) municipalities and local organizations in providing affordable and accessible services [4]. It identified seven objectives to address these barriers (affordability, places to play, awareness, inclusion, capacity, collaboration, accountability). The affordability objective calls for high quality programs in each community and that "non-stigmatizing fee assistance programs" will be offered. The latter three objectives (capacity, collaboration, accountability) relate more to the second barrier to how municipalities can provide the services.

Not surprisingly, the majority of municipalities in Ontario reduce or remove fees for at least some recreation facilities or programs, but only 35% have a council-approved published policy addressing equity to recreation [7] and there are some barriers to implementing policies intended to increase

access to recreation. Municipalities have identified costs and financial implications as an important barrier for developing and implementing policy on equity of access to recreation. For the families, limited transportation and equipment (62%) and the social stigma associated with asking for financial assistance (52%) were important non-financial barriers that may limit the effectiveness of implementing fee subsidy policies and programs. Regardless, limited understanding exists on the impact of providing subsidies or no-cost recreation services for families in low-income situations.

### **Physical Activity Fee Assistance Programs in Canada**

In 2007, the federal government implemented the Canadian Fitness Tax Credit which allows a non-refundable tax credit of up to \$500 annually for registering children 16 and under in an eligible physical activity program. Children with a disability under the age of 18 are eligible to claim an additional \$500. If a family were to claim the maximum amount, they would receive a maximum tax credit of \$75 (or \$150 for families with children with a disability). According to an evaluation of the CFTC, only 16% of parents who claimed the CFTC believe it increased their child's participation in physical activity programs [10]. Further, parents in the lowest income quartile are less likely to be aware of the CFTC and to claim it. Similar provincial tax credits exist across the country including Ontario which was launched in 2010. However, the Ontario Children's Fitness Tax Credit will be cancelled as of January 1, 2017 and in its 2016 budget, the federal government unveiled plans to end the federal CFTC.

Canadian Tire Jumpstart provides children ages 4-18 in low income with up to \$600 annually (\$300 per activity) to participate in over 70 different types of physical activities. Mississauga residents are eligible to apply directly to this program to participate in various activities offered through the City of Mississauga and other community organizations and service providers.

KidSport is a national not-for-profit organization that provides financial assistance for registration fees and equipment to kids aged 18 and under so they can play a season of sport. There are 178 Kid Sport Chapters across the country however there are no chapters that serve Mississauga.

There has been limited evaluation of national fee assistance programs for improving access to physical activity and recreation access in Canada. In March 2016, the Standing Senate Committee on Social Affairs, Science and Technology released *Obesity in Canada: a Whole of-Society Approach for a Healthier Canada*, outlining causes, and recommendations to reduce the incidence of obesity in Canada. One of the causes that was outlined was overall lifestyle including organized sport and exercise programs, active play and activities of daily living. As a way forward, the committee made a series of 21 recommendations, including a recommendation that assessments be conducted to determine how fiscal measures could be used to help Canadians of lower socioeconomic status choose healthy lifestyle options.



## City of Mississauga Initiatives to Increase Access & Inclusion to Recreation

ActiveAssist is one of many free programs and services provided by the City of Mississauga to increase access and inclusion to recreation for all residents. Additional programs are outlined below:

- “Let’s Play in the Park” offers children ages 6 to 12 the opportunity to get active outdoors, builds community and encourages utilization of outdoor spaces by offering free drop-in programming over the summer months. A total of 22,614 children participated in this program during the first 2 years of operation.
- The City has entered into a Purchase of Service Agreement with the Region of Peel which allows qualifying low income families receiving child care subsidies to apply those subsidies to camp registrations (summer, holiday, March Break) for children ages 6-12.
- The “Sauga At Play” program provides free after school sports, dance, and arts activities for youth ages 10 to 18 at all of the City’s major community centres. Participation has risen steadily over the past 10 years with 42, 609 youth participating in 2015 alone.
- In 2014, the “Freedom Pass” was launched to provide free transit and swimming in the summer for up to 10, 000 youth between the ages of 12 to 14 years.
- 57 older adult groups benefit from free daytime space in community centres, providing the opportunity for older adult residents to participate in a variety of passive and active recreational opportunities at low or no cost.

## ActiveAssist - Overview

In May 2009, the City of Mississauga (COM) launched ActiveAssist, a fee assistance program that provides opportunities for low-income families and individuals to participate in subsidized physical activity and recreation programs. It offers eligible residents a \$275 per person credit, redeemable for recreation programs and memberships provided by the COM's Recreation Division. The income cut-off to qualify for ActiveAssist is \$37,000 for a family of four and it is estimated that approximately 22% of households in the city are eligible (EnviroNics, May 21, 2015). Furthermore, the program specifically addresses the needs of low-income individuals and vulnerable populations included in the Province of Ontario's Poverty Reduction Strategy.

ActiveAssist is an innovative program in a number of respects: 1) it is accessible by families, adults, and older adults; 2) it can be used in conjunction with other fee assistance programs (e.g., JumpStart) to further increase recreation participation opportunities; 3) registration is available at any community centre or centrally through the Customer Service Centre; and 4) it can be used for registered programs/courses or for fitness memberships.

The program's original capacity of 2,500 was reached after just two months, and Mississauga City Council has approved increases year over year reaching a limit of 12,500 participants for the 2014/2015 cycle to ensure no one in financial need was waitlisted. Children and youth account for 80% of all used subsidies, and an additional 3% are used by older adults. The program was further expanded in 2014 to remove barriers and provide access for children in the care of the Peel Children's Aid Society.

Though poverty reduction is not a driver of recreational services, recreation participation is associated with a number of benefits to personal and community well-being. In addition to improved access to service for individuals and families in low income, ActiveAssist is proving to be efficient and demonstrating fiscal responsibility by using existing capacity in programs to reduce any pressure on gross expenditure. Essentially, ActiveAssist has been successful in increasing participation with minimal impact to the COM's operating budget and does not rely on fundraising or external revenue sources.

## Evaluation Project Overview and Funding

The purpose of this project was to evaluate the COM ActiveAssist Program as a best practice for assisting individuals and families in low income to access recreation programs.

The specific aims of the project were:

1. To evaluate the usage and non-usage of the program by individuals in low income.
2. To identify opportunities to improve program awareness and uptake in order to increase program accessibility.
3. To develop recommendations for future strategies to enhance access to recreation among individuals in low income.

Evaluation of the ActiveAssist Program involved: (1) a quantitative analysis of data regarding the use of the program; and (2) a qualitative evaluation of the program and its use among a sample of registered individuals.

Funding for this project was provided through a grant from the Local Poverty Reduction Fund in 2015 to support this research. The funding is being delivered through the Treasury Board Secretariat's Poverty Reduction Strategy Office in partnership with the Ontario Trillium Foundation.

**Project 1: Quantitative Evaluation of the ActiveAssist Program****Data Collection:**

ActiveAssist client registration data were provided to the research team by the City of Mississauga. Data were anonymized prior to analysis and no identifying information was included in the dataset that was provided to the researchers.

The raw dataset included information regarding clients' program registration (e.g., courses, memberships, etc.), age category (adult, youth, school aged youth, preschool, infant, older adult), subsidy series (Series A to Series F; 2009/10 to 2014/15), program amount/cost, and the ActiveAssist credit amount redeemed per transaction.

**Data Analysis:**

1. Outliers were removed from the dataset (e.g., some clients' records indicated they redeemed greater than \$275 in credits during one Series). In total, 247 clients were removed from the dataset across all the Series (5.5% of all registered clients).
2. Client registration vs. credit redemption was calculated, as well as client registration and credit redemption by age groups.
3. Clients' transactions were aggregated within each Series to calculate:
  - a) Total credit amount redeemed and amount paid out-of-pocket
  - b) Mean (average) credit amount redeemed
  - c) Median credit amount redeemed
  - d) Proportion of credit used by age groups
4. Clients' course status was examined (i.e., active/withdrawn/cancelled) to identify the proportion of ActiveAssist clients experiencing course cancellations.

## Registered Clients and Credit Redemption

Registration in the ActiveAssist program has grown steadily between 2009 and 2015. Figure 1 demonstrates an increase in clients registered in ActiveAssist from 2474 clients in Series A to 12,444 in Series F. On average, 3.15 clients per family were registered with ActiveAssist over all the Series.

By comparison, clients who redeemed any of their credits ranged from 1682 in Series A to 8452 in Series F. **Thus, approximately 68-74% of clients who registered with ActiveAssist also redeemed their credits in transactions during the year.**

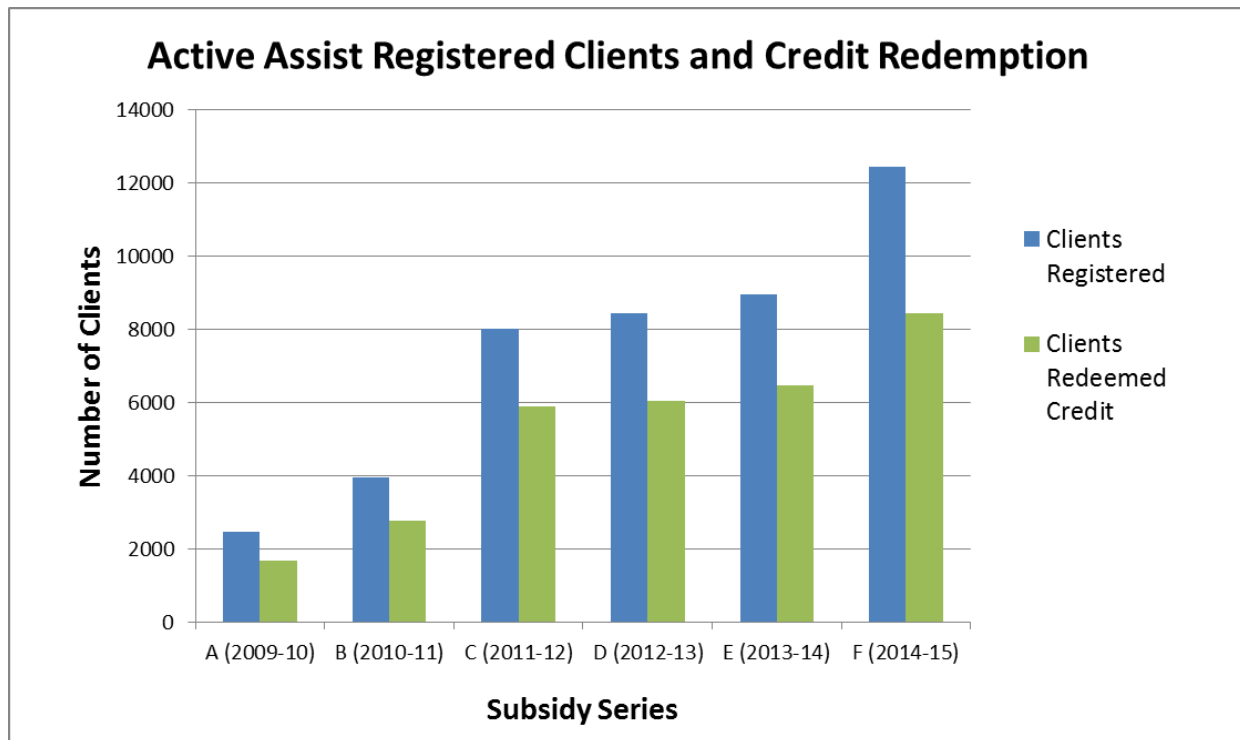


Figure 1. Clients registered in ActiveAssist and clients who redeemed ActiveAssist credits.

## Credit Registration and Redemption Varied across Age Groups

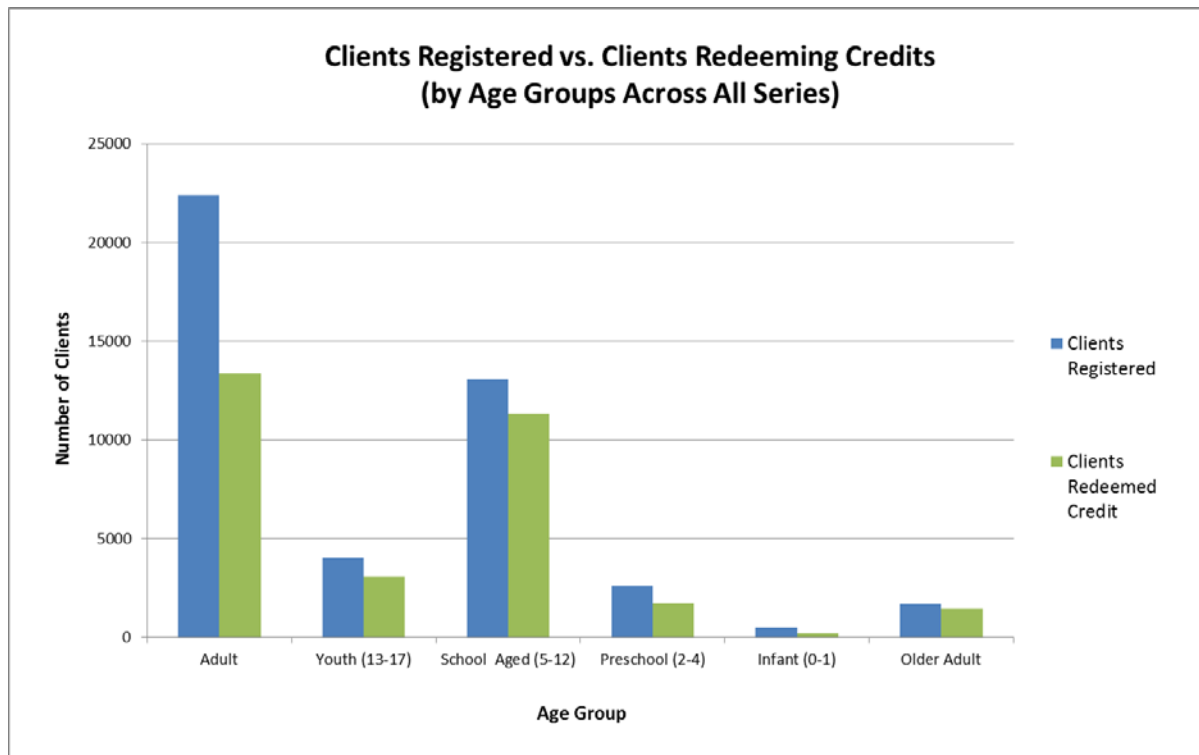


Figure 2. Clients registered in ActiveAssist and clients who redeemed ActiveAssist credits (by age group).

Clients' credit redemption (across all series) varied by age group. Across all series, 22,386 adults were registered with ActiveAssist, and 13,375 adults redeemed their credits. Thus, approximately 60% of adults who registered with the program also redeemed credits. However, the proportion of youth, school aged youth, and older adults redeeming credits was higher, ranging from 75% - 87%. **Younger clients (youth and school aged youth) and older adult clients appeared to be more likely to redeem their ActiveAssist credits, while adults were less likely to redeem their ActiveAssist credits.**

## Repeat Registration and Credit Redemption

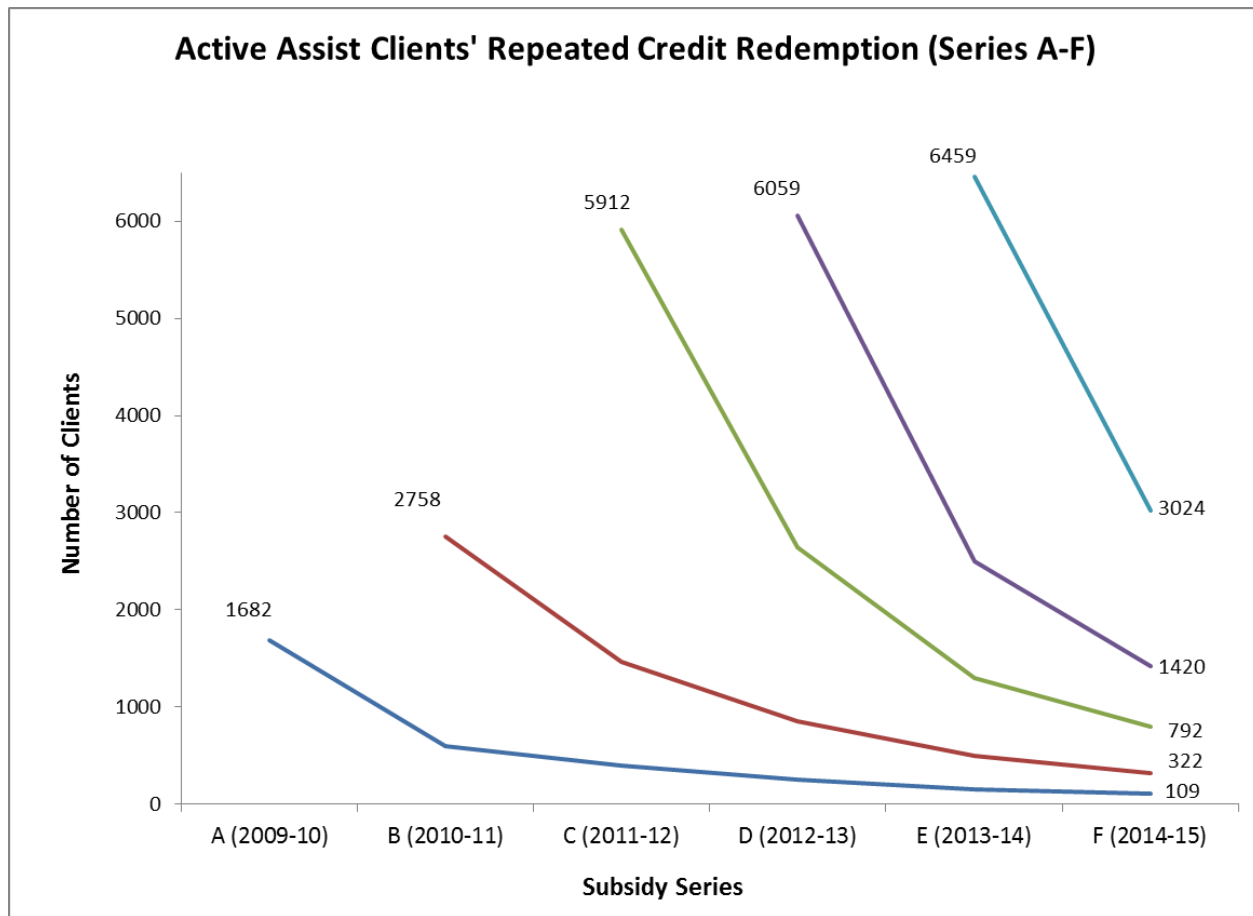
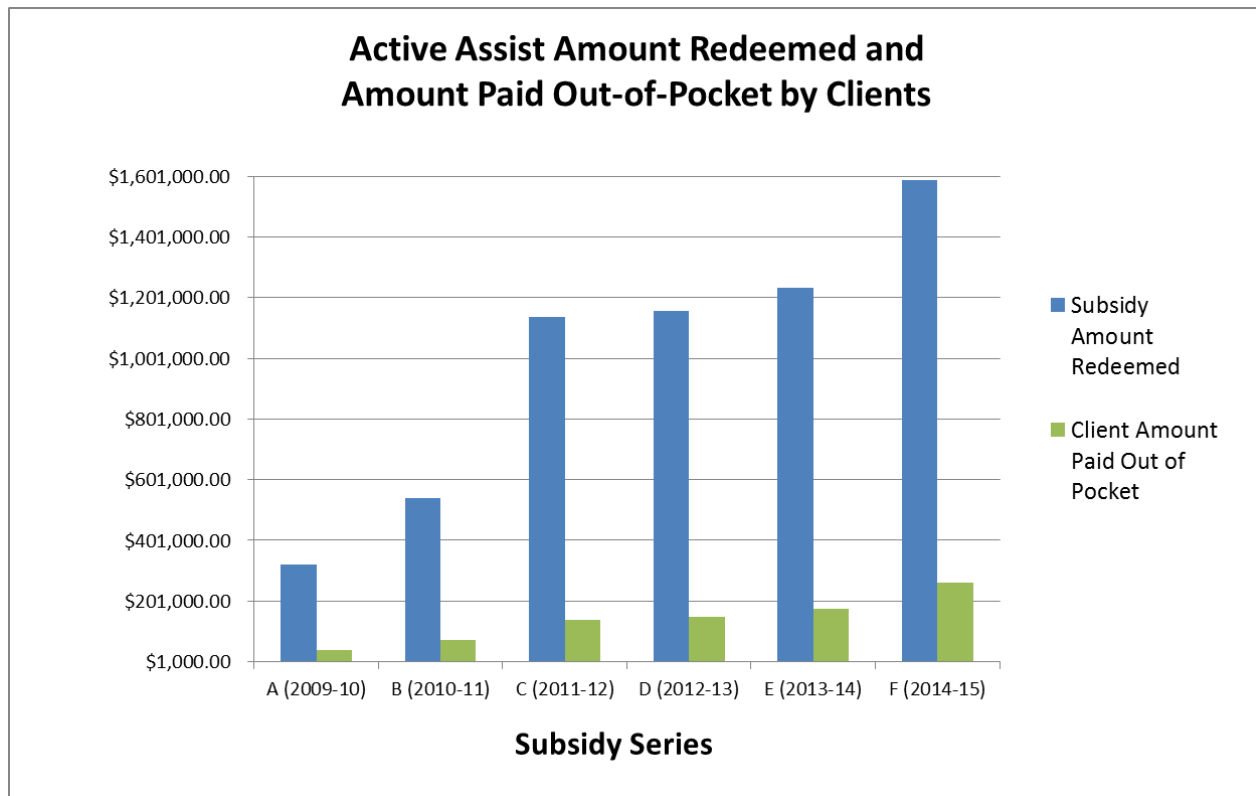


Figure 3. Clients' registration and credit redemption across Series A-F.

Clients' registration patterns in the ActiveAssist program and their credit use year-over-year were examined to determine how many clients continue to use the ActiveAssist program if they had previously registered in the program and redeemed credits.

On average, approximately 53% of clients who registered in ActiveAssist and redeemed credits in a given series also registered and redeemed credits the following series. For example, 2,758 clients were first registered and redeemed credits in Series B, and 1,468 of these clients also registered and redeemed credits in Series F (53%). **Client retention over Series A-F varied slightly, but on average approximately half of the clients who registered and redeemed credits in a given series also returned to register and redeem credits in the following series.** From 2009 to 2014, client retention was 6.5% which suggests a loss of approximately 50% per year.

## Credits Redeemed and Amount Paid Out-of-Pocket by Clients



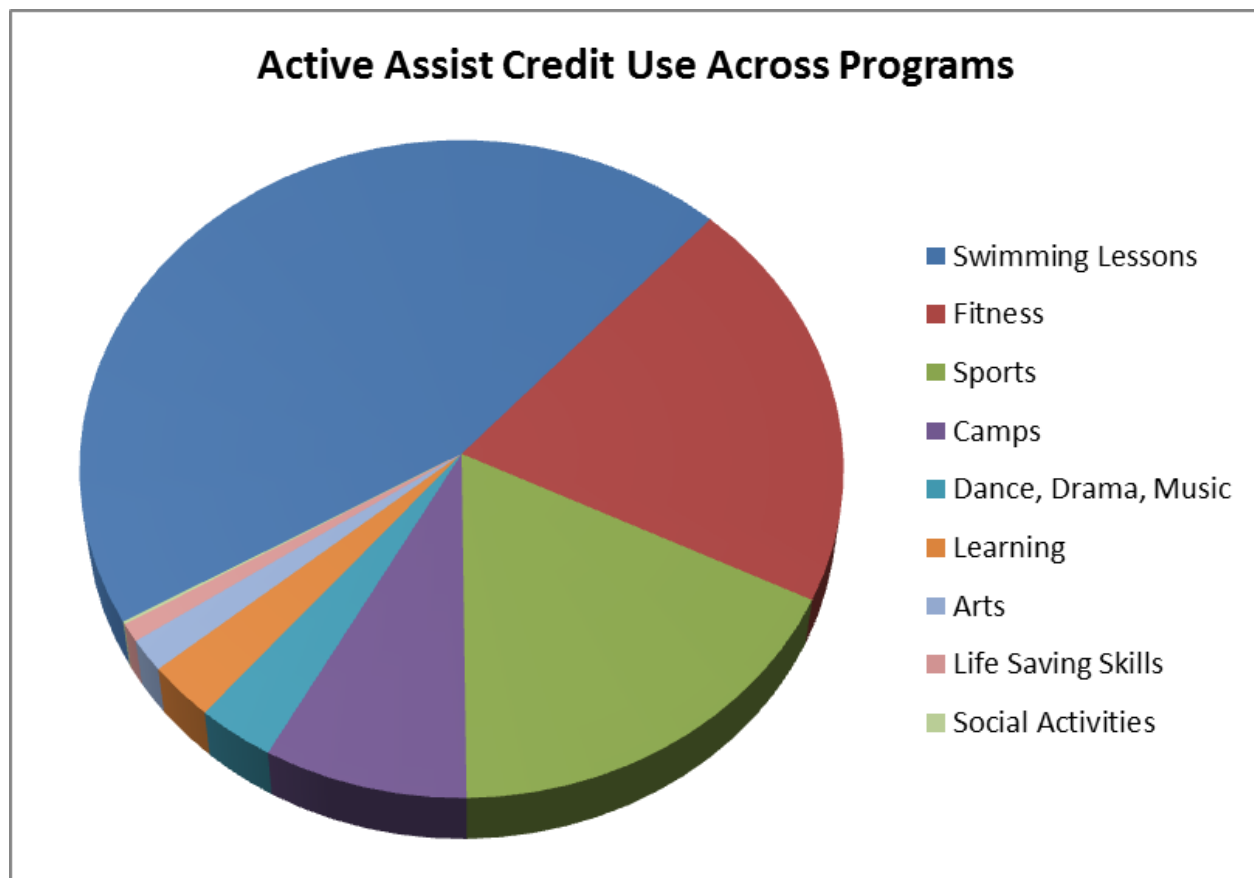
*Figure 4. ActiveAssist subsidy amount redeemed versus amount paid out-of-pocket by clients.*

ActiveAssist credits appear to off-set the cost of accessing physical activity and recreation programming for clients. For example, in Series F (2014-15), clients redeemed almost \$1.6 million dollars in ActiveAssist credits; during this time, clients paid an additional \$230,000 out-of-pocket for physical activity and recreation programming.

Thus, while ActiveAssist credits did not cover all the participants' programming fees within a given period, the credits represent 83.5%-88% of clients' costs, substantially off-setting the expense of accessing physical activity and recreation in the City of Mississauga. The average amount paid out of pocket by clients per transaction was \$4.29.



## ActiveAssist Credit Redemption and Program Use



*Figure 5. ActiveAssist credit redemption across programs, Series A-F.*

Individuals redeeming ActiveAssist credits used their subsidy primarily for swimming lessons (40.3%) and fitness courses or memberships (18.2%), followed by organized sports (15.7%) and camps (7.4%).

75.2% of all transactions using ActiveAssist credits were for courses, while 24.8% of all transactions were for memberships.

### Mean and Median Credit Amounts Redeemed (\$)

		Series A 2009-10	Series B 2010-11	Series C 2011-12	Series D 2012-13	Series E 2013-14	Series F 2014-15
<b>Adult</b>	Mean	109.65	110.29	109.90	111.65	110.36	104.39
	Median	89.41	88.19	88.82	104.24	102.83	78.82
<b>Youth (13-17)</b>	Mean	186.62	188.95	178.66	153.66	145.81	119.29
	Median	225.87	216.93	212.80	164.25	154.94	122.15
<b>School Aged (5-12)</b>	Mean	163.93	179.88	181.21	180.06	186.23	176.56
	Median	196.47	219.50	220.71	213.75	224.25	209.95
<b>Preschool (2-4)</b>	Mean	89.06	138.02	100.83	104.92	108.49	130.33
	Median	60.54	151.35	67.50	78.75	85.50	115.50
<b>Infant</b>	Mean	50.24	75.53	47.00	33.84	53.00	43.33
	Median	0.00	0.00	0.00	0.00	0.00	0.00
<b>Older Adult</b>	Mean	156.01	187.24	170.44	162.61	152.91	156.05
	Median	184.95	199.06	206.52	162.72	162.72	162.72
<b>Total (all age groups)</b>	Mean	129.91	146.65	138.84	137.21	137.80	127.67
	(% total credit)	(47.2%)	(53.3%)	(50.5%)	(49.9%)	(50.1%)	(46.4%)
	Median	131.40	145.83	151.20	145.43	154.00	129.27
	(% total credit)	(47.8%)	(53%)	(54.9%)	(52.9%)	(56%)	(47%)

Table 2. Mean and median credit amounts (\$) redeemed by age groups across all series.

The average credit amount redeemed by clients per transaction was \$76.61. However, across an entire series/year, the average amount redeemed by clients ranged from \$127.67 to \$146.65, and the median amounts ranged from \$129.27 to \$154.00, representing 47% to 56% of the client's total allocated credit amount of \$275.00 (see 'Total' row, Table 2).

It is important to note that the mean and median amounts that clients redeemed varied across age groups. School aged youth appear to have redeemed the greatest amount of their credit – the mean amount redeemed ranged from \$163.93 to \$186.23, while the median ranged from \$196.47 to \$224.25 across Series A-F. Similarly, among older adults, the mean amount redeemed ranged from \$156.01 to \$187.24, and the median amount redeemed ranged from \$162.72 to \$206.52. Conversely, among adults, the mean amount redeemed over a series was lower, ranging from \$98.12 to \$111.65,

and the median amount redeemed ranged from \$61.30 to \$104.24. **Thus, the mean and median amounts redeemed indicate that youth and older adults appear to be benefitting most from the ActiveAssist credit and are using a larger amount of their credits compared to adults. Overall, 45% to 50% of credits remain unused.**

#### ActiveAssist Credit Redemption in Transactions

	Number of Transactions	Percent
No Credits Used	43,324	33.9%
Credits Used	84,448	66.1%

Table 1. ActiveAssist credits redeemed in transactions over Series A-F.

Across Series A-F, clients registered with ActiveAssist made 127,772 transactions for physical activity and recreation purchases. Of these, **clients redeemed credits in approximately 66% of their transactions.** Thus, in approximately 34% of transactions, clients are not redeeming any credits for their purchases.

#### ActiveAssist Registrant Course Cancellations

	ActiveAssist Clients (%)	Non ActiveAssist Clients (%)
Active Registrations & Memberships	57.7%	60.8%
Expired Memberships	18.7%	13.3%
Course Cancelled	2.4%	2.1%
Withdrawn Registrations & Memberships	21.2%	23.8%

Table 4. ActiveAssist vs. non-ActiveAssist clients' course and membership status

Course cancellations were examined between individuals registered in ActiveAssist programs/courses and individuals who were not registered with ActiveAssist. It appears that the rate of course cancellations is similar across both groups (2.4% for ActiveAssist clients vs. 2.1% for non-ActiveAssist clients). **Thus, individuals registered in the ActiveAssist program do not appear to be experiencing course cancellations at a greater rate than non-ActiveAssist members (e.g., full paying clients).**

## Proportion of Credit Redeemed

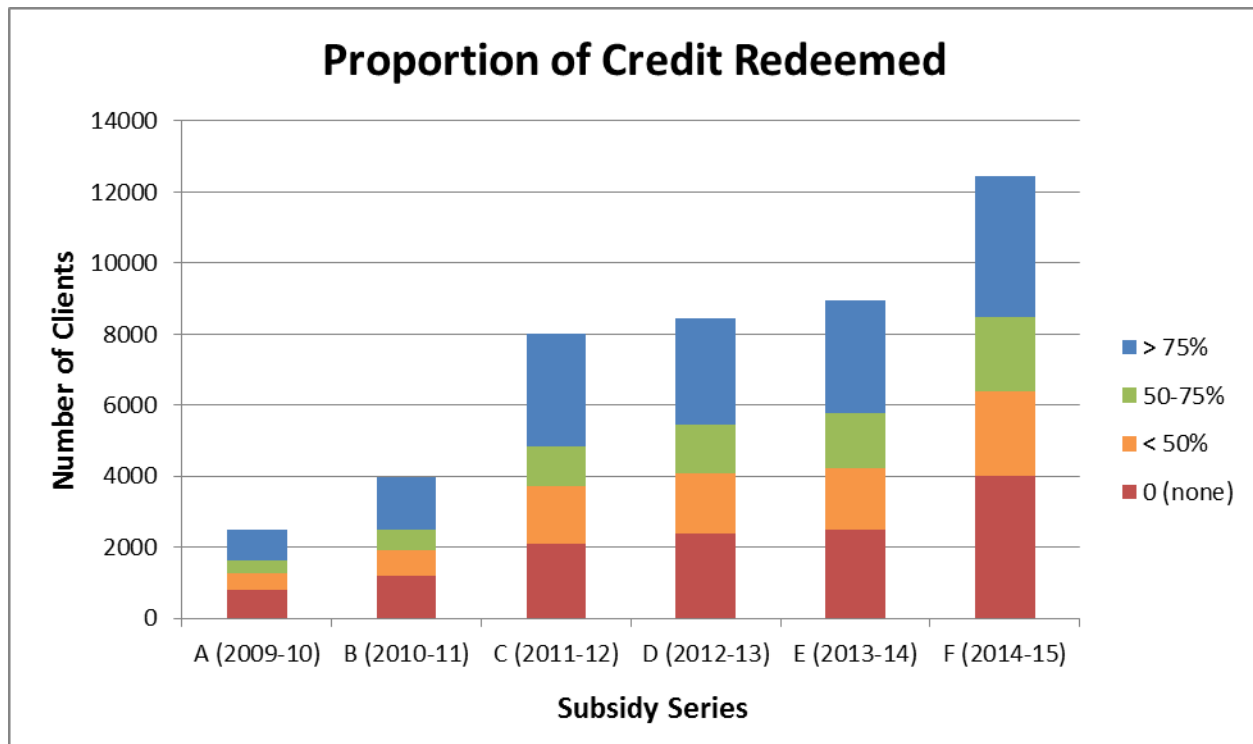


Figure 6. Proportion of credit redeemed across Series A-F.

As a group, if clients use any of their credit, approximately 72% of them used more than half of their credit amount. Thus, it is likely that clients who register and use the credit at least once during the subsidy series are likely to use over half their credit amount. The proportion of clients using more than half of their credit amount was roughly equivalent across Series A-F (approximately 36%).

See Table 3 on the following page for a detailed breakdown of clients' credit use within Series F.

### Proportion of Credit Redeemed by Age Group: Series F (2014-15)

Though approximately 72% of clients used over half their credit in a given series, the proportion of credits used also varied across age groups. Table 3 provides a breakdown of clients' credit use by age groups in Series F, and an example and description of the table is provided on the following page. Data from Series F is provided here as it is the most recent year of available data, however numbers and proportions were similar for Series A-E.

	Adult	Youth (13-17)	School Aged (5-12)	Preschool (2-4)	Infant (0-1)	Older Adult	Total (all groups)
Total number of registered clients	5838	1330	3786	869	190	431	12444
Clients who used any credit amount	3224	888	3276	616	71	377	8452
<b>Breakdown of clients' credit use:</b>							
Clients who did not use any credit amount	2614	442	519	253	119	54	4001
Clients using less than 50% of their credit	1078	332	690	203	52	45	2400
Clients using 50-75% of their credit	915	159	644	132	9	234	2093
Clients using more than 75% of their credit	1231	397	1942	281	10	98	3959
<b>Summary of clients using over 50% of their credit:</b>							
Total (clients using over 50% of credit)	2146	556	2586	413	19	332	6052
Clients using over 50% of their credit, as a proportion of total number of registrants	36.8%	41.8%	68.3%	47.5%	10.0%	77.0%	48.6%
Clients using over 50% of their credit, as a proportion of clients who used any amount of their credit	66.6%	62.6%	78.9%	67.0%	26.8%	88.1%	71.6%

Table 3. Proportion of clients' credits use by age group in Series F (2014-15).

The proportion of clients' credit use differed across age groups. For example, in Series F (2014-15), 5,838 adults registered in ActiveAssist. Of these adults, 3,224 used their credit at least once in a transaction, and 2,146 adults used more than 50% of their credit (e.g., they redeemed more than \$137.50 over the year). The number of adults redeeming greater than 50% of their credit represents 36.8% of all the adults who registered with ActiveAssist in Series F, but this number represents 66.6% of the adults who registered and who also made at least one transaction using their credit. **Thus, approximately 67% of adult clients who use any of their credit are using more than half their credit amount.**

By comparison, there were 3,786 school aged youth registered with ActiveAssist in Series F. Of these youth, 3,276 used their credit at least once in a transaction, and 2,586 school aged youth used more than 50% of their credit over the year. The number redeeming more than 50% of their credit represents 68.3% of all the school aged youth who registered with ActiveAssist in Series F, but this number represents 78.9% of those who registered and who also made at least one transaction with their credit. **Thus, in comparison to adults, school aged youth appear to use a greater proportion of their credit amounts.**

Similarly, there were 431 older adults registered with ActiveAssist in Series F; 377 older adults used their credit at least once in a transaction during the year and of these, 332 used over 50% of their credit amount. This number represents 77% of all the older adults who registered in Series F, and it represents 88.1% of the older adults who registered and who made at least one transaction using their credit. **Thus, older adults also seem to be using a greater proportion of their credit amounts compared to adults.**

### **Summary: Proportion of Credit Redeemed**

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As a group, approximately 72% of clients who made at least one transaction with their credit would redeem over half their credit amount in a given year. However, this number was lower among adults and it was higher among school aged youth and older adults. If school aged youth and older adults registered with ActiveAssist and redeemed any amount of their credit in at least one transaction, 78-88% of them ended up redeeming more than half their credit amount over the year. Thus, the proportion of credit used appears to be higher among school aged youth and older adults.

## Project 2: Qualitative Evaluation of the ActiveAssist Program

The second phase of this project involved a qualitative evaluation of the ActiveAssist program. Interviews were conducted with 24 clients who had registered in the ActiveAssist program in Series F (2014/15). After gaining ethical approval from the Research Ethics Board at the University of Toronto, participants were recruited by sending information about the study to clients via email; interested clients were instructed to contact the researchers to participate in an interview. City of Mississauga staff were not informed of which clients participated in the interview and all responses were kept confidential.

Participant registration and credit use:

- 17 individuals who had used their credits
- 7 individuals who had not used their credits (although most had redeemed credits for their children)

Participant demographic information:

- 7 males, 16 females, 1 preferred not to disclose
- Mean age = 39.5 years
- 20 participants had children
- Ethnicity:
  - White/Caucasian = 8
  - South Asian (eg., East Indian, Pakistani, Punjabi, Sri Lankan) = 8
  - Black (eg., African, Haitian, Jamaican, Somali) = 3
  - Latino/Hispanic = 3
  - West Asian/Middle East (eg., Afgani, Arab, Indian) = 1
  - Chinese = 1

Main interview topics:

- What are the benefits of the ActiveAssist program?
- What are the challenges with accessing physical activity & recreation programming for individuals living in low income?
- What suggestions do participants have for the ActiveAssist program?

Summary of themes

- Affordable access to physical activity and recreation programming
- Community involvement & personal benefits
- Children's physical benefits, social benefits, and inclusion
- Benefits for immigrants or newcomers to Canada
- Barriers to physical activity and recreation programming
- Program challenges
- Suggestions for improvement

## Affordable Access to Physical Activity and Recreation Programming

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All participants reported that one of the primary benefits of the ActiveAssist program was the opportunity to have affordable access to physical activity and recreation programming”

*It’s fabulous ... I’m much healthier now, uh, I’ve discovered ActiveAssist. If I didn’t find it, or didn’t know about it, **if I didn’t stumble on it, I would have to pay out of pocket which I wasn’t able to, and I would have not taken any of the classes or maybe very few.** So I’m just, it’s great and the staff are great and I can’t say enough about it.”*

Parents reported that providing affordable access to recreation programming for their children was essential in helping them to manage their daily living expenses. Using the ActiveAssist program helped them to provide access to recreation while also buying groceries and paying for rent or living expenses:

*“If there’s some kind of a recreation [program] where parents can take the kids ... they **don’t have to choose between karate or groceries** right?”*

*“If tomorrow I don’t have this ActiveAssist, I think my children’s activities would go **down to 10% of what they do right now.** Because I can’t afford it. So that’s the biggest benefit.”*

However, though the participants reported that having affordable access to physical activity and recreation programs was beneficial from a financial perspective, participants emphasized that the benefits of the program extended beyond simple budgetary or expense reduction benefits:

*“For people like myself, **it helps people more than what the city thinks it does.**”*



## Community Involvement & Personal Benefits

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Beyond the financial benefits for participants registered in the ActiveAssist program, participants described the personal benefits and the importance of the ActiveAssist program in building capacity in their community by contributing to community involvement and the development of personal and social outcomes:

*“I think that the benefits are really just **getting people active and to socialize as well as to gain confidence**. Um, you know, **acquire new skills**, things like that. **It’s quite, quite beneficial I think to build like, community in a sense.**”*

Participants also indicated that registering in ActiveAssist and accessing physical activity and recreation programming contributed to decreasing perceptions of isolation that were associated with living in low income:

*“It encourages people to, to be active and to pursue things um... and to kind of build community and socialize. I find a lot of people are probably really isolated. Um... **when you are low income right, like there’s only so many things you can do**. You can’t really go out and see friends because you can’t afford to go out and eat and things like that, so this is a great way... for people to go out and do that.”*

*“[ActiveAssist] kind of **prevents you from being isolated because you tend to isolate a lot when you’re depressed, so it’s good to be out there.**”*

This quote also highlights the importance of providing affordable access to physical activity and recreation programming and reducing isolation among individuals with mental health concerns, which are more prevalent among individuals living in low income.

One participant reported that she initially enrolled in ActiveAssist to access physical activity programs to alleviate health concerns, and she subsequently enrolled in other recreation programs which also contributed to improving her overall well-being:

*“I looked into the [programs] that would benefit me like the yoga and osteoporosis that got me mobile. And now that I got more mobile, the other programs that I take are creative writing; so they are great programs that have almost been therapy for me. **It’s got me back on my feet, it’s more than just something to do; it’s moved me forward in life.**”*

## Children's Physical Benefits, Social Benefits, and Inclusion

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Many of the participants in the study had enrolled in ActiveAssist in order to provide access to physical activity and recreation for their children. It appeared that the primary reason for enrolling in the program was due to a desire to enable children to engage in physical activity:

*"It wasn't for me and my husband, **it was for the kids**. It was nice that we were included ... but at the end of the day, it was all about them."*

*"I can't afford to put [my son] in classes that he goes too, if I didn't have this help. Um, and **he could not have been as active**, especially in the summertime."*

Parents described physical benefits associated with their children's access to physical activity programming. Overall, parents described the importance of gaining physical skills through access to City of Mississauga sport programs. One parent said that his son was previously unable to participate in skating at school, however as a result of registering in skating lessons with the use of ActiveAssist credits, his son was now able to participate in skating activities at school:

*"...with school, they would go skating. [My son] did not know how to skate, so he had to stay behind. **Now, he skates!**"*

In this sense, parents spoke about the importance of enrolling children in the ActiveAssist program in order to 'level the playing field' for their kids and enable their children to participate in the same activities as their peers. One mother said that due to her financial limitations, her child had not been able to participate in club sports outside of school, which meant he was left out of conversations with peers about extracurricular activities. However, enrolling in sport programs with the use of ActiveAssist credits provided her child with the opportunity to engage in extracurricular activities and 'feel equal' to peers at school because he was able to participate in sports outside of school:

*"You can socialize and the kids can meet people and feel equal. Because when they go to school, [other] kids are doing stuff and they may not be able to do that. Whereas you know, maybe they don't have a lot of food at home, but **they're able to go and do a sport** ... So for a parent, **it feels like you're actually helping ... you've been able to give them that confidence.**"*

Thus, parents perceived that the benefits for youth enrolled in ActiveAssist included physical benefits as well as opportunities to engage in programs and activities which may have otherwise been inaccessible to them. That is, parents wanted to minimize the stigma and negative impacts of living in low income that their children may experience. Parents viewed providing access to programs and activities for their children as an important step in reducing the negative impact of living in low income that their children might experience.

It is also important to note that parents living in low income derived positive benefits themselves from being able to provide their children with access to physical activity and recreation programming. Feeling capable of providing their children with access to programs was reported as a

meaningful experience and it helped participants to feel they were doing the best they could as a parent despite their financial circumstances:

*“I really like that um, **it’s one thing less to worry about**. So the support that us... struggling parents need, in the moment that your life is changing to have um, to get used to a new life. And **financially maybe you are not in the best situation for the moment, that you have that support and you know what, your kids um... they don’t have to suffer. Or sacrifice.**”*

## Benefits for Immigrants or Newcomers To Canada

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Participants in the study spoke about the importance of the ActiveAssist program for immigrants and newcomers to Canada:

*“When I was new in Canada ... I was worried, I was like looking at the programs [for my children] and I was like okay \$100, \$120, it’s so expensive! I’m new. And you know, I have limited income right now, I have my savings that I have to survive on until I get a job. So then this lady just told me [about ActiveAssist] and I was like **‘What? Really? This city provides that for people who want to do something for their kids and families?’** Then I submitted my documents and I just um... enrolled and then next year also since my income was still in that bracket I applied again. So since then there’s no turning back!”*

Participants also said they would tell immigrating friends and family members about the ActiveAssist program:

*“My cousin, he’s moving to Canada with his family within the next few months, so for sure I’m going to tell him because he has kids, three kids. **He’s going to need this so for sure so I’m going to tell him.**”*

The ActiveAssist program was perceived as being particularly valuable for immigrants and newcomers to Canada, as it also contributed to developing community connections among newcomers:

*“It’s **encouraging people to join the community and attend activities.**”*

## Barriers to Physical Activity and Recreation Programming

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Despite several benefits of the ActiveAssist program, participants also reported a number of barriers and challenges associated with accessing physical activity and recreation programming. Overall, it appeared that the ActiveAssist fee subsidy program alleviated some of the financial costs of accessing programs; however, individuals living in low income faced additional barriers that limited their engagement with the program and city-run classes.

- **Additional Costs and Cost of Programs**

Participants said that often they encountered additional fees or expenses (e.g., for equipment) which prevented them from engaging in physical activity. Participants also said that the ActiveAssist credit of \$275 was not sufficient if they wanted to enroll their child in summer or March break camp programs in addition to regular sport or recreation programs:

*“My son had mentioned last year that he wanted to do skating. I was like oh okay, well they have skating. And **then I realized oh wait, I don’t have the extra money for the skates** right? So then that was kind of... you know, things are tight right now.”*

*“I can put her in one week here, one week winter, one week uh March break and like that. Because there’s March break camp as well right? So but the thing is um... yeah, that’s, **you cannot cover two weeks [of camps] with the \$275.**”*

- **Child Care**

Participants frequently reported that a barrier to engaging in physical activity or recreation programming was a lack of options for child care, particularly since participants often worked irregular hours:

*“That’s the main problem because that’s the only reason why didn’t join in the classes. Because **if I join, who can take care of my children?**”*

*“**Trying to find child care is very hard.** Um, especially at the early hours that I start.”*

Thus, despite having access to programs with the assistance of the ActiveAssist program, it was sometimes not possible to actually participate in programs due to child care concerns.

- **Location or Transportation & Winter/Seasonal Barriers**

Many participants reported that accessing physical activity and recreation programming was difficult due to the location of the classes/programs that they wanted to access and a lack of transportation options. These issues were more difficult to deal with during the winter.

*“Yes, there’s a lot to choose from; there’s a lot to choose from, but again because there’s so many centres, **some of those programs are offered only in specific centres and not others. So you’re restricted when it comes to traveling.**”*

*“I was taking transit for years. And it’s a huge conflict with programs, especially because **some days, busses don’t run in a lot of areas in Mississauga.**”*

*“I didn’t get the car in my divorce settlement. So I don’t have a car. **If you don’t have a car and you don’t have [transportation], you have to rely on public transit, then it’s a challenge, especially in winter.**”*

The issue of location/transportation, childcare, and irregular working hours often coincided to complicate access to activity programming:

*“Childcare for me is only an issue if I had, if I wanted to take a program myself. And it was in those time frames that my husband is working, because he works nights too. So he works, from like, he leaves at 1:00pm and he’s not home until 11:00pm. So Friday, Saturday, Sunday, Monday are completely out for me because he takes the car. So, **for me to take a program myself on one of those days, it’s not going to happen.**”*

- **Lack of Motivation**

Participants said that one barrier to participating in physical activity and recreation programming was a lack of motivation:

*“It’s not only a long drive; when you – **when I get home from work, I am tired.**”*

However, some participants said they wanted to take advantage of the ActiveAssist program to its fullest:

*“The challenges are really only in my head ... It’s just like anybody buying a fitness membership and going for the first couple of months ... but I also feel an obligation to use them because I’ve **been given this gift of these credits and this privilege of participating in these programs that I otherwise wouldn’t be able to participate in so that is also a motivator. I don’t want to waste credits that I’ve been given.**”*

- **Class Availability**

A final barrier for some participants in accessing physical activity or recreation programs was related to class availability. In some cases, participants could not attend classes when they were scheduled due to the timing of the classes:

*“The times didn’t work for me... they just were on like a Friday night at 7pm. Well I **have no car Friday night at 7pm** so I can’t get them to swimming.”*

In other cases, participants reported that the classes they were interested in were not being offered nearby. One participant expressed wanting particular classes offered nearby, however she acknowledged that this was not possible at all locations:

*“I mean, I get it. They can’t offer everything because demographics and everybody’s not interested and... you know, you go to another area, people may be interested ... Like when I look I will be like ‘oh it’s not at Malton, it’s at wherever, Mississauga South Common’ wherever these places are, right?”*

Class availability is not an uncommon barrier to accessing physical activity or recreation programming; however, it may compound additional issues that are experienced by individuals living in low income (e.g., transportation, child care, seasonal issues) and further disadvantage these individuals from accessing programs within the City of Mississauga.

## Program Challenges

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Participants identified some challenges in their experiences accessing and registering in the ActiveAssist program.

- **Some Classes Not Covered by Program**

Some participants reported that certain classes were not covered by the ActiveAssist program, which limited their options:

*“The courses that are offered by the library or the Living Arts Centre, they are not part of ActiveAssist.”*

- **Lack of Awareness about Program**

First, participants said they perceived a general lack of awareness about the ActiveAssist program:

*“I think that this is probably the best kept secret in the city.”*

*“The only weakness, if any weakness, is **if you don’t know about any of it, it’s just out of sight, out of mind.** Once you know about it, it’s easy to keep doing it.”*

*“Honestly, like I don’t even know how I didn’t know. Like I’ve lived in Mississauga my entire life and **I had no idea this program existed.** And I mean **my kids could have been doing this for the last few years, you know what I mean? I had no idea.**”*

Thus, efforts to increase awareness of the ActiveAssist program are thought to be likely to increase program uptake. Participants also said it would be valuable to advertise the program in areas where individuals living in low income were likely to hear about the program, such as at food banks, libraries, and immigration or newcomer assistance centres:

*“As far as getting the word out to people if you’re wanting more people to use the program, **maybe sending someone with some information to the food banks.**”*

- **Registration Problems & Website Issues**

Participants reported some problems in the registration process when applying to the ActiveAssist program:

*“I remember **it was not clear how to fill out the documentation so it takes us back and forth several times to fill out the documents, to provide the complete documents.**”*



*“When I did go and apply... because you have to go and submit your form in person because they want to see your notice of assessment. Um, **they needed to have two staff members sign off on it and you couldn’t leave until they had two staff members sign off on it.** I just happened to go during lunch time and so they were like ‘oh, wait until they’re back.’ So I had to wait like an extra hour.”*

*“I think it took a month. **I hope that it will be like a... shorter time to wait.** Because sometimes you have like, seen this program, it is already starting.”*

In another case, a participant said they tried to sign up for a course online but could not use their credits to pay for the course, and when they tried to enroll in the course in person the following day, it was full:

*“When I signed up for something (online) and when I went to confirm the order, it was asking me for a credit card and **I wasn’t able to use my credits ... So the next day I went to the community centre to sign up and it was already full.**”*

Participants also said that they wanted to know how much credit they had left in their account when viewing their account online:

*“That’s the one thing I wish they showed ... you actually have to call into the city to find out what your balance is. So that’s something that the city should really do, is like to **have a running balance as to how much credit you have.**”*

*“This last program I got for my son for basketball, I thought I had maybe 60 or 70 dollars left, so I said yes on applying the subsidy. And then we check and **there’s no subsidy being applied because it’s all been used up. So now, either I say no to my son who’s excited to do it, or I have to pay for it myself.**”*

- **Perceptions of Stigma**

Most participants said that they did not perceive any stigma associated with their registration in the ActiveAssist program, but rather they had felt some stigma associated with the fact that they needed to access fee assistance programs:

*“I’ll be honest with you, **at the beginning was like ‘oh god. I’ve got to ask for help,’** but then it’s like you know what? Screw off. I’m doing the best I can with what I got, don’t judge me ... I need help, I have got a 12 year old, I want him to stay active, I need him to stay active, I need him to stay busy during the summer time, what can I do? **I’m at least trying. So you know what, let me see where can I get help and that’s what I started to do.**”*

Thus, despite concerns about having to enroll in fee assistance programs, the majority of participants reported that they did not perceive any stigma associated with the program itself:

*“I don’t hear [the city staff] mention like, ‘okay well your ActiveAssist program has \$150 left,’ which might be embarrassing to some people. **You’re not really outcast. So it’s pretty much, everybody is on the same level here.**”*

*“They gave me a membership card like everybody else. Like **I’m not stigmatized by having... you know, to hand over coupons or something like that.**”*

*“The main important thing is nobody knows that, you know, we pay from our pocket or [if] we use the credit. **We are having the same class uh, with the other kids.** No instructor, nobody knows, no teacher knows that you know, how we pay. So **we feel, you know, equal.**”*

However, two participants did report negative interactions with city recreation staff and they perceived it was due to their enrolment in ActiveAssist:

*“I’m treated like a third class citizen.”*

*Interviewer: Because you are using the program?*

*“That’s right.”*

*“I’m wondering if it was because of ActiveAssist and I’m being judged right? I don’t know. I just remember... **she was condescending in her tone and to me it felt like it was belittling because of ActiveAssist.**”*

Thus, while the large majority of participants did not perceive any stigma during the registration process or while accessing programs while using their ActiveAssist credits, additional training for front-line staff regarding potential stigma among individuals living in low income would be valuable.

## Suggestions for Improvement

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Participants were asked to provide suggestions for improvements to the ActiveAssist program:

- **Increase credit amount** – all participants said they would welcome an increase to the credit amount, particularly for parents enrolling children in multiple sports or activities.
- **Pro-rated credit amount based on income** – participants suggested moving from a ‘cutoff’ income to a pro-rated amount of credits or discount on programs based on income. This was reported by individuals who had experiences being eligible for ActiveAssist one year but not in other years due to small fluctuations in their income which made them ineligible for fee assistance programs.
- **Camp credits + yearly credits** – participants with children emphasized the desire for ‘camp credits’ for children in addition to the \$275 credit to be used toward courses or activities during the year.
- **Email reminders** – suggestions for enhancing program use among registrants included the use of email reminders to update participants about their credit balance.
- **Increasing program awareness** – individuals felt that registration and uptake of the program would increase through better advertising about the program in community centres, on the City of Mississauga website, and at food banks, libraries, and newcomer centres. Participants also said that increasing staff training to advertise the program would be useful.
- **Rollover or transfer of credits** – participants described wanting to transfer their credits between family members (particularly from parents to children). This may not be an equitable solution to providing participants with increased opportunities for access to programming (e.g., children with multiple family members may benefit more from ‘family transfer’ credits than children from single parent households; it is important to promote adult benefits of participating in physical activity and recreation). Increased communication about policies would be helpful in educating ActiveAssist clients about credit use (e.g., explaining reasons why credits cannot be transferred between family members).
- **Credits used for single use/day passes** – participants wanted to be able to use ActiveAssist credits for single or day use passes, since they often could not enroll in courses due to unpredictable work schedules or family commitments.

### ActiveAssist Program Evaluation Summary

The ActiveAssist program is one of many programs and services provided by the City of Mississauga to increase access and inclusion in recreation and physical activity programming for residents. Within the array of programs offered by the City, ActiveAssist appears to be an effective mechanism for supporting access to physical activity and recreation programming for individuals and families living in low income in the City of Mississauga. Demand for the program has increased substantially over the period since it was established in 2009 and the majority of people who register for it use at least some proportion of their credits. Youth and older adults appear to benefit the most from the program by redeeming the greatest proportion of their credits. Furthermore, ActiveAssist covers more than 83% of the costs for individuals participating in programs offered by the city.

Along with the benefits of participating in the various recreation activities, individuals and families felt a sense of community or belonging as a result of the support from the program. Parents felt empowered because they could offer their children opportunities to participate in recreation and community sport that would otherwise not be available. Thus, the cyclical and intergenerational dimension of poverty is buffered by programs such as ActiveAssist.

Future work should explore why upwards of 50% of credits remain unused. Though motivational factors and opportunity costs may be the primary determinants of use of the credits, it might be that allowing sharing of credits within families would facilitate greater uptake. Also, though some understanding has been gained on the benefits to the participants, the cost to the city of offering the ActiveAssist program should be determined.

**Study Recommendations**

1. The ActiveAssist program should be continued and its capacity should be increased. The program is having the intended impact in increasing access and inclusion to recreation and physical activity programming for individuals living in low income. The program also has benefits for individuals and communities beyond increasing recreation and physical activity levels, and it is an example of an effective strategy to create capacity within communities and reduce inequity for individuals living in low income.
2. Consider partnerships with city and community organizations to address barriers that individuals living in low income face in accessing recreation and physical activity:
  - a. Equipment costs
  - b. Transportation
  - c. Credit redemption flexibility (e.g., drop in vs. registered programs may be better for managing family and work responsibilities)
3. Enhance/coordinate communications and cross-promotion of other support available in the City and through community partners to enhance access and inclusion in recreation, including:
  - a. Free Recreation Programs (e.g. Let's Play in the Park; Sauga At Play programs)
  - b. Low Cost Options: Swim/Skate Pass
  - c. Promote awareness and use of public spaces: Parks, Trails, Splash Pads
  - d. Jump Start, KidSport
  - e. Partnership with Region of Peel that allows families to apply child care subsidy to camp programs (summer, March Break, Holiday)
4. Consider targeted, proactive outreach strategies (vs. mass public awareness campaigns) for populations that are traditionally less engaged in recreation (e.g. persons with disabilities, newcomers to Canada).
5. Streamline the registration and credit redemption monitoring process.

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TAB: COMMUNITY SERVICES  
SECTION: RECREATION  
SUBJECT: ACTIVEASSIST - FEE ASSISTANCE PROGRAM

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**POLICY STATEMENT** ActiveAssist, the City of Mississauga's fee assistance program, will enable many residents living in low-income households to register and participate in quality recreational and cultural activities by offering user fee credit subsidies.

**PURPOSE** User fee subsidies will extend the benefits of municipal recreation and culture programs to an increased number of children, youth, families and older adults who live in low-income conditions and are therefore less likely to afford current user fees.

**SCOPE** ActiveAssist is based on the economic need of individuals and families. Participation in the program is capped at 12,500 low-income individuals who are residents of Mississauga.

Post-secondary students who are enrolled full time in a college or university are not eligible, as these institutions provide affordable recreation options. An exception is made for full-time post-secondary students with dependants.

Mississauga residents who participate in another City-administered fee assistance program are not eligible to apply for ActiveAssist during that calendar year.

This policy does not apply to Mississauga Library programs or memberships. For information on these programs and memberships, contact the Mississauga Library.

## LEGISLATIVE AUTHORITY

Verification of income is required in order to confirm eligibility

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to ActiveAssist. The procedures for gathering and recording income level and net individual/family income information outlined in this policy comply with all applicable legislation, including the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). For additional information on MFIPPA refer to Corporate Policy and Procedure, Records Management, Freedom of Information and Protection of Privacy.

The City of Mississauga, as authorized by the *Municipal Act, 2001*, establishes an annual by-law to impose, waive, reduce or otherwise vary a recreation program fee or charge.

## DEFINITIONS

For the purposes of this policy:

“Family” means the applicant, his/her spouse or common-law partner and all legal dependants.

“Family Net Income”, as defined by the Canada Revenue Agency (CRA), means the total of the applicant’s net income and his/her spouse’s or common law partner’s net income.

“Low Income Cut-Off (LICO)” means a measure of poverty calculated by Statistics Canada using an annual survey of incomes, and defines a set of after tax (net) income levels below which individuals are considered to be living under the poverty line. Cut-off levels vary with the number of family members and are adjusted periodically for inflation.

“Membership” means all recreational memberships/passes, such as, but not limited to, fitness, swimming and skating. Memberships are for the exclusive use of the member, are limited to a fixed term and have a specific expiry date. Personal training and swipe visits are excluded.

## ADMINISTRATION

ActiveAssist is administered by the Community Services Department, Recreation Division, via the Customer Service



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Centre (CSC). All ActiveAssist credit subsidies will be tracked using a registration software system. Recreation staff will undertake compliance auditing and produce ongoing reports to ensure strict management of the program.

## OVERVIEW OF PROGRAM

ActiveAssist is a municipally supported financial assistance program available to those with incomes below LICO levels. The most recent LICO rates available at the time of registration will be used to determine eligibility. The CSC Manager or his/her designate will be responsible to monitor Statistics Canada LICO adjustments and communicate them to staff, including clear effective dates.

Community Services staff will collaborate with community agencies and stakeholders, who will promote ActiveAssist to residents who have been identified as low-income. Information will also be available to residents of Mississauga in a variety of Recreation marketing material.

## Enrolment

Participants in the program will be accepted on a first-come, first-served basis. Each eligible ActiveAssist participant will be enrolled for a period of one year and receive an annual subsidy of \$275, in the form of an account credit, that can be applied to Mississauga Recreation and Culture registered programs and/or non-transferable Memberships. ActiveAssist participants have the option to either use their credit subsidy to cover the full program cost, or to pay a portion themselves, using an accepted payment method. ActiveAssist credits cannot be transferred to another person.

Registrations will be ongoing throughout the year. The first day of each customer's twelve month enrolment period will be the date their subsidy is activated.

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ActiveAssist participants are responsible to apply annually and must continue to meet all eligibility criteria. Applications for the next year may be made thirty calendar days prior to the end of their current enrolment period.

If the maximum number of ActiveAssist customers has been reached applicant(s) will be put on a waitlist, as outlined in the ActiveAssist Waitlist section of this policy.

## Unused Credit

Any unused account credits remaining at the end of the customer's enrolment period are automatically removed by the registration software system. Credits cannot be carried over to the following year, transferred to another individual or family member, or redeemed for cash. If the remaining credit is not sufficient to cover the full cost of a program the participant may opt to pay the balance using any accepted means of payment.

Credits can be applied to any active registration program, even if the start date is past the individual's year end date. For example, the customer's activation date is July 15, 2013, with an expiry date of July 14, 2014. The customer may choose to enrol in April, 2014 for a program that starts in August, 2014.

Credits can be used to purchase a Membership, providing the start date is before the ActiveAssist expiry date, or to extend an existing Membership.

In the event that an Active Assist participant has registered in a program that is cancelled by the City after the participant's ActiveAssist enrolment period has expired, the customer may be transferred to another program in the same session by the CSC.

## CRITERIA

To qualify for the program the applicant must be:

- a resident of Mississauga;
- have a total net individual or combined family income

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below LICO;

- be able to provide recent official documentation, including all pages of a multiple page document, that shows total family net income and proof that all dependants are the legal responsibility of the adult and reside in the adult's household, using one or more of the following statements/documents:
  - Canada Customs and Revenue Agency (CRA) Notice of Assessment form (T451) showing net income/earnings (line 236) for all adults less than the designated cut offs
  - Ontario Sales Tax Benefit form
  - Ontario Disabilities Support Program Drug benefit eligibility card;
  - Ontario Works Drug/Dental benefit eligibility card;
  - Canada Child Tax Benefit Notice;
  - Ontario Child Care Supplement for Working Families Entitlement Notice; and
  - Goods and Services Tax/Harmonized Sales Tax Credit Notice.

Dependants under the age of 18 cannot apply as individuals. A parent or legal guardian must complete an application on their behalf.

## EXCLUDED PROGRAMS

Programs and services that are ineligible for ActiveAssist due to higher program delivery costs or inability to register via the central registration system include:

- Green Fees at BraeBen and Lakeview;
- Hershey Sport Zone Leagues;
- private or semi-private swimming and skating lessons; other private or semi-private lessons/instruction (e.g. squash); low ratio instructor to participant programs (i.e. 1 to 4 or less); and personal training (e.g. fitness and aquatic therapy);
- marina slip reservations (Port Credit Village Marina and Lakefront Promenade);

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- Meadowvale Theatre box office tickets or rentals;
- room or facility rentals and park permits;
- single admission (pay as you go) or swipe visits for swimming, skating, fitness and youth-drop in programs;
- senior's bus trips;
- Museums admissions; and
- additional fees that are payable on top of registration fees (e.g. National Lifesaving Society instructional book).

## APPLICATION PROCESS

Applications for ActiveAssist may be made at any City of Mississauga Recreation Community Centre or the CSC and must be done in person. A specific appointment time is not necessary, however, may be arranged in advance by phoning the applicable location. Applicants are required to bring the following documentation:

- the completed ActiveAssist form;
- proof of residency in Mississauga (e.g. recent utility bill, lease agreement, driver's license); and
- proof of total family net income and legal responsibility for all dependants listed on the application as outlined in the Criteria section of this policy.

Applications are also available in alternative formats upon request.

## Role of Front Desk Staff

Community Centre and CSC staff will be responsible to complete the following:

- review customer's documents, ensuring confidentiality;
- verify total family or individual net income and the type of identification and documentation provided, including the document's date;
- sign the form and ensure it is initialled by a full-time supervisor, full-time operations staff, or on-duty manager;
- forward the completed and verified application form, in a sealed envelope, to the CSC; and

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- advise applicants that they will hear back from the CSC within 15 business days.

Documents will not be photocopied and will be returned to the applicant. Applicants will be required to sign a declaration that the information provided is factual and agree, if requested by the City, to provide documents for auditing purposes at any time during the coverage period.

## Kids in Care Provision

In order to provide access to ActiveAssist for those children in the care of Peel Children's Aid, the City authorizes designated Peel Children's Aid staff to complete ActiveAssist applications and verify documents for children under their guardianship. Peel Children's Aid staff will follow the processes outlined under the Role of Front Desk Staff, above. The application must be sent to the CSC for consideration.

## Role of Customer Service Centre Staff

CSC staff authorized by the CSC Manager to approve ActiveAssist applications will confirm that all areas of the application are complete, the application form has been verified, and that the applicant(s) are not currently benefiting from the Jerry Love Fund.

CSC staff will then contact the ActiveAssist applicant and confirm whether or not they have been approved for the program. Applicants who have been declined will be advised of the reason(s) and, if applicable, any steps they can take to make a successful application. A user account will be set up in the registration software system for successful applicants, if none exists, and the credit subsidy will be applied. Staff will provide information and instruction to applicants on how to register for the programs of their choice, and advise them that credit will be drawn from the account as payment.

All applications, both approved and declined, will be filed in a

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secure, confidential location at the CSC, where they are available only to staff who need to have access to the information. Records will be maintained in accordance with established Recreation procedures and Corporate Policy and Procedure, Corporate Administration, Records Management, Records Management Program.

## ActiveAssist Waitlist

Maximum enrolment in ActiveAssist is capped at 12,500. The CSC will monitor the number of registered ActiveAssist participants and maintain supplementary waitlist tracking.

When maximum enrolment is reached, ActiveAssist applicants that meet all eligibility requirements will be advised that they have been put on a waitlist.

CSC staff will be responsible to actively monitor the number of registered ActiveAssist participants. When space becomes available the CSC will contact the customer at the top of the waitlist and advise them that they may now enrol in the program/Membership.

## Registration Process

Once the subsidy credit has been applied to their account, ActiveAssist customers may register in eligible programs/Memberships of their choice.

All conditions related to recreation programs, including: transfers, Membership changes, withdrawals and missed classes as outlined in Corporate Policy and Procedure – Fees and Other Revenues – Administration of Recreation Fees, will apply to ActiveAssist registrants, with the exception of administration fees.

## JERRY LOVE CHILDREN'S FUND

The Jerry Love Children's Fund (the Fund) is a volunteer donations fund established to provide financial assistance to eligible children participating in City recreation activities. Recreation staff administer the Fund, which City staff and

# Corporate Policy and Procedure



7.1

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corporate sponsors contribute to through a variety of fund raising activities. Many of the children who qualify may not meet the financial criteria for the ActiveAssist, so will continue to be accommodated by the Fund.

## MONITORING AND REPORTING

### ActiveAssist Cost Centre

Minimum registration requirements exist to offset labour and material costs associated with delivering recreation and culture programs. All registered programs, including those added to accommodate ActiveAssist customers, must meet the minimum number of course registrations. The program supervisor, in consultation with the facility manager and/or other programmers in the specific line of business, may determine that, if program cost recovery is at risk due to ActiveAssist registrations, the program may proceed if the overall line of business is profitable. Otherwise, the course will be cancelled.

Courses that incur a direct cost to the City will be offset by the ActiveAssist cost centre. Programmers must submit a request (a journal voucher) to transfer funds from the ActiveAssist cost centre for ActiveAssist participants who are registered in partnership programs that incur a direct cost to the City.

Tracking of ActiveAssist will take the form of a separate cost element in SAP, the City's finance software system. The following monitoring and reporting practices will ensure proper management and oversight of the program:

- Standardized quarterly reports will be provided to the Director of Recreation and the Director of Culture itemizing the number of ActiveAssist customers, the total unrealized revenue of ActiveAssist credit spending on registrations and Memberships, and ratio of paying customers to ActiveAssist customers, with such information available for audit;
- An annual statistics report analyzing program trends and

# Corporate Policy and Procedure



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costs;

- A report of all internal program registration fees charged or credited to the ActiveAssist cost centre budget; and
- Overall demand for assistance will be tracked and used for future forecasting of need for financial assistance.

## EXCEPTIONS

Children and youth with disabilities ( under the age of 18) who do not meet the ActiveAssist program criteria may be approved for the program if it is determined by the City that a qualified support worker is required in order to participate in City programs. Requests for this exception will be directed to the designate in the Recreation Division, Community Services Department for consideration and possible approval.

The Director of Recreation (or his/her designate) or the Director of Culture (or his/her designate), after careful consideration of the circumstances and in consultation with applicable staff, may make additional exceptions to the ActiveAssist criteria on a case by case basis to accommodate individual requests.

Significant exceptions cannot be made to the program cap or eligibility requirements without Council approval.

## REFERENCE:

GC-0194-2009 - 2009 04 08  
GC-0385-2010 - 2010 05 26 – increased maximum participation to 4,000 residents.  
2010 06 02 – Administrative revision related to Administration of Recreation Fees policy – FAP customers not charged admin fee  
GC-0455-2011- 2011 07 06 - increased maximum to 8,000  
2012 01 25 – added aquatic therapy in excluded programs  
Leadership Team - 2013 10 24 – Scheduled review. Admin changes to reflect current practices and add Kids in Care Provision.



# Corporate Policy and Procedure



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GC-0190-2014 - 2014 05 14– maximum number of ActiveAssist clients increased to 10,000

GC-0091-2015 - 2015 02 25 - maximum number of ActiveAssist clients increased to 12,500

2015 04 21 – removed need for original documents – CRA moving to online processing only.

LAST REVIEW DATE: October, 2013

CONTACT: For more information contact the Community Services Division, Recreation Department.

City of Mississauga  
**Corporate Report**



Date: 2017/01/23

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Municipal Election Campaign Contribution Rebate Program – Estimated Costs**

## Recommendation

That the report titled 'Municipal Election Campaign Contribution Rebate Program – Estimated Costs' from the Commissioner of Corporate Services and Chief Financial Officer dated January 23, 2017 be received for information.

## Report Highlights

- At the November 16, 2016 Special Council Meeting additional information was requested regarding the estimated costs associated with implementing a campaign rebate program for the 2018 Municipal Election.
- Cost estimates were requested based on the lowest rebate formulas implemented by other municipalities, specifically Whitby and Ottawa, using the City of Mississauga's 2010 Municipal Election contributions.
- The cost of a rebate program is dependent on a number of variables and estimates based on previous elections will not be exact predictors of the cost of a rebate program in a future election.
- The estimated costs of a rebate program for Mississauga reflect total contributions received by candidates in the 2010 Municipal Election, excluding contributions received by candidates/spouses, trade unions, Corporations and non-residents.

## Background

A rebate program enables a municipality to reimburse contributions made by individuals to the campaign of a candidate running for Mayor or Councillor. The concept for providing a rebate program is to encourage greater participation in municipal politics by reducing the financial burden placed on candidates and campaign donors.

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A rebate program requires candidates to issue receipts to donors who would then apply for a rebate from the municipality. Staff would prepare rebates for donors after a candidate files his or her financial statements in compliance with the Municipal Elections Act (MEA) which would be March 2019, following the 2018 Municipal Election. Registration in the rebate program by individual candidates is voluntary.

In 2013 Council directed staff to develop a rebate program (Council Resolution 0032-2013) based on the following parameters:

- Mississauga residents only
- 50% rebate up to a maximum of \$375 for contributions over \$100
- Contributions made by individuals only
- Contributions from Candidates and their spouses are excluded

A draft By-law outlining a rebate program was presented by staff to Governance Committee who chose not to implement the program for the 2014 Election (Governance Committee Resolution 0027-2013).

In September 2016, a report was prepared for Governance Committee updating the estimated cost of a rebate program based on the 2014 Municipal Election contributions. Upon further analysis, it has been determined that contributions from ineligible contributors (corporations, trade unions, non-Mississauga residents and candidates and their spouses) were not excluded from the calculation. The revised estimate of the cost of rebates based on only eligible contributors from the 2014 Municipal Election is \$219,174.

## Comments

At the November 16, 2016 meeting, Council requested staff to provide estimated cost analysis based on the 2 lowest rebate formulas implemented by other municipalities, and to use the 2010 Election contributions. Appendix 1 illustrates the Financial Rebates paid using the 2 lowest rebate formulas implemented by Whitby and Ottawa, with an estimate of Mississauga's costs. Providing a true comparison is not possible because Candidates were not required to report the details nor list the contributor for financial contributions between \$25 and \$100. The estimates provided for Mississauga have been based on reported contributions over \$100 and as a result are understated.

The total cost for a rebate program is determined by five main factors:

- number of candidates that register for the program
- amount of eligible contributions received by candidates
- percentage of rebate
- maximum rebate determined

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- parameters such as only applying to Mississauga residents, and excluding candidate or candidates' spouses

Because the cost of a rebate program is dependent on these variables, estimates based on previous elections will not be exact predictors of the cost of a rebate program in a future election.

The Election Office has previously indicated it would require one additional temporary employee for 18 months to administer the program and process rebates. This estimate was based on discussions with other municipalities and the timelines associated with the filing of Financial Statements and Supplementary Financial Statements.

Bill 181 added new responsibilities for the Clerk to review and report on the compliance of contributions included in financial statements filed in accordance with the Legislation. As this is an additional administrative responsibility, staff have been reviewing the implementation and identified that an additional staff resource will be required in 2019. Should this resource be approved, it is proposed that this person could also administer a rebate program if established.

The administrative details of a rebate process were established and included in the draft by-law prepared in 2013 and have been provided in Appendix 2.

As requested by Council, staff investigated whether refunds could be issued through the tax bill as a cost saving measure and were informed that that this option would not be feasible as not all contributors are homeowners. In addition, a tax bill is for a property not a person. The credit on the tax bill goes towards taxes and if the property sells, then a portion of the credit would go to the new owner and not the person who gave the rebate. As a result, rebates would be processed through cheque requisitions and mailed to individual contributors, resulting in direct administrative costs of \$5,000 for postage, communication and supplies.

## Financial Impact

The City's municipal elections are financed by annual contributions to the Election Reserve collected from municipal taxes. The annual contribution to the Election Reserve is \$600,000. The costs of a rebate program would not be reflected until 2019. If a rebate program was implemented, the annual contribution to the Election Reserve could be increased by \$60,000, starting in 2018, to mitigate the annual financial impact.

In Bill 68, introduced by the Province on November 16, 2016, the maximum contribution has been increased from \$750 - \$1,200. If this legislation is implemented, the cost of the program could increase unless there is a defined maximum rebate limit established.

## Conclusion

Election Campaign Rebate Programs have been implemented in various municipalities in Ontario. In benchmarking these neighbouring municipalities there appears to be no factual or statistical evidence that a rebate program increased donor participation.

A rebate program introduces additional tax funded costs on the municipality and increases the complexity of the Election administration. A by-law is required to establish a rebate program for the 2018 Election.

## Attachments

Appendix 1: Comparison of Financial Rebates based on Whitby and Ottawa

Appendix 2: Proposed Process for Providing Election Contribution Rebates



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer  
Prepared by: Pina Mancuso, Manager, Elections

## Comparison of Financial Rebates based on Whitby and Ottawa

## Appendix #1

	Whitby <i>(statistics and formula based on 2014)</i>	2010 Mississauga <i>(Whitby's 2014 formula is applied, Mississauga statistics are based on 2010 contributions as per Council's request)</i>	2014 Mississauga <i>(Whitby's 2014 formula is applied Mississauga statistics are based on 2014)</i>
Electoral Population	87,406	417,919	444,755
Number of Rebates Paid	43	326	1005
Formula	25%	25%	25%
Minimum Contributions	\$25	N/A	N/A
Maximum Rebate	\$150	\$150	\$150
Total Rebates Paid	\$3,750	\$26,470	\$96,820

\*\*\* Mississauga calculations exclude contributions under \$100 because this information was not reported; Mississauga calculations are based on all contributions received over \$100;

	Ottawa (statistics and formula based on 2014)	2010 Mississauga <i>(Ottawa's 2014 formula is applied, Mississauga statistics are based on 2010 contributions as per Council's request)</i>	Mississauga <i>(Ottawa's 2014 formula is applied Mississauga statistics are based on 2014)</i>
Electoral Population	632,385	417,919	444,755
Number of Rebates Paid	2,166	326	1005
Formula	\$25.01 - \$100 -50% \$100.01 - \$200 - \$50 + 25% of amount that exceeds \$100	\$25.01 - \$100 -50% \$100.01 - \$200 - \$50 + 25% of amount that exceeds \$100	\$25.01 - \$100 -50% \$100.01 - \$200 - \$50 + 25% of amount that exceeds \$100
Minimum Contributions	\$25.01	N/A	N/A
Maximum Rebate	\$75	\$75	\$75
Total Rebates Paid	\$105,185	\$21,888	\$71,878

\*\*\* Mississauga calculations exclude contributions under \$100 because this information was not reported; Mississauga calculations are based on all contributions received over \$100

## **Proposed Process for Providing Election Contribution Rebates**

The following is a draft of the proposed administrative process for providing contribution rebates should Council establish an election contribution Rebate Program (*the program*). Should a program be established, finalized administrative practices will be specified by by-law. Participation in the program will be optional and any participating Candidate or Contributor will be required to comply with the governing by-law.

### **The responsibilities of Candidates are proposed as follows:**

- At the time a Candidate running for Municipal Council files his or her Nomination, he or she may enroll in the program by completing a registration form and acknowledging that he or she will adhere to the guidelines as specified in the by-law. At the time of enrollment, the Candidate will also be required to acknowledge that he or she, or his or her representatives, will relay all contributor requirements and contribution rules to Contributors;
- Registration in the program is required at the time of filing for Nomination; Candidates will not be allowed to register in the program after they begin accepting contributions;
- For Candidates participating in the program, all monetary contributions \$25 and over must be recorded on the Candidate's Financial Statement and information must include the Contributor's qualifying address and mailing address;
- Rebates will only be issued if the Candidate files his or her Financial Statement in accordance by the legislated deadlines as specified in the *Municipal Elections Act, 1996*.
- Candidates will be required to submit copies of the contribution receipts issued for all contributions \$25 and over and receipts must include:
  - The Contributor's name;
  - A declaration that the Contributor is not a corporation or trade union;
  - The Contributor's qualifying address
  - The Contributor's mailing address;
- A missing or incomplete receipt will result in the denial of a rebate;
- Documentation in addition to the Candidate's Financial Statement and copies of contribution receipts may be required; all monetary contributions \$25 and over may be required to be documented in a form specified by the Clerk – Candidates may be required to provide information electronically, etc.

### **The responsibilities of Contributors are proposed as follows:**

- Contribution rebates will **only** be processed for Contributors that donate to Candidates who are enrolled in the program as noted above;
- The request for rebate must be brought in person, sent by mail or submitted via email to the Clerk's Office by 4:30 pm on September 27, 2019;
- Rebates will only be issued for those contributions made during the Candidate's campaign period;
- Contributors are required to provide their mailing address and proof of their qualifying address to the Candidate in order to be eligible for a rebate – this information must be included on the contribution receipt;
- Contributors will be required to provide a copy of their portion of the contribution receipt to the Clerk's Office in order to receive a rebate;
- If there is a change to the Contributor's mailing address - the Contributor is responsible for notifying the Clerk's Office of the change.

**Elections Office Administrative practices are proposed as follows:**

- The Elections Office will prepare rebates in the form of cheques only after the Candidate has filed their Financial Statement in accordance with the *Municipal Elections Act, 1996* and only if the Clerk is satisfied that the Candidate enrolled in the rebate program when the Candidate filed his or her Nomination;
- The Elections Office will not process rebates for Contributors that contribute to a Candidate who does not file his or her Financial Statement;
- The Elections Office will not process a rebate for any contribution request if a Candidate has not provided a copy of a complete contribution receipt to the Elections Office;
- The Elections Office will not process any rebate for a Contributor that cannot provide his or her portion of the contribution receipt;
- The Elections Office will process rebates only when the Candidate meets the following requirements:
  - The Candidate files his or her Financial Statement;
  - The Candidate submits all required tracking sheets;
- Requests for rebate will not be accepted after 4:30 pm on September 27, 2019.

DRAFT



City of Mississauga  
**Corporate Report**



Date: 2017/01/19

To: Chair and Members of General Committee

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

Originator's files:  
 PO01.DAN

Meeting date:  
 2017/02/15

## Subject

**Greater Toronto Airport Authority (GTAA) contribution and naming of the Airplane Viewing Platform in Danville Park (P-302), 6525 Danville Drive, 6275 Danville Drive and 610 Abilene Drive (Ward 5)**

## Recommendations

1. That the airplane viewing platform in Danville Park be named "Final Approach Danville Terminal"
2. That Council waive the requirement for a 30-day consideration period as outlined in the City's "Property and Facility Naming and Dedications" Corporate Policy 05-02-02.

## Background

The GTAA has generously donated up to \$300,000 towards the design and construction of an airplane viewing platform on the highest pinnacle located in Danville Park. As part of the design process, the GTAA led a public engagement process, with support from the City, which invited residents to vote on the preferred design features and name of the proposed viewing platform. In addition, the GTAA has donated limestone from the former Avro Arrow manufacturing building located at the Toronto Pearson International Airport to be used in the design and commemorate aviation history.

In accordance with the City's "Property and Facility Naming and Dedications" Corporate Policy, the Community Services Department is directed to present names for the General Committee and Council's consideration for the purposes of naming parks, trails, and facilities in the City of Mississauga. In accordance with the policy, General Committee is requested to consider the recommended name for a period of 30 days, after which time the Committee is asked to make a final recommendation to Council.

The subject report outlines the naming request of an airplane viewing platform in Danville Park (P-302), located at 6525 and 6275 Danville Drive and 610 Abilene Drive and situated in Ward 5 (Appendix 1).

## Comments

Danville Park (P 302) is located south of Courtneypark Drive East, west of Highway 410, north of Highway 401, east of Kennedy Road and is located approximately 3.5 kilometers (2.17 miles) west of the Toronto Pearson International Airport. Danville Park is currently under construction and will include two cricket fields, a toboggan hill and an accessible pathway to the top of the park's pinnacle, the highest elevation in Mississauga, which rises 25 m (82 ft.) above the surrounding area (Appendix 1).

The Greater Toronto Airport Authority (GTAA) and the City of Mississauga have been working together to create an iconic viewing platform on the pinnacle where park goers and aviation enthusiasts can watch airplanes as they fly to and from the airport, review interpretative signage and enjoy panoramic views of the City. The GTAA is contributing up to \$300,000 to fund additional park amenities at the top of the pinnacle. They are also donating dressed stone to be used in the platform that was once the façade of the former Boeing aircraft facility where the Avro Arrow airplane was built. These contributions will enhance the park users' experience in Danville Park beyond the City's original vision and budget for the park.

The GTAA undertook an extensive community engagement process through social media, post cards and the web to consult residents on the proposed design features and name of the airplane viewing platform. Appendix 2 illustrates the preferred design theme of "Aviation History". The preferred name, resulting from the GTAA's consultation process, is "Final Approach: Danville Terminal".

In accordance with the City's "Property and Facility Naming and Dedications" corporate policy, the proposed name, "Final Approach: Danville Terminal", is consistent with the selection criteria which gives preference to names that "have a direct relationship to the facility".

Councillor Parrish (Ward 5) has been consulted and supports the recommended name.

## Financial Impact

There is no financial impact as the design and construction of the airplane viewing amenities will be accommodated through the GTAA financial contribution of up to \$300,000. The opening of the airplane viewing platform will be integrated with the opening of Danville Park in the fall of 2017.

## Conclusion

The GTAA contribution and community engagement has enabled the City to provide enhanced features at Danville Park. The proposed naming of the airplane viewing platform as "Final Approach: Danville Terminal" is in accordance with the City's "Property and Facility Naming and Dedications" corporate policy. As community engagement has already taken place through the GTAA efforts, it is recommended that General Committee waive the 30 day public consideration period for the viewing platform name. Danville Park will be open to the public in fall 2017, and

thanks to the generous GTAA donation, the park viewing platform will provide a fun unique activity for park visitors of all ages.

## **Attachments**

Appendix 1: Location Map for Danville Park

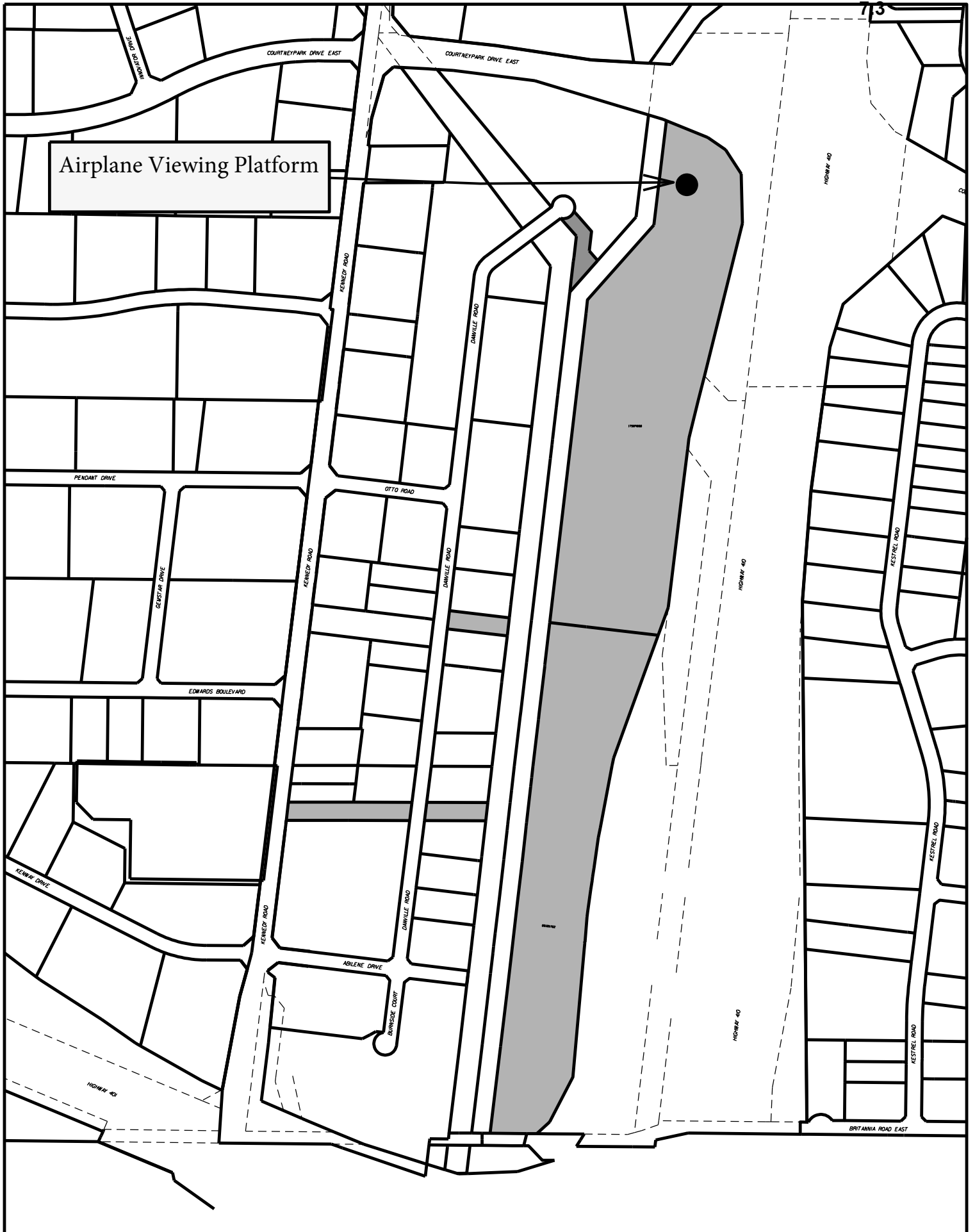
Appendix 2: Aviation History Theme – Danville Park Airplane Viewing Platform



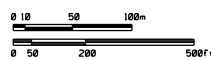
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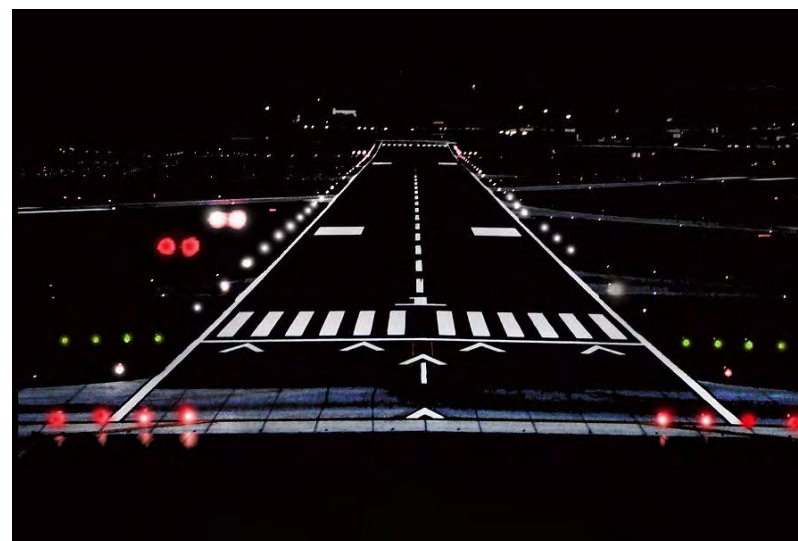
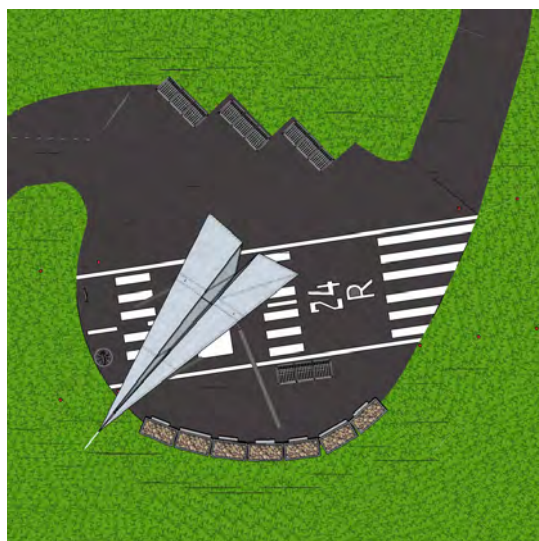
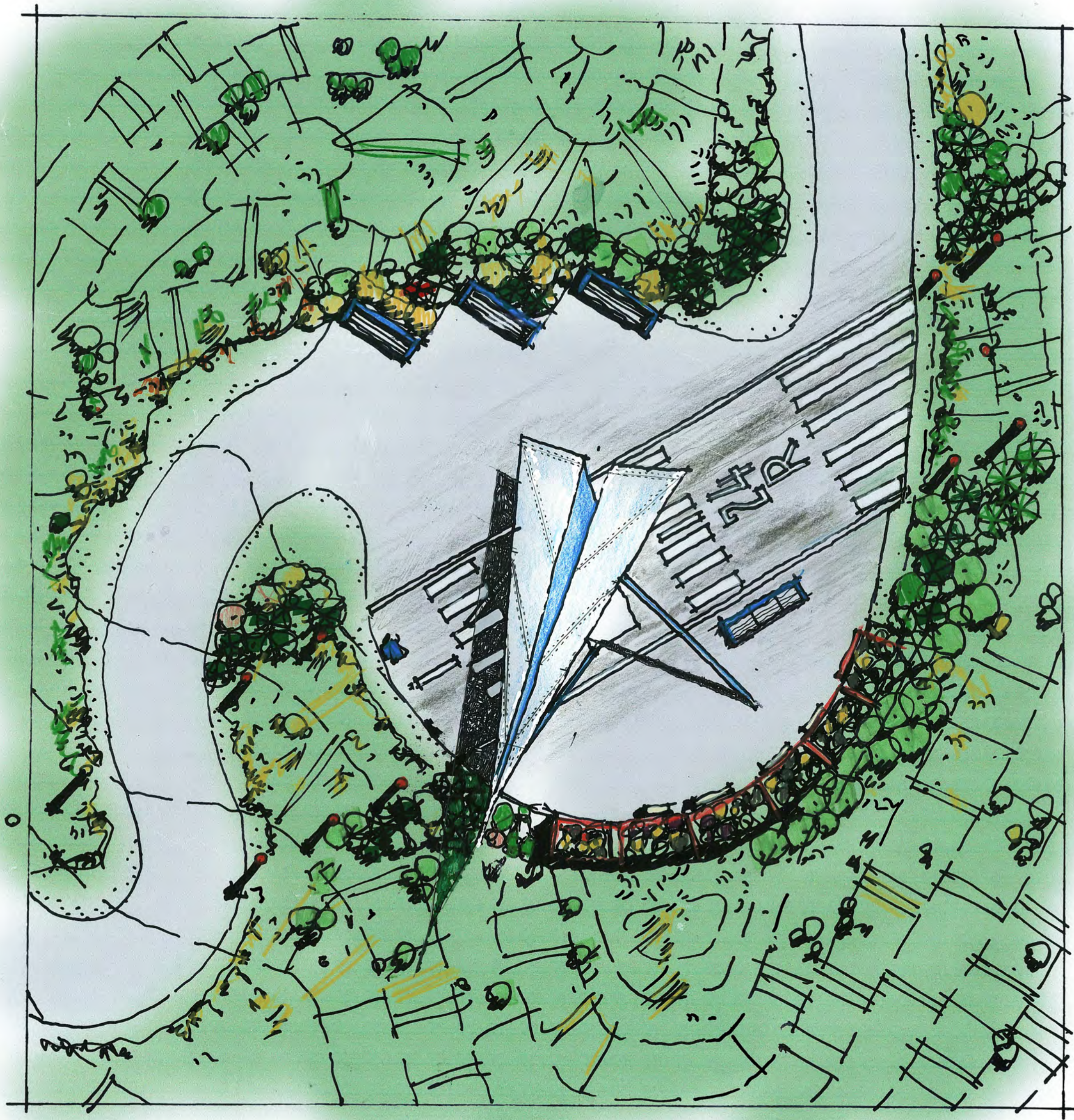
Paul Mitcham, P. Eng, MBA, Commissioner of Community Services

Prepared by: Jane Darragh, OALA, MCIP, RPP, Planner, Park Planning



Location Map for Danville Park  
6525 Danville Dr.





DANVILLE PARK FLIGHT OBSERVATION DECK

# Aviation Heritage

2016.11.17  
BTI-1317



City of Mississauga  
**Corporate Report**



Date: 2017/01/17

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Port Credit Culture Node Pilot Project Update (Ward 1)**

## Recommendation

1. That the City renew a blanket minor variance for 5 years, to allow the municipal right of way area to continue to be utilized for art installations, street furniture, retail sales, outdoor patios accessory to take-out restaurants, restaurants, bakeries and the existing billiard hall between April 15 to October 15 within the Port Credit BIA, to end October 15 2021.
2. That the existing Culture Node project continue with applicable amendments to be introduced within the next 2 years, following re-evaluation of the project and recommendations from the Lakeshore Transit Corridor Study, Parking Master Plan, Transportation Master Plan, Culture Master Plan and other related strategies, infrastructure projects and/or reports with potential impact on the Port Credit BIA area.
3. That the existing fees and charges continue as it is for the next 2 years, with applicable amendments to be introduced following re-evaluation of the project within the next 2 years.
4. That within the next 2 years, the Port Credit Culture Node project be reviewed to establish a sustainable process including but not limited to addressing issues of safety, enforcement, design, fees and charges, with the appropriate City staff, including but not limited to, Community Services (Culture, Parks and Forestry, Fire Prevention), Facilities & Property Management (Realty Services), Planning and Building (Zoning, Design and Development), Transportation and Works (Municipal Parking, Engineering and Works, Transportation Infrastructure Planning, Cycling if applicable) and Legal Services.

## Report Highlights

- The Port Credit Culture Node pilot project commenced in 2012 for a period of 5 years (ending May 2017). The pilot project is aligned with Recommendation 36 of the Culture Master Plan (2009)
- The pilot project permitted outdoor patios accessory to take-out restaurants, restaurants, bakeries, and the existing billiard hall, as well as art installations, street furniture, outdoor display and retail sales within the municipal right of way in the Port Credit Business Improvement Area (BIA) boundaries
- Overall, the pilot project has been a success benefitting participating and non-participating businesses with increased foot traffic and sales. 87% of survey respondents support the continuation of this project
- The project needs to be re-evaluated within the next 2 years in order to determine permanent and sustainable solutions related to design, safety, enforcement, parking and transit, and fees and charges, following the completion of the Parking Master Plan, Lakeshore Transit Corridor Study, Culture Master Plan and other related strategies, infrastructure projects and/or reports with potential impact on the Port Credit BIA area

## Background

In 2011, Council passed Resolutions 0072-2011 and 0152-2011, which approved the concept of the Cultural Node project. The request originated from the Port Credit BIA and Ward 1 Councillor with staff support. A Culture Node is an area with a notable concentration of cultural resources such as art galleries, studios and creative enterprises mixed with places to gather such as restaurants, cafes and performance venues that all contribute to a compact mixed-use neighbourhood. Recommendation 36 of the Culture Master Plan (2009) outlines that the purpose of a culture node pilot project is to select an area with a concentration of cultural resources and activities and test the use of planning tools, incentives and partnerships to encourage a specific transformative outcome. The Culture Master Plan identified Port Credit as a logical area to test the pilot project. The pilot project permitted outdoor patios accessory to take-out restaurants, restaurants, bakeries, and the existing billiard hall, as well as art installations, street furniture, outdoor display and retail sales within the municipal right of way.

Subsequently with the development of the Cultural Policy (2015), the Port Credit Culture Node project aligns with guiding principles to *Improve Livability* and *Support Sustained Cultural Community Activity*.

In order to encourage participation, during the first year of the pilot project, all fees normally required for minor variance applications for the municipal right of way, as well as all fees associated with an encroachment agreement, including but not limited to, the encroachment agreement application fee, legal fee and encroachment use fee, were waived. Additionally,

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application fees and expenses (as outlined in Encroachment By-law 57-04) as well as fees associated with the circulation process for the encroachment agreement between the City and the BIA were waived.

In 2012, Council passed Resolution 0044-2012, which resolved that notwithstanding the City's Encroachment By-law 57-04 and Highway Obstruction By-law 357-10, respectively, staff be authorized to waive the encroachment use fee for the first year of the pilot, for each of the patio encroachment agreements between April 15, 2012 to October 15, 2012, as well as waive related encroachment agreement application fees (excluding Teraview registration charges).

The encroachment use fee for utilization of the sidewalk area was established in 2012 at a rate of \$150 per square foot per annum. Following the first year of the pilot, only application fees and legal fees associated with patio encroachment agreements continued to be waived.

The City granted the temporary use of on-street parking lay-bys as sidewalk platforms adjacent to outdoor patios, which was permitted through encroachment agreements with the City (where it was required to maintain pedestrian access around outdoor patios).

In 2013, Council passed Resolution 0054-2013, which amended existing encroachment agreements within the Port Credit Culture Node to allow extended hours of operation for outdoor patios beyond 11:00pm to coincide with the operating hours of the establishment. This regulation also applied to all new applications.

In 2014, Council passed Resolution 0027-2014, to permit the use of acoustic music on patios during the hours stated in the Noise Control By-Law, and the use of propane heaters in the municipal right-of-way subject to an encroachment agreement with the City.

In 2015, a three year Temporary Use By-Law 0126-2015 came into effect to amend the existing zoning, where the width of the municipal road allowance allows, for properties with frontage on Lakeshore Road in the Port Credit Cultural Node, on a temporary basis. Temporary Use By-Law 0126-2015 permits the use of outdoor retail activity and/or seating outside a building on private lands adjacent to commercial businesses in the Port Credit Culture Node area. Temporary Use By-Law 0126-2015 will expire May 26, 2018 and will be renewed to coincide with the end of the renewed minor variance on October 15, 2021.

## **Present Status**

The five year Port Credit Culture Node pilot project is currently in its final year. The pilot project will end in May 2017 when minor variance File "A" 146/12 expires on May 31, 2017.

## **Comments**

In 2016, there were a total of 9 businesses participating, with temporary patio installations, in the Pilot Program.



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### Impact of the Pilot Project:

To improve and understand the impact of this pilot project, staff conducted a survey of local businesses within the Port Credit BIA in February 2016. The survey was sent by e-mail through the Port Credit BIA. The survey was completed by 34 businesses within the BIA, which included 4 businesses that participated in the pilot project by having patios or outdoor seating in 2015. Detailed survey responses can be found in Appendix 3.

#### *Those That Participated in the Pilot:*

12% of all survey participants (4/34) that participated in the pilot project stated that their business increased by 10% or more in foot traffic and sales in 2015 as a result of the temporary patio, seating and/or display in front of their business. One business stated they had over 50% increase in foot traffic and sales as a result of participating in the pilot project. Pilot project participants were able to hire additional staff and expand their programming and business hours.

#### *Those That Did Not Participate in the Pilot:*

88% of all survey participants (30/34) did not participate in the pilot project, either because they thought that the project was not applicable to their business (21/30) or that their business was too new to benefit. However, 42% experienced an increase in foot traffic and sales as a result of the pilot project. This increase in business resulted in hiring additional staff, expanding programming and increasing business hours.

The Port Credit Culture Node pilot project was a success over the last five years. 87% of all survey respondents said they would support the continuation of this project, with some suggested improvements, and a number of new businesses expressed interest in participating next year.

### Recommendations for the Project:

#### *Improvements to the Project:*

Participants expressed that while the patios have had a positive impact on their businesses they want to see the project grow. They want the project to be better promoted to all businesses and expanded beyond restaurant owners and outdoor patios. These concerns will be addressed through improved marketing and communication as well as the re-evaluation of the Culture Node project.

It is recommended that the City renew the blanket minor variance for 5 years, to allow the continued use of the municipal right of way within the Port Credit BIA area for outdoor patios accessory to take-out restaurants, restaurants, bakeries, and the existing billiard hall, as well as

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art installations, street furniture, outdoor display and retail sales between April 15 to October 15 annually, until October 15 2021. The project should be re-evaluated with applicable amendments to be introduced within the next 2 years, following the completion of the Lakeshore Transit Corridor Study, Parking Master Plan, Transportation Master Plan, Culture Master Plan and other related strategies, infrastructure projects and/or reports with potential impact on the Port Credit BIA area.

It is recommended that within the next 2 years, the Port Credit Culture Node project be reviewed to establish a sustainable process including but not limited to addressing issues of safety, enforcement, design, fees and charges, with the appropriate City staff, including but not limited to, Community Services (Culture, Parks and Forestry, Fire Prevention), Facilities & Property Management (Realty Services), Planning and Building (Zoning, Design and Development), Transportation and Works (Municipal Parking, Engineering and Works, Transportation Infrastructure Planning, Cycling if applicable) and Legal Services.

*Fees Associated to the Project:*

Fees associated with the Port Credit Culture Node were waived during the pilot project in order to encourage and support participation in the project.

The encroachment use fee for utilization of the sidewalk area was established in 2012 at a rate of \$150 per square foot per annum. Following the first year of the pilot project, only application fees and legal fees associated with patio encroachment agreements continued to be waived to incentivize and encourage participation in the Port Credit Culture Node pilot project.

During the pilot, fees that were paid by participants included:

- Encroachment use fee
- Teraview registration charge (\$71.30)
- Removal and reinstallation of pay and display parking machine, if applicable (\$650)
- Permanent relocation of parking machine, if applicable (\$900)

During the pilot, fees that were waived for participants included:

- Encroachment Agreement Application Fee (\$500 + HST)
- Legal fee for the preparation of the Encroachment Agreement in Teraview (\$250 + \$32.50 HST)
- Committee of Adjustment application fee for blanket minor variance (\$1,500)
- Associated parking operating costs per day and per display machine (\$201/month)
- Related parking fees and charges associated for use of a parking space by an outdoor patio, calculated based on the amount of revenue the space is estimated to generate over the time the spot(s) are being used for the patio as based on past performance.
- Fees associated to any required signs, layby preparation, etc. – calculated based on costs of production, installation, and labour if applicable.

General Committee	2017/01/17	6
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It is recommended that existing fees and charges continue as-is for the next 2 years, with applicable amendments to be introduced following re-evaluation of the project within the next 2 years.

A list of all fees and charges associated to the Port Credit Culture Node can be found in Appendix 2. These fees may be subject to change in the future.

## Strategic Plan

The Port Credit Culture Node project aligns with the Connect Pillar strategic goal, which states “Nurture Villages – promote “village” main streets as destinations, not simple places to pass through”.

## Financial Impact

Continuing to waive fees will have a financial impact for Transportation and Works (Municipal Parking) as well as Facilities and Property Management (Realty Services).

For Realty Services: if the encroachment application fee and legal fee continue to be waived, the financial impact will be a loss of \$932.25 per municipal address for new applications.

For Municipal Parking: for the duration of the patio season (April 15 to October 15), the financial impact will be a loss of \$3,146.00 per parking space occupied associated to the use by an outdoor patio. Calculated based on parking fee per hour (\$1.50 per hour for the first 2 hours and \$2.00 for following hours), number of paid hours per day (Monday to Saturday 10am to 9pm or 11 hours of paid parking per day; Sunday 10am to 6pm or 8 hours of parking per Sunday), and the duration of the patio season (April 15 to October 15).

A list of fees and charges associated to the Port Credit Culture Node can be found in Appendix 2. These fees are subject to change, including updated encroachment use fees and Encroachment Agreement Application fees.

## Conclusion

The pilot project was initiated in 2011 and concludes in May 2017. In February 2016, an evaluation of the pilot indicated that it has been a success. Participating businesses experienced a minimum 10% increase in foot traffic and sales. The pilot also had a benefit to non-participating businesses, which experienced a 42% increase in foot traffic as well.

Continuation of the Port Credit BIA Culture Node project will contribute to creating an environment that supports and encourages a more vibrant main street. It will enhance the character of the area by allowing outdoor patios accessory to take-out restaurants, restaurants, bakeries, and the existing billiard hall, as well as art installations, street furniture, outdoor display and retail sales. It will attract a greater number of residents and visitors to the waterfront for shopping, dining, business activity and recreational enjoyment.

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The Port Credit Culture Node Project aligns with the Cultural Policy, fostering an environment conducive to creativity, public access to cultural experiences and the preservation and development of a distinct cultural identity in Mississauga's communities. Specifically, the Port Credit Culture Node pilot project aligns with the Cultural Policy's guiding principles to *Improve Livability and Support Sustained Cultural Community Activity*.

It is recommended to continue the Port Credit Culture Node project for the betterment of the Port Credit BIA area through to October 2021, with re-evaluation of and amendments to the project within the next 2 years.

## Attachments

Appendix 1: Port Credit BIA Boundary map

Appendix 2: Port Credit Culture Node Pilot Project Application Process for Outdoor Patios with Table Service

Appendix 3: Port Credit Culture Node Pilot Project – BIA Survey

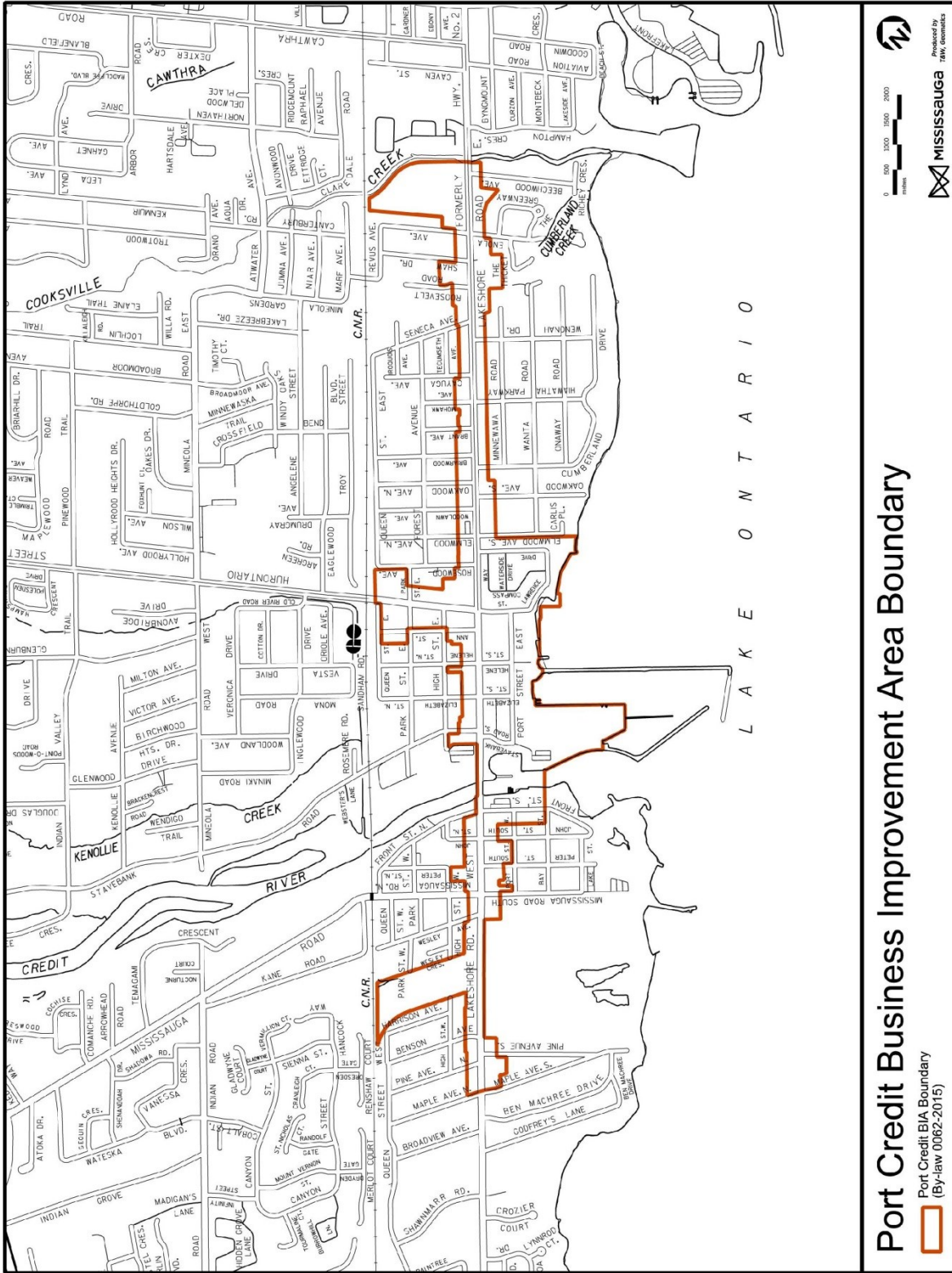


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Paul Mitcham, P. Eng, MBA, Commissioner of Community Services

Prepared by: Mojan Jianfar, Assistant Planner, Culture

Appendix 1:



# Port Credit Business Improvement Area Boundary

Port Credit BIA Boundary  
(By-law 0062-2015)

MISSISSAUGA  
Produced by  
T&W Geomatics

0 500 1000 1500 2000  
meters

## Appendix 2:

Port Credit Culture Node Pilot Project  
City of Mississauga's Application Process for Outdoor Patios with Table Service

Task	Fee and Application Requirements	Contact
<input type="checkbox"/> Committee of Adjustment application for minor variance	\$1,500* – Not applicable The City of Mississauga has submitted an application a minor variance for the City's road allowance within the Port Credit BIA. <b>The variance will expire on October 15 2021.</b>	N/A
<input type="checkbox"/> Port Credit BIA Endorsement	Submit the site plan that will be used for Encroachment Application to the City. Site plan is to be in accordance with the Detailed Specifications for Temporary Sidewalk Platforms	Ellen Timms, General Manager, PC BIA 905-278-7742
<input type="checkbox"/> Encroachment Agreement	<ul style="list-style-type: none"> <li>• \$649.75 non-refundable application fee*</li> <li>• \$250 + 32.50HST City's legal fee*</li> <li>• \$73.85 Teraview registration charge</li> <li>• Encroachment use fee for utilization of the City's sidewalk - \$9.00 per square foot</li> </ul>	Susy Costa, Project Leader Realty Services 905-615-3200 ext. 5432
<input type="checkbox"/> Removal and reinstallation of Parking Meter or Pay and Display Machine, if applicable	<ul style="list-style-type: none"> <li>• \$650 for removal and reinstallation of Parking Meter or Pay and Display Machine</li> <li>• \$900 if the Machine has to be permanently relocated</li> <li>• \$201/month associated operating cost per pay and display machine*</li> </ul>	Tomasz Brzeziak, Parking Coordinator 905-615-3200 ext. 5794
<input type="checkbox"/> Related Parking fees and charges, if applicable*	<ul style="list-style-type: none"> <li>• Fees associated for use of parking space by an outdoor patio – calculated based on the amount of revenue the space is estimated to generate over the time the spot(s) are being used for the patio as based on past performance</li> <li>• Fees associated to any required signs, layby preparation, etc. – calculated based on costs of production, installation, and labour if applicable</li> </ul>	Tomasz Brzeziak, Parking Coordinator 905-615-3200 ext. 5794
<input type="checkbox"/> Zoning Certificate of Occupancy	\$500 – Further information and application form is located on City's website at <a href="http://www.mississauga.ca/portal/residents/pbformscenter">http://www.mississauga.ca/portal/residents/pbformscenter</a>	Submit at 3 <sup>rd</sup> Floor, Customer Service, City Hall, 300 City Centre Drive
<input type="checkbox"/> Building Permit	A building permit will be required if construction to the existing building is made to accommodate the outdoor patio	Submit at 3 <sup>rd</sup> Floor, Customer Service, City Hall, 300 City Centre Drive
<input type="checkbox"/> Public Utilities Coordinating Committee	A PUCC permit may be required for any construction along the rights-of-way that are over 20 meters in length. As per the Transportation and Works Fees and Charges By-law, a \$460 per street Application Fee plus 36 cents for each additional meter after the first 300 will apply.	Jevito Marchese PUCC/Permit Technologist 3185 Mavis Road 905-615-3200 ext 4024

- \* These fees were waived during the Culture Node Pilot Project
- This is not a conclusive list – there may be other applications required as each business participating in the program will be evaluated on a site by site basis.
- All fees reflect current costs, but may be subject to change. **Some fees may be subject to HST if applicable.**
- The charges above do not include the following costs for the business owner:
  - Fees and permits from other public agencies (e.g. Health Unit Certificate of Inspection of the patio from Peel Region and a Liquor Licence for the patio from AGCO).
  - Increased business insurance premiums
  - Any legal and other professional fees incurred by the business in relation to the outdoor patio application and its operation
  - Costs related to designing, constructing, removing and/or seasonal storage of the patio enclosure and temporary sidewalk extension, if required
- Any other costs related to furnishing, staffing and maintenance for the outdoor patios.

## Port Credit Culture Node Pilot Project - BIA Survey

Please Note: This survey excludes participants who did not give permission for their comments to be shared in reports or publications.

The Port Credit area is home to a number of festivals, events and businesses that bring people out in large numbers throughout the summer. However, its main street, Lakeshore Road, is also a major east-west transportation route through southern Mississauga. The need for more space to accommodate both visitors and businesses has led to the creation of the City of Mississauga's Culture Node Pilot Project to create creative ways to further stimulate the vibrant main street area, while balancing the needs of the transportation corridor.

The seasonal patios, retail displays and temporary art works that have expanded on to the sidewalks in the Port Credit BIA are a demonstration of the Pilot Project that explores future possibilities for Lakeshore Road. Launched in 2011, the Pilot supports and encourages such initiatives that contribute to a vibrant Port Credit main street.

The City of Mississauga Culture Division and Port Credit BIA are seeking feedback from business owners through the following survey on the success of the Culture Node Pilot Project and ideas for the future. If you have any additional comments or wish to be involved in future discussions regarding the Culture Node Pilot Project, please contact the Culture Division at [cultural.planning@mississauga.ca](mailto:cultural.planning@mississauga.ca) Thank you for your participation.

Please provide your business postal code

		Response total
#	Responses	
1	L5G 1E3	
2	I5h1g4	
3	L5G 2T4	
4	L5G 1E4	
5	L5g1e1	
6	L5G 1H3	
7	L5G 4T9	
8	L5G 1H3	
9	L5G 1E4	
10	I5g2t2	
11	L5G 1H4	
12	L5G1E3	
13	N/A	
14	L5G 1C8	
15	I5g1c8	
16	L5G4S2	
17	L5G 1G8	
18	L5G4N1	
19	L5G1C9	
20	L5G 1C8	
21	L5G 1E5	
22	I5g 1c9	
23	L5H 2 L4	
24	L5G1G8	
25	L5G 2Y5	
26	L5G 1H3	
27	L5G 3R5	
28	I5g1e3	
29	Door FiftyFive	
30	I5g 1c4	
31	I5g1h2	
32	I5g 1g2	
		<b>32</b>

Statistics based on 32 respondents;






**What is the name of your business (optional)**

7.4

		Response total
#	Responses	
2	GEARS BIKE SHOP	
3	The Newland Group	
4	KELLER WILLIAMS REALTY SOLUTIONS	
5	Captain Candy Ontario	
6	Lakeshore Pools and Hot Tubs	
9	MyOlive Premium Olive Oil & Balsamic Tasting Bar	
12	T-Rox Music Academy Inc.	
13	0	
14	The Pump House Grille/ Papa iuseppe's	
15	bruce forth lawyer	
16	JD Accounting & Business Services	
17	Linda's Craftique	
18	Fogh Boat Supplies	
20	JOHN CASSAN REALTY LIMITED, BROKERAGE	
21	Anderson Balfour Kitchen Design Inc.	
22	Salon Sarracini	
23	Old Credit Brewing Co. Ltd.	
24	Dunk'n Dip Resto&Chocolate lounge	
25	Zest for Living	
26	Younger Body MediSpa	
28	queen spectacle	
30	The Crooked Cue	
31	colossus	
32	4Cats Arts Studio	
		<b>24</b>


Statistics based on 24 respondents;

**What type of business do you own or operate? (Please check all that apply)**

		Response percent	Response total										
Food/Beverage/Restaurant		<b>21.88%</b>	<b>7</b>										
Retail		<b>37.5%</b>	<b>12</b>										
Professional Services		<b>31.25%</b>	<b>10</b>										
Convenience/Grocery		<b>0%</b>	<b>0</b>										
Health & Wellness		<b>6.25%</b>	<b>2</b>										
Other (please specify)	 <table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>12</td> <td>Music School</td> </tr> <tr> <td>21</td> <td>Kitchen and Bath Design and Renovation</td> </tr> <tr> <td>22</td> <td>Beauty Salon.</td> </tr> <tr> <td>32</td> <td>Art studio</td> </tr> </tbody> </table>	#	Responses	12	Music School	21	Kitchen and Bath Design and Renovation	22	Beauty Salon.	32	Art studio	<b>12.5%</b>	<b>4</b>
#	Responses												
12	Music School												
21	Kitchen and Bath Design and Renovation												
22	Beauty Salon.												
32	Art studio												

Statistics based on 32 respondents;

**How long has your business operated in Port Credit?**







		Response percent	Response total
0-2 years		<b>15.63%</b>	<b>5</b>
3-6 years		<b>9.38%</b>	<b>3</b>
7-10 years		<b>25%</b>	<b>8</b>
11-15 years		<b>9.38%</b>	<b>3</b>
16-20 years		<b>18.75%</b>	<b>6</b>
21+ years		<b>21.88%</b>	<b>7</b>

Statistics based on 32 respondents;





**How do you interact with the Port Credit BIA? (Please check all that apply)**

7.4

		Response percent	Response total										
Receive and read e-mails/newsletter		<b>100%</b>	<b>32</b>										
Visit Port Credit BIA website		<b>56.25%</b>	<b>18</b>										
Follow on social media		<b>84.38%</b>	<b>27</b>										
Attend networking meetings		<b>40.63%</b>	<b>13</b>										
Attend annual general meetings		<b>31.25%</b>	<b>10</b>										
Other:	 <table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td><b>21</b></td> <td>Board Member of Port Credit BIA</td> </tr> <tr> <td><b>22</b></td> <td>Disappointed with what if you can call them Business meetings?</td> </tr> <tr> <td><b>23</b></td> <td>Participation in the various festivals</td> </tr> <tr> <td><b>26</b></td> <td>Advertise in the Directory</td> </tr> </tbody> </table>	#	Responses	<b>21</b>	Board Member of Port Credit BIA	<b>22</b>	Disappointed with what if you can call them Business meetings?	<b>23</b>	Participation in the various festivals	<b>26</b>	Advertise in the Directory	<b>12.5%</b>	<b>4</b>
#	Responses												
<b>21</b>	Board Member of Port Credit BIA												
<b>22</b>	Disappointed with what if you can call them Business meetings?												
<b>23</b>	Participation in the various festivals												
<b>26</b>	Advertise in the Directory												

Statistics based on 32 respondents;

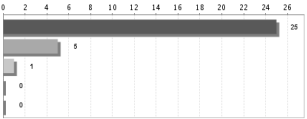
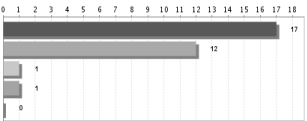
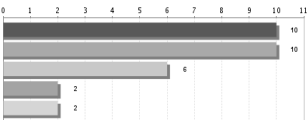
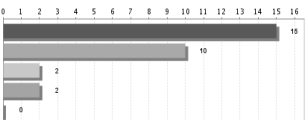
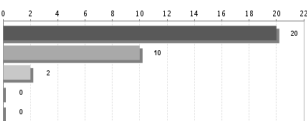
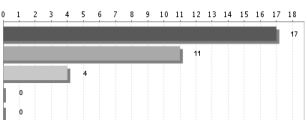
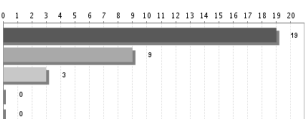
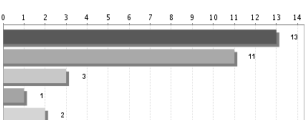
**Do you read the Port Credit BIA Board Minutes on the Port Credit BIA website?**

		Response percent	Response total										
Yes		<b>45.16%</b>	<b>14</b>										
No		<b>54.84%</b>	<b>17</b>										
Comments:	<table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td><b>13</b></td> <td>no point, over the years management does what it wants to do without membership feedback</td> </tr> <tr> <td><b>17</b></td> <td>I believe I get them via email?</td> </tr> <tr> <td><b>22</b></td> <td>It seems that they already have their minds made up</td> </tr> <tr> <td><b>25</b></td> <td>I haven't had access to them as my email has not been added as a new owner of Zest for Living ( lucie@zestforliving.ca)</td> </tr> </tbody> </table>	#	Responses	<b>13</b>	no point, over the years management does what it wants to do without membership feedback	<b>17</b>	I believe I get them via email?	<b>22</b>	It seems that they already have their minds made up	<b>25</b>	I haven't had access to them as my email has not been added as a new owner of Zest for Living ( lucie@zestforliving.ca)		<b>4</b>
#	Responses												
<b>13</b>	no point, over the years management does what it wants to do without membership feedback												
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<b>25</b>	I haven't had access to them as my email has not been added as a new owner of Zest for Living ( lucie@zestforliving.ca)												

Statistics based on 32 respondents;

Please rate the following BIA priorities on a scale from very important to not important:

7.4

	Very Important ■	Important ■	Somewhat Important ■	Not Important ■	No Opinion ■		Response total
Beautification (litter, streetscape maintenance)	80.65% (25)	16.13% (5)	3.23% (1)	0% (0)	0% (0)		<b>31</b>
Marketing	54.84% (17)	38.71% (12)	3.23% (1)	3.23% (1)	0% (0)		<b>31</b>
Zoning	33.33% (10)	33.33% (10)	20% (6)	6.67% (2)	6.67% (2)		<b>30</b>
Development	51.72% (15)	34.48% (10)	6.9% (2)	6.9% (2)	0% (0)		<b>29</b>
Events	62.5% (20)	31.25% (10)	6.25% (2)	0% (0)	0% (0)		<b>32</b>
Safety	53.13% (17)	34.38% (11)	12.5% (4)	0% (0)	0% (0)		<b>32</b>
Tourism	61.29% (19)	29.03% (9)	9.68% (3)	0% (0)	0% (0)		<b>31</b>
Advocacy with municipality and province	43.33% (13)	36.67% (11)	10% (3)	3.33% (1)	6.67% (2)		<b>30</b>

Statistics based on 32 respondents;

**What are areas of concern facing your business in Port Credit? (Please check all that apply)**

7.4

		Response percent	Response total																		
Parking		<b>50%</b>	<b>15</b>																		
Development		<b>33.33%</b>	<b>10</b>																		
Safety		<b>33.33%</b>	<b>10</b>																		
Infrastructure		<b>40%</b>	<b>12</b>																		
Tourism		<b>33.33%</b>	<b>10</b>																		
Litter		<b>53.33%</b>	<b>16</b>																		
Store hours		<b>10%</b>	<b>3</b>																		
Other (please specify)	<table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>Getting known (advertising/signage/etc.)</td> </tr> <tr> <td>9</td> <td>Speed limit is to high &amp; a set of street lights at Lakeshore &amp; Helene</td> </tr> <tr> <td>12</td> <td>rising rental cost</td> </tr> <tr> <td>13</td> <td>too many resturants = lack of shopping traffic</td> </tr> <tr> <td>19</td> <td>NO POLICE PATROLLING AT NIGHT, TOO MUCH NOISE &amp; CRIME</td> </tr> <tr> <td>21</td> <td>None of these are an issue to our business.</td> </tr> <tr> <td>22</td> <td>lack of planning re&lt; types of business should be here, to many food outlets, not enough retail to compete with the free parking plaza's.</td> </tr> <tr> <td>32</td> <td>Little support from public schools</td> </tr> </tbody> </table>	#	Responses	5	Getting known (advertising/signage/etc.)	9	Speed limit is to high & a set of street lights at Lakeshore & Helene	12	rising rental cost	13	too many resturants = lack of shopping traffic	19	NO POLICE PATROLLING AT NIGHT, TOO MUCH NOISE & CRIME	21	None of these are an issue to our business.	22	lack of planning re< types of business should be here, to many food outlets, not enough retail to compete with the free parking plaza's.	32	Little support from public schools	<b>26.67%</b>	<b>8</b>
#	Responses																				
5	Getting known (advertising/signage/etc.)																				
9	Speed limit is to high & a set of street lights at Lakeshore & Helene																				
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22	lack of planning re< types of business should be here, to many food outlets, not enough retail to compete with the free parking plaza's.																				
32	Little support from public schools																				

Statistics based on 30 respondents;

**Prior to today, were you aware of the Port Credit Culture Node Pilot Project?**

		Response percent	Response total
Yes		<b>62.5%</b>	<b>20</b>
No		<b>37.5%</b>	<b>12</b>

Statistics based on 32 respondents;

**In any of the past five years, has your business participated in the Pilot Project by installing a temporary patio, seating or retail display in front of your business?**

		Response percent	Response total
Yes		<b>12.5%</b>	<b>4</b>
No		<b>87.5%</b>	<b>28</b>

Statistics based on 32 respondents;

**What year(s) have you participated in the Pilot Project?**

		Response percent	Response total
2011		<b>25%</b>	<b>1</b>
2012		<b>25%</b>	<b>1</b>
2013		<b>25%</b>	<b>1</b>
2014		<b>75%</b>	<b>3</b>
2015		<b>50%</b>	<b>2</b>

Statistics based on 4 respondents;

**How did you participate? (Check all that apply)**

		Response percent	Response total
Patio		<b>75%</b>	<b>3</b>
Retail Display		<b>0%</b>	<b>0</b>
Bench/Seating		<b>25%</b>	<b>1</b>
Other		<b>0%</b>	<b>0</b>

Statistics based on 4 respondents;

**Do you have any comments regarding the process or fees required to obtain the necessary approvals?**

7.4

		Response total
#	Responses	
30	Everything was great. The city staff, BIA staff, and Counsellor Tovey was amazing. The process was fast, efficient, and reasonably priced.	2
31	a little too high, these projects bring people into the area	

Statistics based on 2 respondents;

**Why did you choose to participate in the Pilot Project? (Check all that apply)**

	Response percent	Response total
To increase business sales	100%	4
To increase business publicity/awareness	75%	3
To increase visitation into the Port Credit BIA	100%	4
For community enhancement	100%	4
Other (please specify)	0%	0

Statistics based on 4 respondents;

**Reflecting on the most recent year that you participated, did your business experience an increase in foot traffic and sales as a result of the temporary patio, seating or display in front of your business? Please rate on the scale below**

	Response percent	Response total
Zero	0%	0
Low (1-5%)	0%	0
Medium (6-9%)	0%	0
High (10+%)	100%	4
Comments:		1
#	Responses	
30	our business increased 50+%	

Statistics based on 4 respondents;

**As a result of any growth in business that could be attributed to the patio, seating or display in front of your business, did you do any of the following (please check all that apply):**

	Response percent	Response total
Hire additional staff	100%	4
Expansion in programming or service	75%	3
Increased business hours	75%	3
Use or access of other businesses or services in the local community	50%	2
Comments:		1
#	Responses	
30	We had to expand everything. We hire and buy everything locally, so the community benefitted as well.	

Statistics based on 4 respondents;

**What improvements can be made to the program in the future?**

		Response total
#	Responses	
30	Keep the program going as is with no termination date. It is a smash hit! This program is essential to our business. We used to lose money for June, July, and August every year. Having a summer patio has saved our business, and allowed us to thrive.	2
31	none are required, the BIA are doing a great job as well our councillor!	

Statistics based on 2 respondents;

**Was your business adjacent or within close proximity to a business that participated in the Culture Node Pilot Project?** 7.4

		Response percent	Response total
Yes		<b>60.71%</b>	<b>17</b>
No		<b>25%</b>	<b>7</b>
Unsure		<b>14.29%</b>	<b>4</b>

Statistics based on 28 respondents;

**What has been the primary reason for not participating in the Culture Node Pilot Project? (Check all that apply)**

		Response percent	Response total																		
Not applicable to my business		<b>71.43%</b>	<b>20</b>																		
The process was too complicated		<b>0%</b>	<b>0</b>																		
The cost was too high		<b>0%</b>	<b>0</b>																		
Interested, but not eligible for participation		<b>0%</b>	<b>0</b>																		
Other	 <table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>9</td> <td>Not sure how we could use it.</td> </tr> <tr> <td>11</td> <td>Never heard of it</td> </tr> <tr> <td>14</td> <td>alreeady had street side patio..applying this year for Papa Giuseppe's</td> </tr> <tr> <td>22</td> <td>told not to clutter side walks.</td> </tr> <tr> <td>25</td> <td>I have no information on the project</td> </tr> <tr> <td>26</td> <td>Really didn't know that I could participate</td> </tr> <tr> <td>28</td> <td>thought it only involved the patios</td> </tr> <tr> <td>32</td> <td>Not sure if it conflicts with franchise agreement</td> </tr> </tbody> </table>	#	Responses	9	Not sure how we could use it.	11	Never heard of it	14	alreeady had street side patio..applying this year for Papa Giuseppe's	22	told not to clutter side walks.	25	I have no information on the project	26	Really didn't know that I could participate	28	thought it only involved the patios	32	Not sure if it conflicts with franchise agreement	<b>28.57%</b>	<b>8</b>
#	Responses																				
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28	thought it only involved the patios																				
32	Not sure if it conflicts with franchise agreement																				

Statistics based on 28 respondents;

**Reflecting on the 2015 patio season, did your business experience an increase in foot traffic and sales as a result of the temporary patios, seating and displays within the Port Credit BIA boundary? Please rate on the scale below:**

		Response percent	Response total																						
Zero		<b>58.33%</b>	<b>14</b>																						
Low (1-5%)		<b>16.67%</b>	<b>4</b>																						
Medium (6-9%)		<b>8.33%</b>	<b>2</b>																						
High (10+%)		<b>16.67%</b>	<b>4</b>																						
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25	N/A																								

Statistics based on 27 respondents;

**Did an increase in business result in any of the following (please check all that apply)**

7.4

		Response percent	Response total																						
Hiring additional staff		<b>25%</b>	<b>4</b>																						
Expanded programming		<b>6.25%</b>	<b>1</b>																						
Increased business hours		<b>18.75%</b>	<b>3</b>																						
Accessing other businesses or services in the local community		<b>25%</b>	<b>4</b>																						
Please specify	 <table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td><b>3</b></td> <td>N/A</td> </tr> <tr> <td><b>5</b></td> <td>N/A</td> </tr> <tr> <td><b>9</b></td> <td>Have the right staff helps.</td> </tr> <tr> <td><b>19</b></td> <td>NO</td> </tr> <tr> <td><b>20</b></td> <td>MORE FOOT TRAFFIC HELPS EVERYONE</td> </tr> <tr> <td><b>21</b></td> <td>not at this time</td> </tr> <tr> <td><b>22</b></td> <td>they have detracted from bussiness not enough parking.</td> </tr> <tr> <td><b>23</b></td> <td>Parking</td> </tr> <tr> <td><b>25</b></td> <td>N/A</td> </tr> <tr> <td><b>32</b></td> <td>N/A</td> </tr> </tbody> </table>	#	Responses	<b>3</b>	N/A	<b>5</b>	N/A	<b>9</b>	Have the right staff helps.	<b>19</b>	NO	<b>20</b>	MORE FOOT TRAFFIC HELPS EVERYONE	<b>21</b>	not at this time	<b>22</b>	they have detracted from bussiness not enough parking.	<b>23</b>	Parking	<b>25</b>	N/A	<b>32</b>	N/A	<b>62.5%</b>	<b>10</b>
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Statistics based on 16 respondents;

**The Pilot Project is set to end after 2016. The City of Mississauga is evaluating options for continuing the project and permitting patios and displays in Port Credit permanently which may included changes to by-laws and/or developing a permitting process.**

**Would you support the continuation of this program?**

		Response percent	Response total																		
Yes		<b>89.66%</b>	<b>26</b>																		
No		<b>10.35%</b>	<b>3</b>																		
Comments:	<table border="1"> <thead> <tr> <th>#</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td><b>5</b></td> <td>Providing adequate signage and convenience of parking is available.</td> </tr> <tr> <td><b>7</b></td> <td>Parking is a problem in Port Credit and as I try to visit other businesses on my way home these patios blocking parking mean I take my business elsewhere</td> </tr> <tr> <td><b>9</b></td> <td>We also use these &amp; visit these patios.</td> </tr> <tr> <td><b>13</b></td> <td>maybe. but no more additional patios</td> </tr> <tr> <td><b>19</b></td> <td>BUT, 100% NO TO PATIOS</td> </tr> <tr> <td><b>21</b></td> <td>I love it.</td> </tr> <tr> <td><b>22</b></td> <td>too much side walk garbage and not going after the parties that help to promote it, then we are told to sweep up and clean up, My taxes have gone up 100% and I don't see any improvement to our stree clean up and street scape. Clients have asked what has happened to the Christmas lights. Others have said that they could do a better job.</td> </tr> <tr> <td><b>25</b></td> <td>I don't have enough information to make an opinion</td> </tr> </tbody> </table>	#	Responses	<b>5</b>	Providing adequate signage and convenience of parking is available.	<b>7</b>	Parking is a problem in Port Credit and as I try to visit other businesses on my way home these patios blocking parking mean I take my business elsewhere	<b>9</b>	We also use these & visit these patios.	<b>13</b>	maybe. but no more additional patios	<b>19</b>	BUT, 100% NO TO PATIOS	<b>21</b>	I love it.	<b>22</b>	too much side walk garbage and not going after the parties that help to promote it, then we are told to sweep up and clean up, My taxes have gone up 100% and I don't see any improvement to our stree clean up and street scape. Clients have asked what has happened to the Christmas lights. Others have said that they could do a better job.	<b>25</b>	I don't have enough information to make an opinion		<b>8</b>
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<b>25</b>	I don't have enough information to make an opinion																				

Statistics based on 31 respondents;

		Response total
#	Responses	
4	KEEP ADDING TO THE PROGRAM, BEYOND RESTAURANTS WHAT COULD OTHER BUSINESSES DO ?	
6	Make the process simpler for business.	
7	If we are going to continue this maybe provide free parking along Port Street to offset the difficulties of parking and make sure good clear directional signage to alternative parking is very visable	
9	Slower speed limits & more sets of light before some more pedestrians get hurt or worse, killed. Be preventative Not reactive.	
12	not applicable	
13	no more additional patios, too hard for people to walk through, many walk on the road	
14	Promote more businesses to get involved	
15	Best thing to ever happen in port crdir	
18	Not relevant to my business	
19	SMOKERS SHOULD BE CHARGED WITH ANTI-SMOKING LAW & LATE NIGHT NUISANCES WITH DRUNK PEOPLE BREAKING MAIL-BOXES, DRINKING OUTSIDE OF THE BARS ON THE WALKWAYS, CREATING BIGS ISSUES FOR RETAILERS	
20	LESSEN THE RESTRICTIONS?	
21	Businesses to provide ample shade for clients sitting outside. Continue to make it inviting to the public.	
22	Clean up the mess, more parking add more retail store not over run with food restaurants. Ask for a plan to improve the area, not just say people are shopping on line, extend the parking to be able to purchase more than a two hour limit at a time. I don't think that the main street is consumer friendly, infact there was more business here 10 years ago than there is today. You can have someone fire a machine gun down the street and hit no one during the day. Too much priority is put on the events, not enough on return shopping because we don't have enough retail. People come for the events and don't spend time shopping. The events are great all summer on the week ends but during the week it's dead.	
23	A Higher standard of the appearance of the Patios	
25	Provide information to all businesses & owners/co-owners	
28	more info on project relating to retailers	
30	The program is great. I can't really think of any improvements other than expanding the operating season - say March to November?	
31	i cant think of any	
		<b>18</b>

Statistics based on 18 respondents;

**Additional comments, concerns or suggestions? What positive social and cultural impacts has this Pilot Project had on Port Credit?** 74

		Response total
#	Responses	
1	Fantastic for business!!	
4	IT'S GREAT AND BRINGS PEOPLE FROM AFAR	
5	I don't know much about retail displays and how that could possibly relate to my (or nearby) business(es), but retail displays that could show off lots of what different PC businesses have available would be great! I had a thought of some sort of wedding display where dresses, a candy buffet, ornaments from various businesses, cakes/cupcakes, speciality cards, etc. could be combined to highlight individual businesses in a cohesive way. (I just don't know where such a thing could be displayed).	
9	Draws more people to Port Credit.	
12	not applicable	
13	no more additional patios, too hard for people to walk through it, people walk on the road, dangerous.	
15	Huge increase in people coming to port credit. Has been 100 percent positive for the village	
16	This is a great program as it brings people down to the area and this makes it a vibrant village.	
17	I love the quaint look of these 'patios" but..... The businesses that have them are the ones that need the most parking to start with and then these spots are no longer available so it makes it even worse for the "regular retail". I don't see a solution to that however:)	
20	INCREASES THE VIABILITY OF THE ENTIRE VILLAGE AND BRINGS IN MORE PEOPLE ON A REGULAR BASIS TO BENEFIT EVERYONE AND THE CITY AS WELL. VERY POPULAR NODE.	
21	I don't love the visual look of the dividers. My personal preference.	
22	It's and event destination or drinking and eating place not a shopping place.	
23	Had the opportunity to visit the Danforth last fall and was so impressed with the make up of the outdoor patios .The richness of the look the openness of the area ,even though the streets were no wider for the most part than the Lakeshore in Port Credit. Large urns for planters used winter and summer Lighting done in a way that drew thousands of people to the area. The feeling of Europe , and they were not even near water. ?The barricades used in Port Credit not only hide the restaurants from view but also make the Road or Areas look half of the size, Not very impressive. The sidewalk use for the restaurants is very vital but do not hide them. Personal view from someone that has done a lot of traveling . WE have a beautiful unique part of Mississauga. Needs to be refreshed	
27	Even though my business does not participate, I think it has had a huge impact on PC. Patios are always packed and more people on the street. I think it is great and want to see it continue	
30	This project has saved our business. We used to lose money in the summer and lay off staff. Now we make money in the summer, and hire extra staff 10-20 people. Also, we have extra money to renovate our business, which makes the Port Credit nicer. It has enhanced the culture of Port Credit. It is livelier, busier, more fun, more upscale, and more beautiful. The businesses not using the program have benefitted too. For example, the variety store next door has increased business significantly because Port Credit is so much more busy now. Everyone wins. Port Credit is on the map, and a real tourist attraction because of the parks and patios. This pilot project has achieved exactly it's intension. The streets are lively and filled with people. Before 2011 this was not the case. We would loose significant money in the summer and have to lay staff off. Now June, July and August are extremely busy and we hire additional staff.	
31	driven more people into port credit making it Mississaugas downtown and tourist destination	
		<b>16</b>

Statistics based on 16 respondents;

**Do we have your permission to use your comments in future reports or publications?**

		Response percent	Response total								
Yes		<b>100%</b>	<b>27</b>								
No		<b>0%</b>	<b>0</b>								
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Statistics based on 28 respondents;



City of Mississauga  
**Corporate Report**



Date: 2017/01/30

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of  
 Transportation and Works

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Housekeeping Amendments to the Business Licensing By-law 1-06, as amended**

## Recommendation

That a by-law be enacted to amend the Business Licensing By-law 1-06, as amended, to incorporate a series of housekeeping amendments, as outlined in the report from the Commissioner of Transportation and Works dated January 30, 2017 and entitled "Housekeeping Amendments to the Business Licensing By-law 1-06, as amended".

## Report Highlights

- This report recommends housekeeping amendments to Business Licensing By-law 1-06, as amended to accommodate the results of a Lean review. The proposed amendments are minor and will eliminate inefficiencies, streamline administration processes, improve lead times and customer satisfaction.
- Remove "Other Fees" section (Schedule 1) already contained in the Transportation and Works Fees and Charges By-law.
- Amend Schedule 2 "Licence Expiry Dates" to incorporate an annual expiry date for applicants, with the aim of reducing administrative backlog.
- Increase minimum general liability insurance from \$1,000,000 to \$2,000,000 for all Trades Contractors as recommended by Risk Management, and to align with benchmarking results.
- Substitute "Public Hall" term and definition with "Banquet Hall" to maintain consistency with the Zoning By-law.
- Modify the requirements under Section 22: "Notice" and include a provision to ensure that administration of Penalty Notices is in accordance with the Licensing Administrative Penalty By-law.
- Add a clause granting the Licensing Manager or designate with the authority to accept a

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variation of a requirement, under “Application for a Licence and for Renewal of a Licence”.

## Background

In 2006, Council approved the replacement of Business Licensing By-law 0001-2001, with Business Licensing By-law 1-06, as amended, for the licensing and regulation of certain businesses and trades in the City of Mississauga. Since then, a number of amendments have been passed dealing with housekeeping changes and specific licensing provisions to reflect changes in the business environment.

Staff is recommending that further amendments be made to the Business Licensing By-law 1-06, as amended, to accommodate the results of a recent Lean review that identified opportunities for improvement in the administration of business licensing. This report proposes options to streamline administration with respect to the licensing of stationary businesses, including trade contractors. In addition, the recommended housekeeping amendments will improve customer satisfaction and provide for more effective enforcement of the Business Licensing By-law 1-06, as amended.

## Comments

The proposed changes are minor and include revisions of definitions, modifications to renewal and application requirements, and additional provisions to ensure that administration processes are consistent. These amendments will eliminate inefficiencies and allow the City to achieve the following results:

- reduce administrative backlogs and improve lead times;
- eliminate unnecessary extra processing;
- allocate more staff time to value-added work; and,
- improve customer satisfaction.

Detailed below is the summary of amendments to the by-law and the benefit to both the Enforcement Division as well as the public.

### Remove “Other Fees” from Schedule 1

All non-licensing related “Other Fees” listed within Schedule 1, including “Trades Exam Fees, Appeal Tribunal Hearing Fee, and Replacement Licence Fee” have been removed. These fees have been consolidated and are included under the Fees and Charges: Transportation and Works By-law 247-15, as amended. All other divisions within the Transportation and Works Department include “other” administrative fees in the Fees and Charges By-law. This change will ensure consistency of departmental practice.

### Revise Schedule 2: Expiry Dates

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There are currently five expiry dates (March 31, August 31, October 31, December 31, and June 30). These dates have been established based on the licence type or the name of the street where the business is located. When administration staff receive renewal forms on five fixed dates in a year, it results in a disproportionately high administrative workload around those five dates, and extends the time needed for administration staff to renew all licences.

Staff recommend the following changes to Schedule 2 “Licence Expiry Dates”:

Remove sections 1, 2, 3 and 4, of Schedule 2 and replace it with a provision outlining a new expiry date, one year from the date of issue. The recommended new clause is as follows:

*Subject to Schedules 9, 10 and 14 of this by-law, all licences issued will expire one year from the date of issue and every licence shall be renewed on or before the expiry date.*

In order to increase efficiency and ensure that all licences are valid for exactly one year, staff are requesting the approval of annual expiry dates. The revised date will, over time, distribute administration workload throughout the year.

#### **Modify all Trades Contractor Schedules: Schedules 8, 11, 12, 15, 21**

Staff recommend that the minimum general liability insurance requirement be revised from \$1,000,000 to \$2,000,000 in order to ensure that all trade contractors are sufficiently covered in the event of an unfortunate incident.

Staff consulted with nine municipalities to determine their general liability insurance requirements for business trades. Barrie, Brampton, Brantford, Hamilton, Kingston, Kitchener, London, Oakville and Toronto all require a minimum coverage of \$2,000,000.

#### **Modify the Definition of Public Hall**

The definition of “Public Hall” is to be replaced with “Banquet Hall” for clarity and consistency with the definition contained in the Zoning By-law.

The current definition of “Public Hall” in the Business Licensing By-law is as follows:

*“Public Hall” means a building or structure or part thereof including a banquet hall or a portable building or tent, offered for use as a place of public assembly but does not include a building, except a tent, used solely for religious purposes.”*

The Zoning By-law definition is as follows:

*“Banquet Hall/Conference Centre/Convention Centre” means a building or structure or part thereof, used for the purposes of catering to a group of people for specific functions, such as, but not limited to, weddings, receptions and banquets and where full kitchen facilities may be provided on the premises to serve the needs of people attending the specific function.”*

The primary difference between the two definitions is that Banquet Hall specifies use of a building for the purposes of catering to a group of people, while the definition of Public Hall specifies the use of a building as a place of public assembly. The definition of Public Hall has created uncertainty for applicants as to which public spaces require a licence. The definition of Public Hall is being interpreted in a general sense to include any room in a building being used for public assembly. Licensed public halls without catering facilities are typically gymnasiums/auditoriums in schools, or rooms in community centres that are exempt from paying a licensing fee under Schedule 22. The City does not need to oversee licensing of such rooms if there is no direct risk to consumers with respect to health and safety. Altering the definition in the Business Licensing By-law to correspond with the zoning definition ensures that the City maintains consistency, while fulfilling the intent of the Business Licensing By-law.

### **Modify the Licensing Requirement for Public Hall**

Staff recommend removing Section 1 of Schedule 22, since it is already administered by the Fire Department, and it is a duplication of work for administration staff. Section 1 states the following:

*1(2) "A letter from the Fire Chief or his designate stating the maximum occupancy load for the Public Hall."*

Any application for a change in use of a building or structure requires approval from the Zoning Division in the Planning and Building Department, and the Fire Division. The Fire Division verifies the maximum occupancy load and issues a letter from the Fire Chief in compliance with the *Fire Protection and Prevention Act, 1997*. Without the letter, a Zoning Certificate cannot be issued and a licence cannot be approved. This process ensures that the conditions for safety and consumer protection are fulfilled.

Any additions or alterations to an existing building also requires re-inspection by the Planning and Building Department and the Fire Division, which ensures that maximum occupancy load is always current and in compliance with government regulations.

### **Modify Provisions under Section 22: Notice**

Section 22 will be revised to exclude Penalty Notices and to include regular mail as an acceptable method of delivery for any notice or order required to be given or served under this By-law. The recommended new clause is as follows:

*22. (1) Any notice or order required to be given or served under this By-law excluding any Penalty Notice is sufficiently given or served, if delivered personally or sent by regular or registered mail, addressed to the Person to whom delivery or service is required to be made at the last address for service appearing on the records of the Licensing Unit.*

The following clause will be added to clarify that the method of delivery of a Penalty Notice is in accordance with the Licensing Administrative Penalty By-law. The recommended new clause is as follows:

*22.(3) A 'Penalty Notice' given or served shall be in accordance with the Licensing Administrative Penalty By-law, as amended.*

With the implementation of the Administrative Penalty System (APS), the revision of Section 22 is required. The Licensing Administrative Penalty By-law outlines the method of delivery for Penalty Notices and is not applicable under this provision of the Business Licensing By-law.

### **Add a provision under Section 5, "Application for a Licence and Renewal of a Licence"**

Under Section 5, "Application for a Licence and Renewal of a Licence," add a provision granting the Licensing Manager or designate with the authority to accept a variation of a licensing requirement. Due to unforeseen developments in innovation and/or changes in business practices of internal departments or external agencies, licensing requirements may be affected without prior consultation or notice.

In any of the mentioned cases, Compliance and Licensing Enforcement would need an interim solution until the Business Licensing By-law is amended to incorporate the necessary modifications. The provision will read as follows:

*The Licensing Manager or designate may accept a variation of a licensing requirement(s), as long as it does not adversely affect public health and safety, nuisance control, or consumer protection.*

## **Financial Impact**

There are no financial impacts associated with this report.

## **Conclusion**

Staff recommend approval of housekeeping amendments to the Business Licensing By-law 1-06, as amended, to streamline administration of the By-law and improve customer satisfaction.




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Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Yelena Adamopoulos, Administrative Supervisor, Compliance and Licensing Enforcement

City of Mississauga  
**Corporate Report**



Date: 2017/01/23

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**2017 List of Official Openings and Events**

## Recommendation

That the 2017 list of official openings and events and their proposed categories attached as Appendix 1 to the report dated January 23, 2017 from the Commissioner of Corporate Services and Chief Financial Officer, be approved.

### Report Highlights

- The City of Mississauga recognizes the importance of Official Openings and Events as they help support the City's Strategic Plan under each of the five Pillars for Change. They help us celebrate our communities by promoting our past, taking pride in our diversity, getting excited about the future and celebrating our uniqueness.
- In 2017, there are 18 Official Openings and Events that were placed into the categories of the Council-approved framework, adopted on December 14, 2016 (BC-0031-2016). These Official Openings and Events (listed in Appendix 1), are what were known at the time this report was written.
- This new way of handling Official Openings and Events, using the Council-approved framework, will be monitored throughout 2017 to ensure the categories bring clarity and consistency to these events for both Council and staff.
- There are no changes to capital budgets in 2017. If additional funds are required this year, the department responsible will request these funds through a separate report to Council. For Official Openings and Events in 2018 and beyond, capital and operating budgets will be adjusted through the budget planning process as necessary.
- Early each year, the Communications Division will provide a similar list of Official Openings and Events for Council approval.

## Background

This Corporate Report follows on the requirement to present a list of 2017 official openings and events for approval by Council as outlined in the *Official Openings' Protocols and Budgets* Corporate Report (Appendix 2) adopted by Council.

The *Official Openings' Protocol and Budgets* report outlined seven (7) categories for events:

- A. Large Scale Projects with Capital Budgets
- B. Small Scale Projects with Capital Budgets
- C. Openings and Events with no Capital Budgets
- D. City Hosted Major Sports Tournaments
- E. Traditional Events
- F. Ward Specific Events – Out of Scope
- G. Other (non-public buildings, or events where the City is not the lead) – Out of Scope

## Present Status

In 2017, the City of Mississauga will be using the new framework for official openings and events. It is intended to provide greater clarity for staff as well as Council regarding the size and scope for official openings and events as well as costs for plaques / interpretive signage and event ceremonies and celebrations, when applicable.

Staff across the corporation was asked to identify any official openings and events on their radar for 2017. The majority of official openings and events detailed in Appendix 1 reside within the Community Services Department in the areas of Recreation, Parks and Forestry and Culture. In addition, there is one official opening from the Transportation and Works Department and five annual official events executed by the Communications Division.

## Comments

Official openings and events occur for many reasons – opening of a new or renovated facility, park or amenity, acknowledging an anniversary milestone, re-naming a facility or marking significant national days such as Canada Day and Remembrance Day.

Detailed in Appendix 1 of this report are the 2017 Official Openings and Events known at the time this report was written. There are currently 18 events listed that were placed into the categories of the Council-approved framework. Many have a general time described as the exact date of the event is still being confirmed.

Mayor and Members of Council will be notified by email of any additional 2017 Official Openings and Events as they come forward and will also be provided with confirmed dates for all events listed once they are established.

In placing the official openings and events into the categories, the approved framework criteria was applied, as outlined in the chart below:

<p><b>A. Large Scale Projects with Capital Budgets</b></p> <p>a. Official Opening Ceremony b. Public Event: city-wide public draw OR Public Event: major public works projects</p> <p><b>Capital Budget:</b> funds two separate items – i. plaque / interpretive sign(s) and ii. opening event with an upset spend limit of \$15,000</p>
<p><b>B. Small Scale Projects with Capital Budgets</b></p> <p>a. Official Opening Ceremony b. Public Event: local public draw OR Limited Attendance Events</p> <p><b>Capital Budget:</b> funds two separate items – i. plaque / interpretive sign(s) and ii. opening event with an upset spend limit of \$5,000</p>
<p><b>C. Openings &amp; Events With No Capital Budgets (anniversaries, re-namings)</b></p> <p>a. Official Opening Ceremony (usually requires a small ceremony or photo op, on occasion a larger event might be planned) b. Limited Attendance Events</p> <p><b>Budget:</b> existing current budgets of business units involved are used to fund the events. Re-naming requests, through a Corporate Report to Council, will identify for approval, the total required budget (plaques, interpretive signs, changes to existing way-finding signs, event costs.)</p>
<p><b>D. City Hosted Major Sports Tournaments</b></p> <p>Major tournaments to include a signed agreement with organizers. Official opening varies in format and style to ensure organizers' needs are met.</p> <p><b>Budget:</b> Corporate Report to Council requesting permission to hold the event requires a full estimate of opening costs to be built into the application (including staff costs), and approval for any opening costs.</p>
<p><b>E. Traditional Events</b></p> <p>Includes: Mayor's Levee, Civic Recognition Evening, Civic Committee Recognition Evening (every 4 years), Canada Day (Mississauga Celebration Square only), Remembrance Day, Tree Lighting, Inaugural Council (every 4 years)</p> <p><b>Budget:</b> funded through Communications existing current budgets. For events such as Canada Day, Tree Lighting and Mayor's Levee some costs are borne by Parks and Forestry and/or Mississauga Celebration Square operating budgets.</p>



<p><b>F. Ward Specific Events – Out of Scope</b></p> <p>Considered community events and the Council Member’s Office is the lead for the opening event.</p> <p><b>Budget:</b> Costs are borne by the Councillor’s Office and/or community groups, donations etc. Staff provide very limited support and only as their capacity allows based on existing work plans; Communications staff provide only protocol advice.</p>
<p><b>G. Other – Out of Scope</b></p> <p>a. Openings and events of non-public buildings b. Partnership events where the City is not the lead</p> <p><b>Budget:</b> Most often there are no costs to the City. In the unusual event that an opening or event in this category requires funds, the request would be made through a report to Council.</p>

#### Category A: Large Scale Projects with Capital Budgets

In this category five events are included for 2017 that are tentatively being planned for the third and fourth quarter of the year.

- All 25 **Canada 150 Infrastructure Projects (Intake 1)\*** will be celebrated with one official event at Riverwood.
- An additional official ceremony and event is being planned for the unveiling of the **Canada 150 Public Art Legacy\*** project on Mississauga Celebration Square.
- The **Transitway** will be fully completed this year with the opening of Renforth Gateway Station in fall 2017. An official opening is planned to celebrate Mississauga’s largest infrastructure project completed to date. City staff is working with project partners to determine the date and define the size and scope for the opening.
- Two new parks will hold official openings in fall 2017 - **Danville Park** with cricket pitches, toboggan hill, accessible pathways to the top and an airplane viewing platform developed in partnership with the Greater Toronto Airports Authority and **Hancock Woodlands**, a treasured green space, rich with history that is being developed as a passive park.

All of the official openings and events included in this category are large scale, have a city-wide draw and existing capital budget funding (which will be used to an upset limit of \$15,000 for the ceremony and celebration activities. Additional capital funds will be used for any necessary plaques and interpretive signage).

\*Canada 150:

Canada's 150<sup>th</sup> Anniversary in 2017 will be realized through wonderful events and celebrations throughout the year. Some have been identified to have Official Openings and Events associated with them – Riverwood's official event to celebrate all 25 Canada 150 Infrastructure Projects (CIP 150) Intake 1 projects; Canada Day; Public Art Legacy and Tree Lighting.

This report makes clear there is only one Canada 150 Official Opening celebration planned for July 1<sup>st</sup> Canada Day and only one official celebration at Riverwood acknowledging all 25 of the CIP 150 Intake 1 projects. If Council Members wish to celebrate an infrastructure project, separate from the official event which will be held on Canada Day or at Riverwood, it would be considered an event in the 'Ward Specific' category.

Category C: Small Scale Projects with No Capital Budgets

There are seven official openings and events included in this category; taking place throughout the second, third and fourth quarters of the year.

There are five facilities acknowledging a 50<sup>th</sup> Anniversary milestone:

- **Lorne Park Library**
- **Lakeview Library**
- **Streetsville Library**
- **Bradley Museum**
- **Huron Park Recreation Centre**

**Churchill Meadows Library** and the **Mississauga SportZone** (formerly Hershey SportZone) are acknowledging a 10<sup>th</sup> anniversary milestone.

These anniversary events are being celebrated in accordance with the City's Event Protocol Policy (06-02-02) where milestones of 10, 25, 50, 75, 100 years are acknowledged. They require only a small ceremony or photo-op and will be targeted to local residents and facility users.

There are no capital budgets associated with these events and funding to support the ceremonies and events will be found within existing operating budgets of the business area responsible.

Category E: Traditional Events

Included in this section are the annual events organized and executed by the Communications Division:

- **Mayor's Levee**
- **Civic Recognition**
- **Canada Day** (Mississauga Celebration Square only)
- **Remembrance Day** (Civic Centre only)\*
- **Tree Lighting**

If Members of Council wish to celebrate Canada Day, separate from the Mississauga Celebration Square event, it would be considered an event in the 'Ward Specific' category.

\*Remembrance Day

Staff is working to confirm which day of the week the ceremony will be held as November 11, 2017 is a Saturday. Council will be advised of the recommendation.

Category G: Other – Out of Scope

Included in this section is the official opening of the **Sheridan College HMC Campus, Phase 2 Campus Building** of which Sheridan College will be hosting.

Policies

The four main policies that relate and help guide official openings and events, will be refreshed and amended as required and an update will be shared with Council as noted in the *Official Openings' Protocols and Budgets* report. The policies currently being reviewed include:

- Plaques Commemorating Official Openings 06-01-01
- Protocol 06-02-01
- Event Protocol 06-02-02
- Property and Facility Naming and Dedications 05-02-02

Sound Support

Audio / Visual elements are key to any official opening and event regardless of size.

The following outlines Audio / Visual support options provided through the City's AV team, under the Information Technology Division:

<b>A. Large Scale Projects with Capital Budgets</b>
i. Contract out to Vendor with Technical Support if rental equipment is required – estimated cost \$2000
ii. Contract out to Vendor with Technical Support and Live Streaming – estimated cost \$4000

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<b>B. Small Scale Projects with Capital Budgets</b>	
i.	Contract out to Vendor with Technical Support if rental equipment required – estimated cost \$1500
ii.	Sound System and AV Technician provided internally by AV Services with budgeting for Staff Overtime - estimated cost \$500 limit
iii.	Portable sound system signed out internally from AV Services and operated by client. No AV Technician present – estimated cost \$0
<b>C. Openings &amp; Events With No Capital Budgets (anniversaries, re-namings)</b>	
i.	Contract out to Vendor with Technical Support if rental equipment required – estimated cost \$1500
ii.	Sound System and AV Technician provided internally by AV Services with budgeting for Staff Overtime - estimated cost \$500 limit
iii.	Portable sound system signed out internally from AV Services and operated by client. No AV Technician present – estimated cost \$0
<b>D. Traditional Events</b>	
I.	AV Services support and Celebration Square AV support will be the same as past practices.
<b>II. Ward Specific Events</b>	
I.	AV Services only supports these Ward Specific events with signout equipment.
<b>II. Other</b>	
I.	AV does not provide support for these events.

## Strategic Plan

Acknowledging and celebrating official openings and events helps to support the City's Strategic Plan under each of the five Pillars for Change. They most notably help to Complete Our Neighbourhoods through the celebration of our communities – promoting our past, taking pride in our diversity, getting excited about the future and celebrating our uniqueness.

## Financial Impact

The official openings and events, outlined in Appendix 1 of this report, are anticipated to be handled within their associated 2017 capital or operating budgets. When the new classifications and associated budgets for Official Openings and Events were adopted through Budget Committee in November 2016, it was made clear that 2017 budgets would not be adjusted. Only budgets beginning in 2018 and beyond would be adjusted. If additional unanticipated funds are required for any of the 2017 official openings and events, the department responsible will request these funds through a separate report to Council.

## Conclusion

The 2017 List of Official Openings and Events is intended to help manage expectations and reduce confusion for both staff and Council regarding the size, scope and budget for these events. The approved framework along with the 2017 list will help ensure each one is handled efficiently and begin to provide consistency in the way official openings and events are delivered by the City of Mississauga to the community. This new way of handling Official Openings and

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Events, using the Council-approved framework, will be monitored throughout 2017 to ensure the categories bring clarity and consistency to these events for both Council and staff.

Communications will provide a similar list of official openings and events for approval at the beginning of each calendar year.

## **Attachments**

Appendix 1: List of 2017 Official Openings and Events

Appendix 2: Official Openings' Protocols and Budgets Corporate Report



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Laurel Schut, Acting Manager, Corporate Communications

## 2017 Listing of Official Openings and Events

**NOTE:** timing of Official Openings and Events listed below are tentative unless an exact calendar date is shown. The following list is what is known at the time of writing this report; Council will be informed of any additional Official Openings or events in 2017, if more are to be added.

### **A. LARGE-SCALE PROJECTS WITH CAPITAL BUDGETS:**

- **Canada 150 Infrastructure Projects (Intake I)** – timing: Q3  
Notes:
  - For all 25 projects funded by CIP-150 Infrastructure funds (Intake I), there will be one Official Opening ceremony and event at Riverwood. If Council Members also wish to celebrate an Intake I project, separate from the Riverwood Official Opening, it would be considered an event in the ‘Ward Specific Event’ category.
- **Canada 150 Public Art Legacy Project** (unveiling on Celebration Square) – timing: Q4
- **Mississauga Transitway**; fully completed with the opening of Renforth Gateway Station – timing: Q3
- **Danville Park** – timing: Q4
- **Hancock Woodlands** – timing: Q4

### **B. SMALL-SCALE PROJECTS WITH CAPITAL BUDGETS:**

- No small-scale projects

### **C. OPENINGS & EVENTS WITH NO CAPITAL BUDGETS:**

(re-naming events, anniversaries of facilities, etc.)

- **Lorne Park Library 50<sup>th</sup> Anniversary** – timing: April 8<sup>th</sup>, 2017
- **Bradley Museum 50<sup>th</sup> Anniversary** – timing: June 1<sup>st</sup>, 2017
- **Churchill Meadows Library 10<sup>th</sup> Anniversary** – timing: September 9<sup>th</sup>, 2017
- **Lakeview Library 50<sup>th</sup> Anniversary** – timing: July 4<sup>th</sup>, 2017
- **Streetsville Library 50<sup>th</sup> Anniversary** – timing: September 23<sup>rd</sup>, 2017
- **Huron Park Community Centre 50<sup>th</sup> Anniversary** – timing: Q3-4
- **Mississauga SportZone 10<sup>th</sup> Anniversary** (formerly Hershey SportZone) – timing: Q4

**D. CITY HOSTED MAJOR SPORTS TOURNAMENTS:**

- No major sports tournaments in 2017

**E. TRADITIONAL EVENTS:**

- **Mayor's Levee** – timing: Jan. 15<sup>th</sup>, 2017
- **Civic Recognition** – timing: Q2
- **Canada Day** (Celebration Square only) – timing: July 1<sup>st</sup>, 2017
  - Note: If Council Members wish to celebrate Canada Day, separate from the Celebration Square event, it would be considered an event in the 'Ward Specific Event' category.
- **Remembrance Day** (Celebration Square only) – timing: November 11<sup>th</sup>, 2017 (tbc)
  - Note: November 11<sup>th</sup> is on Saturday this year. At the time of writing this report, staff is considering which day of the week to hold the ceremony and will be reporting to Council on their recommendation in the near future.
- **Tree Lighting** – timing: November 25<sup>th</sup>, 2017

**Openings Described Below Are Considered Out Of Scope of "Official Openings"**

**F. WARD SPECIFIC EVENTS: (with or without capital budgets)**

- Staff provide very limited support for these events and only as capacity based on their current work plan allows; Communications staff provide only protocol advice.

**G. OTHER:**

- **Sheridan College HMC Campus, Phase 2 Campus Building** – timing: March 24<sup>th</sup>, 2017

City of Mississauga  
**Corporate Report**



<p>Date: 2016/11/10</p> <p>To: Chair and Members of Budget Committee</p>	<p>Originator's files:</p>
<p>From: Gary Kent, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: 2016/11/28</p>

## Subject

Official Openings' Protocols and Budgets

## Recommendation

That the report entitled Official Openings' Protocols and Budgets, dated November 10<sup>th</sup>, 2016 from the Commissioner of Corporate Services and Chief Financial Officer, be received for endorsement of the described categories for official openings and associated budgets.

### Report Highlights

- Staff was directed to bring a report to Budget Committee describing the protocols and budgets for official openings, to ensure clarity and appropriate resourcing for various types of openings.
- Every opening event is different depending on the facility, park, project or amenity the opening is recognizing. A framework describing five types of opening events is outlined in this report, including budget considerations for each.
- No increases in 2017 budgets are requested. Assuming the framework is endorsed, budgets for 2018 (and beyond), for official opening costs, will be included in each project's budget request; 2017 will be managed within existing budgets.
- Staff commit to presenting a master list of 2017 official openings, for approval by Council, early in the New Year. Also in 2017, all applicable City policies that guide official openings will be refreshed as required.

## Background

### Policies:

Official Openings have always been a part of the City of Mississauga's protocols. There are Council approved corporate policies, that help guide the protocols for these events, dating back many years. Currently, there are four main policies that are relevant but many more additional policies that may be important, depending on the official opening program developed for an individual event. The four policies of most relevance are:



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- Plaques Commemorating Official Openings 06-01-01 (last revised: 2011)
- Protocol 06-02-01 (last revised: 2009)
- Event Protocol 06-02-02 (last revised: 2013)
- Property and Facility Naming and Dedications 05-02-02 (last revised: 2015)

## Comments

Official Openings and Events occur for the following main reasons:

- traditional events: Canada Day, Remembrance Day, Inaugural Council Meeting, etc.
- openings of new or renovated City facilities, parks and major public works projects
- re-namings of City facilities and parks
- City-hosted major sports tournaments
- anniversaries of City facilities and parks

Every opening event is different due to the type of event, the facility being opened, the public interest to attend and the event program developed by staff and, in most cases, the local Council Member. When it comes to the opening of new or renovated facilities and parks, the opening ceremony and event are joyful events for the community and the planning can be many months and include a broad staff group working with the local Councillor(s).

Most of the opening events that include large public attendance are for Community Services recreational facilities and/or park amenities. Since 2013, the following official openings and re-naming events have occurred:

New or renovated facilities: 7 openings

- Winding Trail Fire Facility (May 10, 2013)
- Holcim Waterfront Estate (June 3, 2014)
- Woodlands Library (June 21, 2014)
- River Grove CC (Aug. 16, 2014)
- Mississauga Transitway Phase 1 (Nov.10, 2014)
- Fire Station 119 (June 14, 2016)
- Meadowvale CC and Library (Oct. 22, 2016)

New or renovated parks and/or park amenities: 7 openings

- Scholar's Green Ph I (May 22, 2013)
- MacEwan Terrace (June 22, 2013)
- Cooksville Four Corners (Sept 14, 2013)
- Don McLean Pool (June 14, 2014)
- Streetsville Square (June 6, 2015)
- Union Park (Sept. 24, 2016)
- Ridgeway Multi-court (Oct.7, 2016)

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#### Re-naming Events: 4

- Margaret Marland - room dedication within the Clarkson CC (Nov. 5, 2013)
- Bud Brennan Park (Sept. 13, 2014)
- Jon Clipperton Park (Oct. 31, 2014)
- Paul Coffey Arena (Sept. 23, 2016)

#### Existing Protocols and Budgets:

##### Communications Division:

To be considered an 'official' opening or event, per City policies, there must be an opening ceremony component which the Communications division is responsible for organizing, receiving all approvals and executing the program. The ceremony component is usually the opening portion of a larger program so the Communications division will work with the business area(s) responsible for the opening public program to share some costs and ensure the ceremony works within the agenda for the day.

The important elements that differentiate an official opening ceremony from others are:

- official invitation is sent to approved guest list (using City official invitation template)
- ceremony component program developed: agenda, speakers, plaque wording, speaking notes, ribbon cutting, plaque unveiling, etc.
- dignitaries and honourees: arrangements, special needs, correct titles, etc.
- ceremony setup: all equipment in place and working
- media, social media, photography: promotion in various forms (if required)
- after ceremony protocols (if required): official thank-you correspondence, etc.

Budget: The Communications division has no specific budget for official ceremonies. Most of the costs are for Communications staff's time and labour; if there is a specific item(s) requiring purchase, Communications will fund these within the Communication's operating budget, unless they are working with another business area who covers the cost. If an extraordinary cost arises that is unable to be covered, such as a gift exchange with Mississauga's Sister City Kariya, a report to Council requesting funds is an option or approval by the City Manager to go over budget.

##### Internal Business Areas:

Working with the Communications division and the local Council Member(s), staff from the business areas involved will handle all venue and event organization, except for the official ceremony noted above. Depending on the activities planned the event can be simple or very detailed. The staff person declared the Person Most Responsible (PMR) for the opening will be responsible for the handling of the City budget for the opening and all agreed to details - refreshments, give-aways, demonstrations, tours, photography, staffing and volunteers required,

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clean-up, equipment, security plan, inclement weather plan, shuttle buses, and multiple other considerations, etc.

Budget: at this time, there is no consistent way the division responsible for the opening gathers the capital and current budget funds together to pay for the opening event. Often, the capital budget for the construction or renovation will have some funds available for the public event; however this practice is not a prescribed practice. If capital funds are available it will usually pay for the plaque and site specific needs for the opening.

On the current budget side, there are no cost centres specific to opening events, so the division responsible will use funds from operating budgets of the specific building or park, to cover such things as refreshments, give-aways, promotional materials, entertainment, etc. As most of the events require numerous staff to make the day work, a lot of costs are 'time and labour'. There are also staff, outside of the business area responsible for the event (such as Security staff in Facility & Property Management) that use their own labour budgets to cover their own staff costs for the event.

Some types of opening events have no funding source, such as re-naming events and anniversaries for our buildings and parks. Generally these events are not large and the costs incurred are for a plaque or interpretive sign, and a small gathering of the public. To date, the business unit covers these costs through their operating budgets (and Councillors often share in costs for these types of events as well).

#### Council Member's Office:

Council Members and their office staff are key members in the planning process for the opening ceremony and program for the day's event. Often the local Council Member will use a portion of their office funds to support a portion of the event program or play a role in fund-raising for the event, as guided by the applicable City policies. If the additional funds through the Councillor's office or fund-raising become significant, the entire program for the day enlarges, which can result in an increase in City staff hours for the event, which are absorbed by labour budgets.

#### External Partners (funding, sponsorship, donation, etc.):

Where the City has a written agreement with an external party, who has funded or sponsored a portion of the project, it is usual that the agreement speaks to certain requirements the City must fulfil. Usually these requirements are centred on the ceremony, such as attendees that must be there and perhaps some media and promotion work. It is the responsibility the combined planning group to ensure these requirements are known and met. External partners often support the funding of the opening ceremony as well. If the City of Mississauga is a partner in another organization's project, the opening is likely not City-hosted therefore is not an 'official opening' per our City policy. An example would be the opening of Sheridan HMC, where the City officials were guests, not hosts.

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### **Trends and Upcoming Official Openings:**

Discussions with staff, and other antidotal evidence, indicates the City may see increases in the following:

- increases in re-naming events
- increases in donations for opening events, thereby increasing the overall costs of running the event (specifically staff time and labour)
- increases in partnerships or funding partners, so City-run official openings will be required to ensure the requirements with these partners are met
- increases in hosting large sports events

A draft list of the future official openings within the next three years is outlined below. Staff will continue to complete this list and present it back to Council in early 2017 for approval, to ensure clear agreement of the upcoming events between all parties involved.

The initial 2017 – 2019 list includes:

#### 2017:

- Transitway
- Hancock Woodlands
- Danville Park

#### 2018:

- Fire Station 120
- Park 410 (Willow Glen School property)
- Torbram Grade Separation (opening tbc)
- Ontario 55+ Games

#### 2019:

- Churchill Meadows CC
- Central Library Renovation
- Scholars Green Ph II

### **Suggested Categories of Openings and Events (and associated budgets):**

The City manages numerous official openings and events in a calendar year. At the October 5<sup>th</sup>, 2016 GC Meeting Councillor Saito and Councillor Parrish requested we clarify the resources required and a framework going forward. The following is a suggested list of 'categories' of openings and associated budget:

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Category Name, Scope and Budget
<p><b>A. <u>LARGE-SCALE PROJECTS WITH CAPITAL BUDGETS</u></b> Includes two elements:</p> <p>a. <u>Official Opening ceremony</u></p> <p>b. <u>Public event: city-wide public draw, tours, demos, entertainment, give-aways, games, refreshments (typical for large community buildings and parks)</u> Or</p> <p><u>Public event: major public works projects, likely less public attendance for the opening (typical for major T&amp;W projects)</u></p> <p>Examples: River Grove CC, MacEwan Terrace (Riverwood), Meadowvale CC &amp; Library</p> <p>Future Example: Central Library Renovation</p> <p><u>Budget:</u> capital budget for project contributes two items:</p> <ol style="list-style-type: none"> <li>1. the plaque / interpretive sign (dollar value specific to site and project)</li> <li>2. support to the opening event to an upset limit of: \$15,000</li> </ol>
<p><b>B. <u>SMALL-SCALE PROJECTS WITH CAPITAL BUDGETS</u></b> Includes two elements:</p> <p>a. <u>Official Opening ceremony</u></p> <p>b. <u>Public events: local public draw, tours, demos, entertainment, give-aways, refreshments</u> Or</p> <p><u>Limited attendance events:</u> fire stations, recognition events, buildings not generally accessible to the public</p> <p>Examples: Fire Station 119, Cooksville Four Corners</p> <p>Future Example: Fire Station 120</p> <p><u>Budget:</u> capital budget for project contributes two items:</p> <ol style="list-style-type: none"> <li>1. the plaque / interpretive sign (dollar value specific to site and project)</li> <li>2. support to the opening event to an upset limit of: \$5,000</li> </ol>

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**C. OPENINGS & EVENTS WITH NO CAPITAL BUDGETS**

(typically re-naming events, anniversaries of facilities)

Includes two elements:

- a. Official Opening ceremony (on occasion the event will require only a small ceremony or photo-op)
- b. Limited attendance events: local fire stations, re-naming events, anniversaries of facilities, funding announcements, public art installations, etc.

Examples: Bud Brennan Park Re-naming

Future Example: Lakeview Branch Library 50<sup>th</sup> AnniversaryBudget: as these events are small in nature, current budgets of the business unit involved will fund these events.

The exception is for re-naming requests, whereby the corporate report to Council, requesting the name change, will also request the total budget required for the event (plaques, interpretive signs, event costs, and all associated costs for any existing sign or way-finding changes).

**D. CITY HOSTED MAJOR SPORTS TOURNAMENTS**

All major tournaments to date have had a signed contract with the tournament organizers. The official opening still occurs but varies in format to ensure the organizers' needs are met as well.

Examples: Ontario Summer Games

Future Example: Ontario 55+ Games

Budget: the corporate report to Council requesting permission to hold the event requires a full estimate of the opening costs be built into the application.**E. TRADITIONAL EVENTS**

- Mayor's Levee
- Canada Day (Celebration Square only)
- Remembrance Day

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- Tree Lighting
- Civic Recognition (annual) and Civic Committees Recognition (every 4 years)
- Inaugural Council Meeting (every 4 years)

**Budget:** Traditional events are funded through Communications for traditional events opening ceremonies. For the most part the costs are for staff time and labour. For events such as Tree Lighting and the Mayor's Levee, some costs are borne by Parks and Forestry and/or Celebration Square budgets, for set-up and to run the public program. At this time, there is no request for additional funds to budget for openings at traditional events.

**Openings described below are considered out of scope**

**F. Ward Specific Events (with or without capital budgets)**

Numerous local improvements to the City's facilities and parks occur yearly. Rarely is an 'official' opening (per the description above) held for Ward specific events. These are considered 'community' events and if the Council Member's Office is spear-heading an opening event, the costs are borne by the Councillor's Office and/or community groups, donations, etc., per the guidelines set in City policies. Staff can support the ward specific events to a reasonable degree (mostly through time and labour).

**G. Other**

- Non-public buildings
- Partnership events where we are not the lead

In the unusual event that an opening for this category occurs and significant funds are required, the request would be made through a report to Council.

## Financial Impact

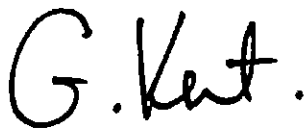
The financial impact may not increase with the framework that is suggested above because for years the City has held and funded official opening events, both large and small. The framework above seeks to add clarity to the types of openings and budget mechanism that should be followed. The suggested dollar values for categories A and B were derived from recent examples.

Assuming Council's endorsement of the above framework:

- no change in any capital budgets for 2017 projects is being requested
- the framework will guide the opening costs in 2017 and will be monitored throughout the year; if any revisions to the framework or budget amounts are required, a corporate report in the 2018 budget cycle will be brought forward
- the 2018 (and beyond) annual capital budget will include the appropriate funding for plaques and official events, within each applicable project's capital request

## Conclusion

Official Openings of major projects and initiatives are important moments in the City's annual calendar to introduce new and exciting venues and amenities to the local community. There is a wide range of types of openings and to ensure they are handled well, the City requires a framework that better defines the scope and budgets for these events.



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Karen Spencer, Strategic Advisor



City of Mississauga  
**Corporate Report**



Date: 2017/02/01

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**2017 Pre-Budget Submission to the Federal Government**

## Recommendation

1. That the report entitled "2017 Pre-Budget Submission to the Federal Government," including Appendix 1, from the Commissioner of Corporate Services and Chief Financial Officer, dated February 1, 2017, be approved for submission to the Ministry of Finance, Federal Government for the Federal 2017 Budget deliberations.
2. That the Mayor be directed to forward this report to the Federal Minister of Finance, the local MPPs and MPs, Ontario's Big City Mayors (LUMCO) and the Association of Municipalities of Ontario (AMO).

## Background

The federal government continues its cross-Canada conversation with Canadians to shape their future budgets. Contributors are encouraged to provide written submissions or complete an online questionnaire regarding the upcoming Federal 2017 Budget.

As in 2016, the City of Mississauga has developed a federal pre-budget submission document to be used during federal budget talks.

## Comments

The federal government is looking for public input regarding how best to help families struggling to make ends meet and how to make our communities thrive. The federal government has asked municipalities to give them our best ideas on:

- Investing in transit, housing, the environment and other infrastructure projects
- Improving Canadians' abilities to create new ideas, products and services, and promote them around the world
- Preparing for the jobs of tomorrow
- Creating new opportunities for trade and investment from around the world

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Building on these themes, how can we grow our economy for the middle class and those working hard to join it?

The City of Mississauga's pre-budget submission, attached as Appendix 1, includes items of importance that are part of Council-approved plans or initiatives, with the following areas of focus:

- Strategic Transit Investments
- Sustainable Infrastructure Funding
- City-Building Initiatives
- Affordable Housing and Other Partnerships

## **Financial Impact**

There would be a positive financial impact for the City of Mississauga if any items outlined in Appendix 1 were to be included in the 2017/2018 federal budget.

## **Conclusion**

The City of Mississauga appreciates the opportunity to provide the Ministry of Finance with information and suggestions for the upcoming federal 2017 Budget. All of the items outlined in the attached submission are of importance to the City and would have a positive impact on funding vital infrastructure, creating local jobs, and stimulating the economy.

## **Attachments**

Appendix 1: 2017 Federal Pre-Budget Submission



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Elizabeth McGee, Manager, Financial Strategies

A large decorative graphic on the right side of the page, consisting of several overlapping triangles in various shades of blue (dark blue, medium blue, light blue) that create a dynamic, abstract shape.

## CITY OF MISSISSAUGA

Federal 2017 Budget:  
Pre-Budget Submission  
Department of Finance Canada

The City continues to face many challenges, as do all municipalities. Operating costs are increasing, and pressures to maintain and grow our capital infrastructure continue. We are also faced with new and growing challenges in the areas of climate change and affordable housing.

Our ability to generate revenues to meet these challenges alone is limited. We continue to foster partnerships, seek innovative solutions and pursue assistance from senior levels of government.

The City of Mississauga acknowledges the funding it is currently receiving from the Federal government, and is thankful for the Public Transit Infrastructure Fund (PTIF) and the Canada Cleanwater and Wastewater Fund (CWWF) funding announced in the fall of 2016.

We are seeking on-going support from the Federal government in the following areas:

**Strategic Transit Investments**  
**Sustainable Infrastructure Funding**  
**City-Building Initiatives**  
**Affordable Housing and Other Partnerships**

We look forward to our continued relationship and future opportunities for collaboration.

### *City of Mississauga Recommendations*

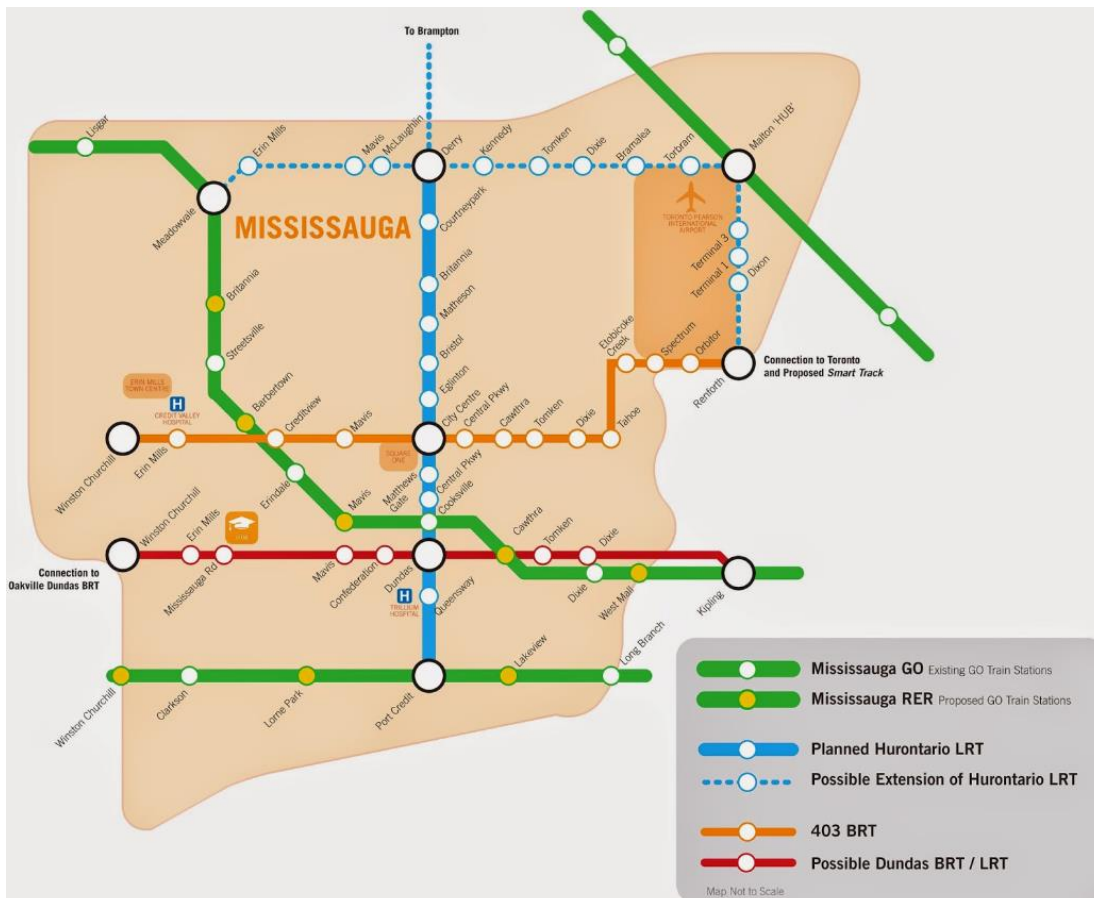
- 1. Funding to assist with the downtown portion of the Mississauga Transitway*
- 2. Moving forward with the Regional Express Rail and building the “missing link”*
- 3. Sustainable funding for infrastructure renewal projects*
- 4. Targeted funding for major City-building projects*
- 5. Addressing affordable housing needs for middle-income households*
- 6. Fostering stronger relationships between all levels of government*

# I. Strategic Transit Investments

## Key Points:

- ✓ The City of Mississauga desires a safe, reliable, efficient inter-regional transit system
- ✓ Our priorities include the Hurontario LRT, Mississauga Transitway and Regional Express Rail
- ✓ Mississauga encourages the establishment of a bypass rail line adjacent to Hwy 407 (the “missing link”)

The Hurontario LRT Project remains the City of Mississauga’s top priority. Recognizing that rapid transit needs to play a key role in supporting future growth in Mississauga and within the Greater Toronto and Hamilton Area, we continue to plan and look for opportunities to expand the regional transportation network within Mississauga. In order to ensure that an expanded regional transportation network becomes a reality, ongoing, dedicated funding is required.



Currently, the City of Mississauga is looking for Federal investment in the following higher-order transit initiatives:

## Downtown Mississauga Transitway

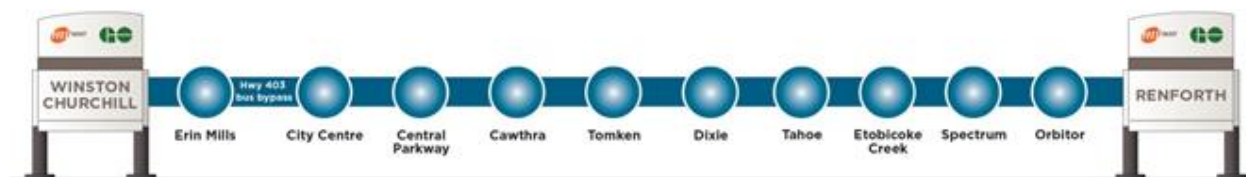
The 18-km Mississauga Transitway will be fully operational in 2017, with 12 stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east. The Transitway will make it faster and easier for commuters to travel to, from and through Mississauga and across the region. [MORE INFO](#)

At this time, the west and east portions of the Transitway have access to dedicated lanes. The Downtown portion experiences delays because it relies on accessing City streets.



A Council-adopted November 2014 report identified our next priority as the completion of the Downtown segment of the Mississauga Transitway. This would provide for a continuous Transitway that would maximize the benefits and success of previous investments. Optimally, elements of this work would be advanced in conjunction with LRT work to ensure maximum coordination and integration.

Construction of the Transitway has been made possible through funding from the Provincial and Federal governments. This vital link in our downtown core remains unfunded at this time.



## Regional Express Rail

The City of Mississauga eagerly awaits the development of Regional Express Rail (RER), which will provide effective, reliable transit through all-day, two-way GO Train service every 15 minutes with reduced travel times. The plan applies to all lines and corridors in the GO Transit network.

Our City has three GO Train rail corridors:

- Lakeshore West Line: currently has all-day, two-way 30-minute service
- Milton Line: operates peak period, single direction train service
- Kitchener Line: operates peak period, single direction train service

Providing the Milton and Kitchener Lines with two-way, all-day service will:

- get commuters out of their cars and reduce gridlock
- allow our regional mobility hubs to operate and flourish
- provide connections to major economic centres in all directions - Downtown Toronto, Hamilton, Burlington, Niagara Region, Kitchener-Waterloo Region

[METROLINX INFO](#)

## Building the “Missing Link”

The City of Mississauga - together with Toronto, Milton and Cambridge - encourages the relocation of heavy rail freight traffic from the Milton and Kitchener GO Rail lines, to a proposed bypass rail line adjacent to Highway 407 (the “missing link”). This proposed bypass rail line would link the CN bypass line at Bramalea with the CP line through-route near the Milton-Mississauga border.

The “missing link” would have far-reaching benefits at the local, national and international levels, with three major benefits:

- provide an alternative to the challenge of widening the Milton and Kitchener GO Rail corridors
- remove heavy freight from the Milton and Kitchener GO Rail corridors and
- free up inner parts of the Milton and Kitchener GO rail corridors for RER service

[MORE INFO](#)



### The Missing Link

The Solution for All-Day, Two-Way  
GO Train Service in Mississauga

### City of Mississauga Recommendations

1. *Funding to assist with the downtown portion of the Mississauga Transitway*
2. *Moving forward with the Regional Express Rail and building the “missing link”*

## II. Sustainable Infrastructure Funding

### Key Points

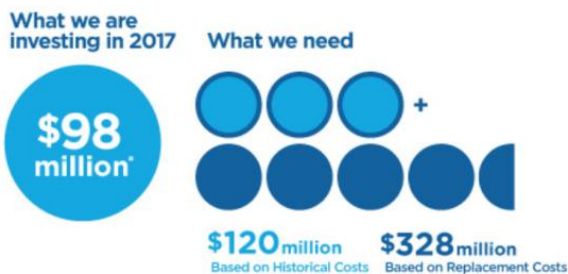
- ✓ Mississauga owns \$8.5 billion worth of infrastructure assets. Like other Canadian municipalities, we cannot maintain or grow our infrastructure on the local tax bill. Sustainable infrastructure funding remains a top priority.
- ✓ Property tax alone will not build the cities our residents demand. The City needs greater autonomy to raise revenues from other sources.

### Sustainable Infrastructure Funding

The City owns the majority of infrastructure within its boundaries (65%). Mississauga's infrastructure is currently valued at \$8.5 billion (excluding stormwater assets), with an annual estimated replacement cost of \$328 million.

However, local governments receive the smallest share (10%) of all tax dollars collected. In 2017, we are only able to invest \$98 million for replacement of our infrastructure, leaving an infrastructure gap of \$230 million. This infrastructure gap remains a substantial, persistent challenge. [MORE INFO](#)

**\$8.5 Billion in total**  
Here's how it breaks down:



One-time incremental funding (such as the PTIF and CWWF) is appreciated, and assists in temporarily reducing the infrastructure gap.

\* Funded through portions of Public Transit Infrastructure Funding, Federal Gas Tax and Capital Reserve



Incremental and one-time funding models present their own challenges. These funding models require that projects be “new” or “unplanned,” to ensure funding is not replacing City-generated funds. This is not in keeping with sound City building, and results in unplanned, lower-priority projects moving to the front of the line. Higher-priority projects cannot access the new funding because the City has already earmarked funding sources.

A sustained funding model for infrastructure renewal projects, similar to the Federal gas tax model, would ensure there is sufficient time and resources in place to apply best practices to the management of these projects.

### *City of Mississauga Recommendations*

#### *3. Sustainable funding for infrastructure renewal projects*

### III. City-Building Initiatives

#### Key Points

- ✓ Many City-building initiatives are being identified as priorities but cannot be fully funded solely by the City

#### Port Credit Harbour Marina

Protecting the future of this harbour at the confluence of the Credit River and Lake Ontario is an economic, recreational and cultural heritage imperative. Built by the Federal government in the 1950s, and home to the Canada Steamship Lines prior to its evolution into a recreational marina in 1974, this marina and its deep water basin generate jobs for the marine industry, with significant and unique economic spinoffs. The marina functionally supports one of the largest salmon fishing derbies in Canada, provides an important supply of recreational boat slips for the city and the region, and is a cultural heritage link to the Great Lakes. The “Ridgetown,” one hundred years old and a former Great Lakes freighter, forms one of the integral harbour breakwaters.



This marina basin requires infrastructure reinvestment as the breakwaters are at the end of their lifecycle. If this reinvestment does not occur, this valuable asset, unique to the north shore of Lake Ontario, could be lost. The marina basin redevelopment must occur prior to the mixed-use redevelopment of the wharf to ensure the harbour functions are not terminated.

All marina-related projects remain unfunded at this time. [MORE INFO](#)

#### Inspiration Lakeview Master Plan

Inspiration Lakeview is the City of Mississauga’s vision for its eastern waterfront.

The water’s edge is an important component for the revitalization of the entire Ontario Power Generation (OPG) site, where businesses will thrive and visitors will enjoy the waterfront trail and amenities. The waterfront trail expansion is intended as a public waterfront destination – a place for people to walk, cycle, interact, and celebrate their waterfront. This site will connect the former OPG lands to the waterfront trail system and will create a new 1,300m waterfront trail adjacent to Lakefront Promenade. This large mixed-use development will support future growth.



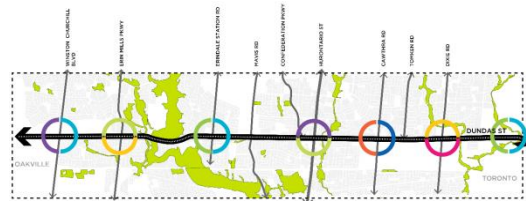
Ontario Power Generation (OPG) is the landowner, but the City of Mississauga is engaged, ready and willing to complete these next steps. Federal assistance for this renewal project would be welcomed. [MORE INFO](#)

## Dundas Connects

Dundas Connects is the City's project to produce a master plan for the Dundas Corridor, a plan that will make recommendations on land-use intensification and rapid transit for Dundas Street. The Master Plan will provide for future growth along one of Mississauga's busiest corridors and will complete the regional transit network by linking Kipling Station with two GO stations and Hurontario LRT.

The Master Plan is expected to be endorsed by Council in September 2017. If funding could be made available to ensure that related work is quickly completed, growth and redevelopment along Dundas will follow, and implementation of transit may occur sooner.

Related work includes detailed engineering and design studies of the recommended transit option, and implementation of Official Plan Amendments and development permit systems for key neighbourhoods along the corridor.



## Building a City that Supports Walking, Cycling and Transit

Encouraging active transportation has several benefits, including:

- Providing residents with the opportunity to be physically active on a regular basis – this supports Peel Health's campaign in the reduction of child and adult obesity
- Reducing greenhouse gas emissions and road congestion
- Increasing the use of transit and other modes of transportation



We have several important capital projects that would benefit from Federal funding:

- Constructing sidewalks and trails to encourage children to walk and cycle to school
- Constructing bike lanes and paths to encourage people to cycle to the Hurontario LRT, the Downtown Mississauga Transitway, and Mississauga GO stations
- Constructing safer sidewalks for people with visual challenges by installing tactile plates at key intersections

Parkland, trails, and sports facilities continue to play an important role in the lives of our residents. We are continuing work to acquire and reclaim lands that protect natural areas, connect the waterfront, complete a continuous trail system and support a growing and diverse population. We are also working to enhance and protect the Urban Forest while maintaining and growing Mississauga's urban tree canopy. We need to build more great outdoor places in Mississauga, including downtown where we are planning to acquire 13.7 hectares of parkland, as well as off-road trail systems, playgrounds, and additional outdoor sports facilities to meet increased demand.

### City of Mississauga Recommendations

#### 4. Targeted funding for major City-building projects

## IV. Affordable Housing and Other Partnerships

### *Key Points*

- ✓ *All levels of government in the GTA must work together*

### Affordable Housing

Housing is critical to the success of cities. One-in-three households are spending more than 30% of their income on housing. The cost of housing is increasing; rental vacancy rates are low; the supply of vacant land is dwindling and rising in price; and the cost of infrastructure to support development is increasing.

Mississauga wants all of its residents to be able to secure adequate and affordable housing. Proactive intervention by all levels of government is absolutely necessary to ensure that our communities continue to thrive.

Mississauga is doing what it can to remove existing regulatory and administrative barriers to the development of housing for middle-income households. Enduring and sustainable Federal and Provincial funding is needed for housing that is affordable to middle income households. Programs should recognize developer timeframes and financial considerations. Greater overall systems reform must be in place to ensure the needs of middle income households are addressed at both senior and local governments.

### Partnerships

The City of Mississauga is a partner with both the Provincial and Federal governments. We are willing to add our support directly and through AMO and the Federation of Canadian Municipalities (FCM) to foster stronger partnerships between all three levels of government. We look forward to working collaboratively with the Federal government in areas such as:

- a National Housing Strategy
- a Sustainable Infrastructure Funding Strategy
- a National Transit Strategy
- fighting the impact of climate change.

We believe that these collective strategies will bring better discussion, long-range planning and sustainable funding tools to implement the core municipal services that help grow and strengthen our urban economies.

### *City of Mississauga Recommendations*

- 5. Addressing affordable housing needs for middle-income households*
- 6. Fostering stronger relationships between all levels of government*

City of Mississauga  
**Corporate Report**



Date: 2017/02/01

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Canada 150 Community Infrastructure Program - CIP 150 - Intake 2**

## Recommendation

1. That the Commissioner of Community Services and City Clerk be authorized to execute and affix the corporate seal on behalf of The Corporation of the City of Mississauga (the "City") to an amending contribution agreement between the City and Her Majesty the Queen in Right of Canada as represented by the Minister responsible for the Federal Economic Development Agency for Southern Ontario ("FedDev") for the funding by FedDev of the City Projects (the "Projects") listed in Appendix 1 of the Corporate Report of the Commissioner of Corporate Services & CFO dated February 1, 2017 entitled "Canada 150 Community Infrastructure Program – Intake 2 (CIP 150-2)" (the "Report"), including any amendment thereto or ancillary document necessary to fulfill the CIP 150-2 requirements, each in a form satisfactory to Legal Services.
2. That notwithstanding section 12 and section 18 of the Purchasing By-law #0374-2006 as amended, the City Manager and Chief Administrative Officer, or designate, be authorized to approve sole/single source procurements and contract amendments where appropriate for the Canada 150 Community Infrastructure Program Intake 2 Projects to meet the necessary timelines for the completion of these Projects.
3. That the budget be amended to increase total gross expenditures in 2017 by \$3,923,062 to be funded through: an increased transfer from the tax capital reserve fund of \$324,696; a reduction in draws from Development Charges of \$35,000; a reduction in future year draws of \$1,099,677; and an increase in revenue from the Canada 150 Community Infrastructure Program of \$2,533,689.
4. That the projects outlined in Appendix 1 attached to the report from the Commissioner of Corporate Services and Chief Financial Officer dated February 1, 2017 entitled "Canada 150 Community Infrastructure Program - CIP 150 – Intake 2" be approved to proceed.
5. That all necessary by-laws be enacted.

## Report Highlights

- The City has been awarded \$2,533,689 in funding for twenty-eight Projects with gross expenditures of \$5,598,380. Awarded Projects, including gross costs and anticipated funding, are listed in Appendix 1.
- The approved Projects include the rehabilitation of five trails and seventeen playgrounds, one facility renovation, and five specific renovation Projects.
- Funding criteria allows expenditures as of April 1, 2016. Projects must be completed by the program completion date of March 31, 2018 as outlined in the amending agreement.
- It will be difficult to meet the purchasing requirements and to complete construction given the tight program timelines. Approved Projects will commence immediately following the appropriate approvals but must be completed by March 31, 2018. Therefore, Council is being asked to allow the City Manager and Chief Administrative Officer, or designate, the authority to approve sole/single source procurements and contract amendments where appropriate in order to meet the rigorous deadlines imposed by the program.
- Some of the CIP 150-2 approved projects are fully funded in 2017; others are partially funded and still others are not funded. A net amount of \$289,696 is required from Reserve Funds to fund the Canada 150 Community Infrastructure Program. This net amount represents additional gross funding required for the approved CIP 150-2 projects (\$2,823,385) offset by the additional funding (\$2,533,689). Table A in the Financial Impact section of this report provides additional detail.

## Background

The Canada 150 Community Infrastructure Program is part of a coordinated federal approach to celebrating Canada's 150th anniversary. The Canada 150 Community Infrastructure Program offers an opportunity for the City to complete Projects of historical significance that will help celebrate Canada's 150th anniversary under the theme "Giving back to Canada" – shaping the future, leaving a lasting legacy and giving a gift to Canada. This commitment is expected to strengthen public infrastructure and provide economic benefits in communities across Canada. This program is focused on rehabilitation Projects.

The first intake program was launched in 2015. On August 14, 2015, the City received official confirmation from FedDev that the City will receive funding for twenty five Projects with total eligible costs of \$2,135,247. The Projects approved under the first phase of this program are well underway and scheduled to meet the deadlines as set out in the FedDev agreements.

On May 24, 2016, the Government of Canada announced the launch of Intake 2 of the Program. Similar to the first phase of the program, FedDev, the Ontario-based agency, will be facilitating the funding in Southern Ontario. An application was made in the amount of \$25,332,957 (eighty two projects) with potential funding of \$11,481,657. On December 30, 2016 the City was notified

and awarded funding for twenty-eight Projects through CIP 150-2. Awarded Projects under CIP 150-2 are listed in Appendix 1.

## Comments

Twenty eight of the eighty-two projects submitted for consideration have been approved for funding. The gross project cost for three projects has been adjusted subsequent to submission to the CIP 150-2 program (with no impact on CIP 150-2 funding):

- Creditview Road Multi-Use Trail – gross cost reduced by \$71,000 to reflect revised costs;
- Osprey Marsh Trail Reconstruction – gross cost increased by \$16,140 to reflect revised costs;
- Paul Coffey Park Playground Redevelopment – gross cost increased by \$150,000. This project has \$150,000 identified as recoveries from donations to help offset the original gross cost of \$500,000. In light of additional funding now being made available from CIP 150-2, it would be appropriate to apply these community donations to expand the scope of the playground redevelopment, through an increased gross cost of \$150,000.

With these changes, the City will benefit from \$5,598,380 in rehabilitation Projects, with CIP 150-2 funding of \$2,533,689.

Nine of the fifty four projects not approved for CIP 150-2 funding are included in the 2017-2026 Budget, and may have proceeded in the absence of CIP 150-2 funding. However, the 2017 budget approval documents indicated that 2017 capital projects included in PTIF, CWWF or Canada 150 program applications will not proceed until approved by the funding bodies. As a result, approval to proceed with these fully funded projects is required. These projects are listed in Appendix 2.

The remaining forty five projects submitted under CIP 150-2 are not funded and will not be proceeding. It should be noted, however, the “Expansion of Burnhamthorpe Multi-Use Trail including Bridge” project has also been submitted through the Public Transit Infrastructure Fund (PTIF). Any recommendations with respect to this project will be addressed through the PTIF update report, anticipated in March 2017.

The contribution agreement which the City must sign is in a form of an “Amending Agreement” to that of Phase 1. Legal Services has reviewed the amending agreement and have indicated that any changes from the first agreement are for the most part minor and reflect the update to the amount and cost of Projects for which the City will receive funding. The parameters remain the same. These Projects must be constructed under very tight timelines. In order to meet the funding criteria, Projects must be substantially complete by March 31, 2018.

Due to the tight timelines that exist to complete the Projects in advance of the deadline, it is recommended that notwithstanding section 12 and section 18 of the Purchasing By-law #0374-2006 as amended, the City Manager and Chief Administrative Officer, or designate, be authorized to approve sole/single source procurements and contract amendments where appropriate for the CIP 150-2 Projects to meet the necessary timelines for the completion of these Projects.

## Financial Impact

Projects awarded funding under CIP 150-2 are listed in Appendix 1. These projects fall into three categories. One category was included in the capital program, with no change in scope as a result of CIP 150-2 funding. A second category was included in the capital program, but will now have additional gross expenditures to address CIP 150-2 project scope. A third category was unfunded in the capital program.

These changes will result in an increase in total gross expenditures in 2017 by \$3,923,062, an increased transfer from the tax capital reserve fund of \$324,696, a reduction in draws from Development Charges of \$35,000; a reduction in future year draws of \$1,099,677, and an increase in revenue from the Canada 150 Community Infrastructure Program of \$2,533,689.

## Conclusion

The CIP 150 offers an opportunity for the City to complete Projects of historical significance that will help celebrate Canada's 150th anniversary. As in Phase 1 of the program, the grant funding awarded through CIP 150-2 will allow the City to address lifecycle maintenance requirements and update playgrounds, trails and sites important to Mississauga's history that are enjoyed by many residents today and strengthen accessible public infrastructure for the future.

In keeping with the CIP 150 objectives, the City will contribute to the economic well-being of Canadians through job creation, provide greatly improved trail and playground infrastructure for the benefit of the entire community, and improve the environment.

## Attachments

Appendix 1: Canada 150 – Intake 2 Awarded Projects

Appendix 2: 2017 Fully Funded Projects



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Carolyn Paton, Manager, Strategic Financial Initiatives



## Canada 150 - Intake 2 Awarded Projects

Ward	Project Type	Project Name	Project Revised Estimate	Federal Cont.
1	Playground Redevelopment	Lyndwood Park	\$ 167,990	\$ 78,500
	Playground Redevelopment	Westacres Park	\$ 167,990	\$ 78,500
1 Total			\$ 335,980	\$ 157,000
2	Playground Redevelopment	Hillside Park	\$ 167,990	\$ 78,500
	Playground Redevelopment	Sheridan Park	\$ 167,990	\$ 78,500
2 Total			\$ 335,980	\$ 157,000
3	Playground Redevelopment	Allison's Park	\$ 167,990	\$ 78,500
	Playground Redevelopment Specific	Burnhamdale Park	\$ 167,990	\$ 78,500
		Cherry Hill Playground Redevelopment, Adult Fitness Equipment and trail connection	\$ 271,990	\$ 127,098
3 Total			\$ 607,970	\$ 284,098
4	Playground Redevelopment	Brentwood Park	\$ 167,990	\$ 78,500
	Playground Redevelopment	Syed Jallaluddin Park	\$ 167,990	\$ 78,500
4 Total			\$ 335,980	\$ 157,000
5	Playground Redevelopment	Paul Coffey Park	\$ 650,000	\$ 224,500
5 Total			\$ 650,000	\$ 224,500
6	Playground Redevelopment	Trooper Marc Diab Memorial Park	\$ 167,990	\$ 78,500
	Playground Redevelopment Specific	Fallingbrook Community Park	\$ 167,990	\$ 78,500
		Creditview Road Multi-Use Trail	\$ 637,000	\$ 300,000
6 Total			\$ 972,980	\$ 457,000
7	Playground Redevelopment	Camilla Park	\$ 167,990	\$ 78,500
	Playground Redevelopment	City View Park	\$ 167,990	\$ 78,500
7 Total			\$ 335,980	\$ 157,000
8	Playground Redevelopment	Trapper's Green	\$ 167,990	\$ 78,500
	Facility Repairs & Lifecycle	South Common Customer Service Desk Re-design and Construction	\$ 425,000	\$ 199,750
8 Total			\$ 592,990	\$ 278,250
9	Trail Reconstruction & Extension	Bell Harbour Park	\$ 67,100	\$ 31,355
	Playground Redevelopment Specific	Glen Eden Park	\$ 167,990	\$ 78,500
	Specific	Middlebury Park Playground Surface Replacement	\$ 80,250	\$ 37,500
		Accessible Intersection Compliance- Britannia @ Glen Erin (Region of Peel) (Audible Pedestrian Signals & Tactile Plates)	\$ 28,000	\$ 14,000
9 Total			\$ 343,340	\$ 161,355
10	Trail Reconstruction & Extension	Marco Muzzo Senior Memorial Woods & Park	\$ 100,460	\$ 46,944
	Trail Reconstruction & Extension	Osprey Marsh	\$ 248,240	\$ 108,458
	Trail Reconstruction & Extension	O'Harra Park	\$ 35,200	\$ 16,449
10 Total			\$ 383,900	\$ 171,851
11	Trail Reconstruction & Extension	Erin Woods	\$ 47,300	\$ 22,103
	Playground Redevelopment	Bancroft Park	\$ 167,990	\$ 78,500
	Playground Redevelopment Specific	Godwick Green	\$ 167,990	\$ 78,500
		Jon Clipperton Park (North) Retaining wall - Streetsville Cadet Centre	\$ 320,000	\$ 149,533
11 Total			\$ 703,280	\$ 328,636
<b>Grand total</b>			<b>\$ 5,598,380</b>	<b>\$ 2,533,689</b>

2017 Fully Funded Projects

Project Identifier	Project Name	2017 Gross Expenditures
4730	Civic Centre Lighting Modernization	\$ 1,451,000
279	Burnhamthorpe Library - Makers Space	\$ 195,000
487	Erindale Park Site Operations & Washroom Replacement	\$ 863,442
1170	Max Ward Park Trail Reconstruction	\$ 203,300
3981	Crawford Green Trail Reconstruction	\$ 89,880
4013	Zonta Meadows Trail Reconstruction	\$ 68,200
4797	Pheasant Run Trail Reconstruction	\$ 206,610
4802	Stonewood Park Trail Reconstruction	\$ 118,770
4966	Hershey Main Bowl - Dasher Board System Replacement	\$ 495,000

City of Mississauga  
**Corporate Report**



Date: 2017/02/01

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**2017 Pre-Budget Submission to the Province of Ontario**

## Recommendation

1. That the report entitled "2017 Pre-Budget Submission to the Province of Ontario," including Appendix 1, from the Commissioner of Corporate Services and Chief Financial Officer, dated February 1, 2017, be approved for submission to the Ministry of Finance, Province of Ontario for the Ontario 2017 Budget deliberations.
1. That the Mayor be directed to forward the approved formatted submission with this report to the Minister of Finance, the local MPPs and MPs, Ontario's Big City Mayors (LUMCO) and the Association of Municipalities of Ontario (AMO).

## Background

Municipalities across Ontario have been asked by the Ministry of Finance to provide written submissions regarding the upcoming Ontario 2017 Budget. The City of Mississauga has forwarded similar pre-budget submissions in past years, and this is a good opportunity to articulate the needs of the City to the provincial government.

## Comments

The province of Ontario is looking for public input on various issues and how these could be addressed through the provincial budget. The City of Mississauga has identified the following areas for focus:

- Strategic Transit Investments
- Sustainable Infrastructure Funding
- Legislative Changes
- City-Building Initiatives
- Affordable Housing and Other Partnerships

The City of Mississauga's pre-budget submission, attached as Appendix 1, includes detailed information on these items of importance that are part of Council-approved plans or initiatives.

### **Financial Impact**

There would be a positive financial impact for the City of Mississauga if any items outlined in Appendix 1 were to be included in the 2017/2018 provincial budget.

### **Conclusion**

The City of Mississauga appreciates the opportunity to provide the Ministry of Finance with information and suggestions for the upcoming Ontario 2017 Budget. All of the items outlined in the attached submission are of importance to the City and would have a positive impact on funding vital infrastructure, creating local jobs, and stimulating the economy.

### **Attachments**

Appendix: 2017 Provincial Pre-Budget Submission



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Elizabeth McGee, Manager, Financial Strategies

## CITY OF MISSISSAUGA

Provincial 2017 Budget:  
Pre-Budget Submission  
Ministry of Finance, Government of Ontario



MISSISSAUGA

The City continues to face many challenges, as do all municipalities. Operating costs are increasing, and pressures to maintain and grow our capital infrastructure continue. We are also faced with new and growing challenges in the areas of climate change and affordable housing.

Our ability to generate revenues to meet these challenges alone is limited. We continue to foster partnerships, seek innovative solutions and pursue assistance from senior levels of government.

The City of Mississauga acknowledges the funding it is currently receiving from the Province for the Provincial gas tax, funding anticipated through the Canada Cleanwater and Wastewater Fund, the future increase in the Provincial gas tax revenue and the funding provided to Metrolinx for the Hurontario Light Rail Transit system.

We are seeking on-going support from the Province in the following areas:

**Strategic Transit Investments**  
**Sustainable Infrastructure Funding**  
**Legislative Changes**  
**City-Building Initiatives**  
**Affordable Housing and Other Partnerships**

We look forward to our continued relationship and future opportunities for collaboration.

### *City of Mississauga Recommendations*

- 1. Funding to assist with the downtown portion of the Mississauga Transitway*
- 2. Moving forward with the Regional Express Rail and building the “missing link”*
- 3. Sustainable funding for infrastructure renewal projects*
- 4. Greater autonomy or new frameworks for revenue tools other than property tax*
- 5. More timely reaction with legislative and regulatory amendments, to address changing environments and municipality requirements*
- 6. An increase to the Household Operating Grant for the Mississauga Library*
- 7. Inflationary increases to PILTs, specifically raising the GTAA PILT to \$1.90 per passenger rate, and raising the Heads and Beds PILT to \$180 in 2017.*
- 8. Targeted funding for major City-building projects*
- 9. Addressing affordable housing needs for middle-income households*
- 10. Fostering stronger relationships between all levels of government*

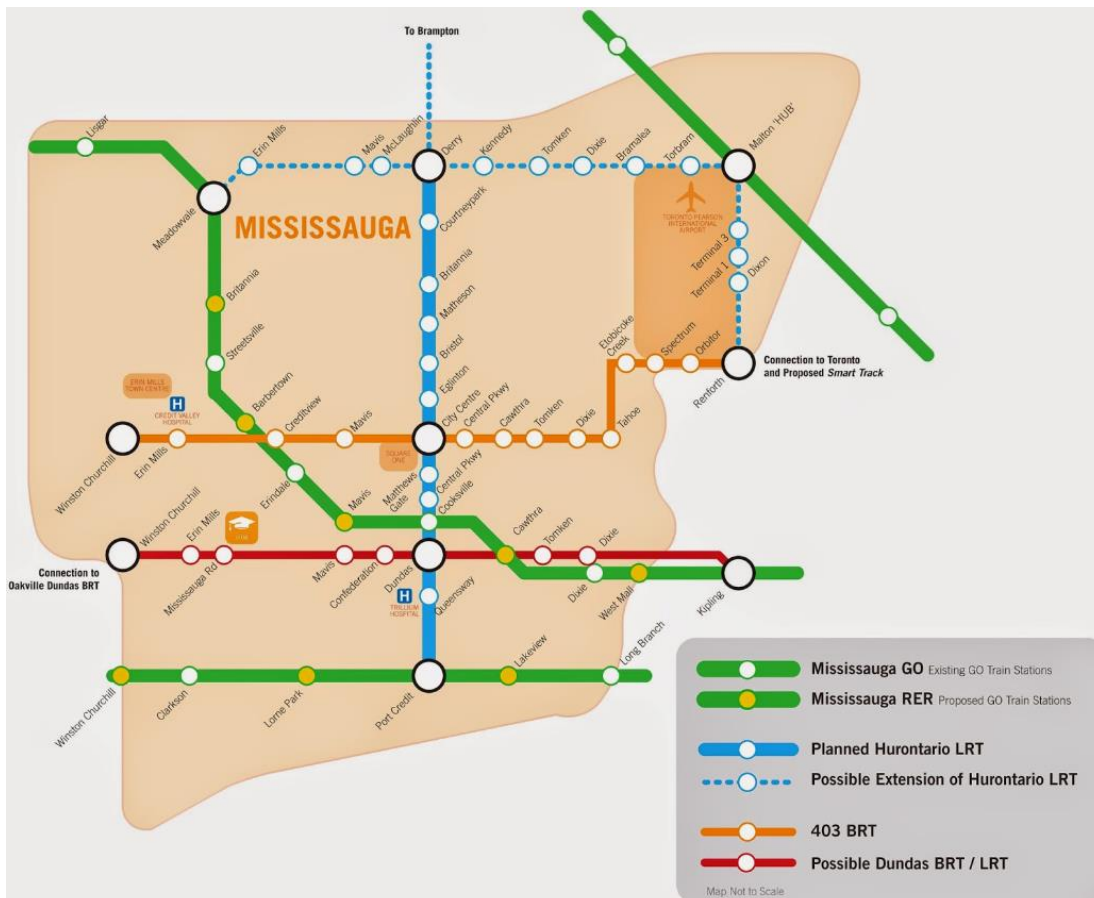
# I. Strategic Transit Investments

## Key Points:

- ✓ The City of Mississauga desires a safe, reliable, efficient inter-regional transit system
- ✓ Our priorities include the Hurontario LRT, Mississauga Transitway and Regional Express Rail
- ✓ Mississauga encourages the establishment of a bypass rail line adjacent to Hwy 407 (the “missing link”)

The Hurontario LRT Project remains the City of Mississauga’s top priority and we very much appreciate the Province’s announcement of funding for the light rail transit line.

Recognizing that rapid transit needs to play a key role in supporting future growth in Mississauga and within the Greater Toronto and Hamilton Area, we continue to plan and look for opportunities to expand the regional transportation network within Mississauga. In order to ensure that an expanded regional transportation network becomes a reality, ongoing, dedicated Provincial funding is required.



Currently, the City of Mississauga is looking for Provincial investment in the following higher-order transit initiatives:

## Downtown Mississauga Transitway

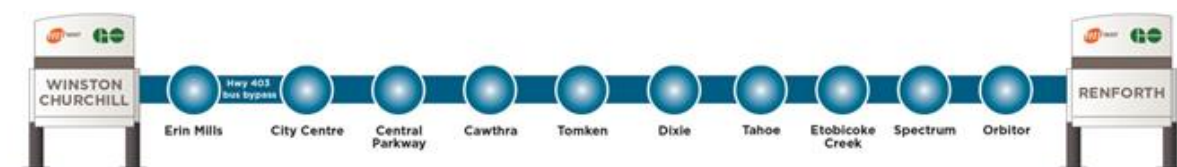
The 18-km Mississauga Transitway will be fully operational in 2017, with 12 stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east. The Transitway will make it faster and easier for commuters to travel to, from and through Mississauga and across the region. [MORE INFO](#)

At this time, the west and east portions of the Transitway have access to dedicated lanes. The Downtown portion experiences delays because it relies on accessing City streets.



A Council-adopted November 2014 report identified our next priority as the completion of the Downtown segment of the Mississauga Transitway. This would provide for a continuous Transitway that would maximize the benefits and success of previous investments. Optimally, elements of this work would be advanced in conjunction with LRT work to ensure maximum coordination and integration.

Construction of the Transitway has been made possible through funding from the Provincial and Federal governments. This vital link in our downtown core remains unfunded at this time.



## Regional Express Rail

The City of Mississauga eagerly awaits the development of Regional Express Rail (RER), which will provide effective, reliable transit through all-day, two-way GO Train service every 15 minutes with reduced travel times. The plan applies to all lines and corridors in the GO Transit network.

Our City has three GO Train rail corridors:

- Lakeshore West Line: currently has all-day, two-way 30-minute service
- Milton Line: operates peak period, single direction train service
- Kitchener Line: operates peak period, single direction train service

Providing the Milton and Kitchener Lines with two-way, all-day service will:

- get commuters out of their cars and reduce gridlock
- allow our regional mobility hubs to operate and flourish
- provide connections to major economic centres in all directions - Downtown Toronto, Hamilton, Burlington, Niagara Region, Kitchener-Waterloo Region

[METROLINX INFO](#)  
[City of Mississauga Corporate Report \(Item 7\)](#)



## Building the “Missing Link”

The City of Mississauga - together with Toronto, Milton and Cambridge - encourages the relocation of heavy rail freight traffic from the Milton and Kitchener GO Rail lines, to a proposed bypass rail line adjacent to Highway 407 (the “missing link”). This proposed bypass rail line would link the CN bypass line at Bramalea with the CP line through-route near the Milton-Mississauga border.

The “missing link” would have far-reaching benefits at the local, national and international levels, with three major benefits:

- provide an alternative to the challenge of widening the Milton and Kitchener GO Rail corridors
- remove heavy freight from the Milton and Kitchener GO Rail corridors and
- free up inner parts of the Milton and Kitchener GO rail corridors for RER service

[MORE INFO](#)



### The Missing Link

The Solution for All-Day, Two-Way  
GO Train Service in Mississauga

### City of Mississauga Recommendations

1. *Funding to assist with the downtown portion of the Mississauga Transitway*
2. *Moving forward with the Regional Express Rail and building the “missing link”*

## II. Sustainable Infrastructure Funding

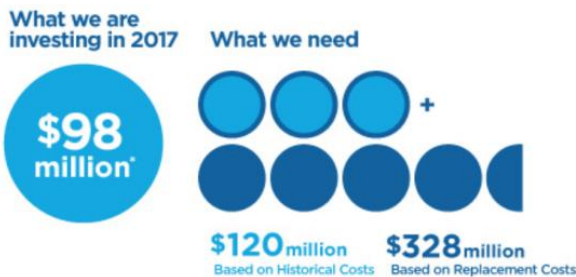
### Key Points

- ✓ *Mississauga owns \$8.5 billion worth of infrastructure assets. Like other Ontario municipalities, we cannot maintain or grow our infrastructure on the local tax bill. Sustainable infrastructure funding remains a top priority.*

The City owns the majority of infrastructure within its boundaries (65%). Mississauga's infrastructure is currently valued at \$8.5 billion (excluding stormwater assets), with an annual estimated replacement cost of \$328 million.

However, local governments receive the smallest share (10%) of all tax dollars collected. In 2017, we are only able to invest \$98 million for replacement of our infrastructure, leaving an infrastructure gap of \$230 million. This infrastructure gap remains a substantial, persistent challenge. [MORE INFO](#)

**\$8.5 Billion in total**  
Here's how it breaks down:



\* Funded through portions of Public Transit Infrastructure Funding, Federal Gas Tax and Capital Reserve

We very much appreciate the Province's ongoing support through the Provincial gas tax revenue, including the recently announced increase to this funding.

One-time incremental funding (such as the Province's planned contribution to the Federal Clean Water and Wastewater Fund) is also appreciated, and assists in temporarily reducing the infrastructure gap.

Incremental and one-time funding models present their own challenges. These funding models require that projects be “new” or “unplanned,” to ensure funding is not replacing City-generated funds. This is not in keeping with sound City building, and results in unplanned, lower-priority projects moving to the front of the line. Higher-priority projects cannot access the new funding because the City has already earmarked funding sources.

A sustained funding model for infrastructure renewal projects, similar to the Provincial gas tax model, would ensure there is sufficient time and resources in place to apply best practices to the management of these projects.

### *City of Mississauga Recommendations*

#### *3. Sustainable funding for infrastructure renewal projects*

### III. Legislative Changes

#### Key Points

- ✓ *Property tax alone will not build the cities our residents demand. The City needs greater autonomy to raise revenues from other sources.*
- ✓ *Legislative changes will assist all municipalities at no cost to the Provincial government.*

#### Revenue Tools

Steadily increasing operating costs and higher standards of service expected by our residents contribute to on-going pressures. The City of Mississauga, like all municipalities in Ontario, is heavily reliant on property taxes as a source of revenue.

Municipalities need more diverse and growing revenue sources in order to deliver quality services while keeping property taxes affordable. *Bill 68, Modernizing Ontario's Legislation Act, 2016*, includes welcome changes such as providing municipalities with "prudent investor status," which will increase investment income potential.

The City, like all other municipalities, needs greater autonomy to raise revenues from other sources. In keeping with the Association of Municipalities of Ontario (AMO) "What's Next Ontario" resolution, all municipalities would benefit from additional predictable and sustainable revenues.

#### GTAA Payments in Lieu of Taxes (PILT)

Under the Federal Act, the Toronto Pearson International Airport provides a payment to the City of Mississauga. The Province is involved in setting the exact amount paid. Since 2001, the rate has not changed.



No progress has been made on the following three concerns:

- The PILT is based on passenger traffic and does not consider cargo, which impacts municipal services
- The PILT is capped at 5 per cent increase annually; there is no limit on decreases. The cap for commercial and industrial properties has mostly been phased out in Mississauga, yet remains at the airport
- The PILT rate has remained the same, while municipal tax rates have increased

We ask the Provincial government to increase the per-passenger rate for the GTAA PILT from \$0.94 to \$1.90 to reflect the increase in the municipal levy since 2001. The cap on the PILT should also be eliminated.

## Heads and Beds Payments in Lieu of Taxes (PILT)

Universities, colleges, hospitals and correctional institutions make an annual payment in lieu of taxes at a rate of \$75 per student, bed or resident. This amount has not changed since 1987, and has not kept pace with the cost of providing services to these institutions.



We ask the Provincial government to increase the Heads and Beds PILT rate by the rate of inflation from 1987, to \$180 beginning in 2017, with annual increases thereafter.

[MORE INFO](#)

## Public Libraries Act

Public libraries and their municipalities require sustainable operating funding in order to keep pace with the increasing demand for electronic and traditional services and resources. The Household Operating Grant for the Mississauga Library System has been at the same level since 1995, and should be increased.

## Various Legislative Changes

The City of Mississauga has been requesting changes in legislation or amendments to regulations in several additional areas: joint and several liability, development approval process, development charges, etc. Mississauga has been an active participant on behalf of the public sector in the Construction Lien Act review the Province has undertaken and hopes our serious concerns are recognized when the draft legislation is introduced.

Amendments to the Municipal Act in Bill 68 provide an opportunity to also make amendments that would enhance accessibility by authorizing a levy be placed on transportation network companies (like Uber) with the monies collected to be used solely for accessible transportation. The expanded accountability measures introduced by Bill 68 only raise a concern to the extent that the ability of the Integrity Commissioner to launch his/her own investigations can be costly, so need further consideration.

[City of Mississauga Corporate Report \(Item 10\)](#)

### *City of Mississauga Recommendations*

- 4. Greater autonomy or new frameworks for revenue tools other than property tax*
- 5. More timely reaction with legislative and regulatory amendments, to address changing environments and municipality requirements*
- 6. An increase to the Household Operating Grant for the Mississauga Library*
- 7. Inflationary increases to PILTs, specifically raising the GTAA PILT to \$1.90 per passenger rate, and raising the Heads and Beds PILT to \$180 in 2017.*

## IV. City-Building Initiatives

### Key Points

- ✓ Many City-building initiatives are being identified as priorities but cannot be fully funded solely by the City

### Port Credit Harbour Marina

Protecting the future of this harbour at the confluence of the Credit River and Lake Ontario is an economic, recreational and cultural heritage imperative. This marina and its deep water basin generate jobs for the marine industry, with significant and unique economic spinoffs. The marina functionally supports one of the largest salmon fishing derbies in Canada, provides an important supply of recreational boat slips for the city and the region; and is a cultural heritage link to the Great Lakes. The “Ridgetown,” one hundred years old and a former Great Lakes freighter, forms one of the integral harbour breakwaters.



This marina basin requires infrastructure reinvestment as the breakwaters are at the end of their lifecycle. If this reinvestment does not occur, this valuable asset, unique to the north shore of Lake Ontario could be lost. The marina basin redevelopment must occur prior to the mixed-use redevelopment of the wharf to ensure the harbour functions are not terminated.

All marina-related projects remain unfunded at this time. [MORE INFO](#)

### Inspiration Lakeview Master Plan

Inspiration Lakeview is the City of Mississauga’s vision for its eastern waterfront.

The water’s edge is an important component for the revitalization of the entire Ontario Power Generation (OPG) site, where businesses will thrive and visitors will enjoy the waterfront trail and amenities. The waterfront trail expansion is intended as a public waterfront destination – a place for people to walk, cycle, interact, and celebrate their waterfront. This site will connect the former OPG lands to the waterfront trail system and will create a new 1,300m waterfront trail adjacent to Lakefront Promenade. This large mixed-use development will support future growth.



Ontario Power Generation (OPG) is the landowner, but the City of Mississauga is engaged, ready and willing to complete these next steps. [MORE INFO](#)

## Dundas Connects

Dundas Connects is the City's project to produce a master plan for the Dundas Corridor, a plan that will make recommendations on land-use intensification and rapid transit for Dundas Street. The Master Plan will provide for future growth along one of Mississauga's busiest corridors and will complete the regional transit network by linking Kipling Station with two GO stations and Hurontario LRT.

The Master Plan is expected to be endorsed by Council in September 2017. If funding could be made available to ensure that related work is quickly completed, growth and redevelopment along Dundas will follow, and implementation of transit may occur sooner.

Related work includes detailed engineering and design studies of the recommended transit option, and implementation of Official Plan Amendments and development permit systems for key neighbourhoods along the corridor.



## Building a City that Supports Walking, Cycling and Transit

The City of Mississauga welcomes Provincial support to establish facilities that encourage walking and cycling. Encouraging active transportation has several benefits, including:

- Providing residents with the opportunity to be physically active on a regular basis – this supports Peel Health's campaign in the reduction of child and adult obesity
- Reducing greenhouse gas emissions and road congestion
- Increasing the use of transit and other modes of transportation



We have several important capital projects that would benefit from Provincial funding:

- Constructing sidewalks and trails to encourage children to walk and cycle to school
- Constructing bike lanes and paths to encourage people to cycle to the Hurontario LRT, the Downtown Mississauga Transitway, and Mississauga GO stations
- Constructing safer sidewalks for people with visual challenges by installing tactile plates at key intersections

Parkland, trails, and sports facilities continue to play an important role in the lives of our residents. We are continuing work to acquire and reclaim lands that protect natural areas, connect the waterfront, complete a continuous trail system and support a growing and diverse population. We are also working to enhance and protect the urban forest while maintaining and growing Mississauga's urban tree canopy. We need to build more great outdoor places in Mississauga, including downtown where we are planning to acquire 13.7 hectares of parkland, as well as off-road trail systems, playgrounds, and additional outdoor sports facilities to meet increased demand.

### City of Mississauga Recommendations

#### 8. Targeted funding for major City-building projects

## V. Affordable Housing and Other Partnerships

### *Key Points*

- ✓ *All levels of government in the GTA must work together*
- ✓ *New municipal powers and revenue tools are required to support housing that is affordable to middle-income households in Mississauga*

### Affordable Housing

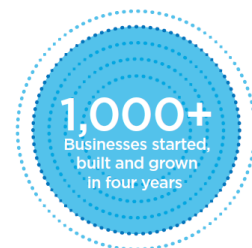
Housing is critical to the success of cities. One-in-three households are spending more than 30% of their income on housing. The cost of housing is increasing; rental vacancy rates are low; the supply of vacant land is dwindling and rising in price; and the cost of infrastructure to support development is increasing.

Mississauga wants all of its residents to be able to secure adequate and affordable housing. Proactive intervention by all levels of government is absolutely necessary to ensure that our communities continue to thrive.

Mississauga is doing what it can to remove existing regulatory and administrative barriers to the development of housing for middle-income households. Enduring and sustainable Federal and Provincial funding is needed for housing that is affordable to middle income households. Programs should recognize developer timeframes and financial considerations. Greater overall systems reform must be in place to ensure the needs of middle income households are addressed at both senior and local governments.

### Small Business Enterprise Centre (SBEC)

The SBEC network provides a valuable and dedicated support for small business and entrepreneurs across the Province, providing small business information, consultation, seminars and training programs to a wide demographic profile with ongoing and growing business needs. The City of Mississauga provides SBEC programming through the Mississauga Business Enterprise Centre, and supports enhanced funding for this important program to develop and grow small business, innovation and entrepreneurship in Ontario.



Additional funding for this program would enable SBEC centres to increase service capabilities in areas such as mentoring, creative spaces for entrepreneurs, and business start-up and growth programming, through the expansion of the Summer Company and Starter Company youth programs, and new programming to support older adults and newcomer entrepreneurs. The SBEC centres are a key partner in the Ontario Network of Entrepreneurs (ONE Network) and continued funding and support of SBEC's and the ONE Network will build on an innovation eco-system supporting innovation and entrepreneurship in our community.



## Partnerships

The City of Mississauga is a partner with both the Provincial and Federal governments. We are willing to add our support directly and through AMO and the Federation of Canadian Municipalities (FCM) to foster stronger partnerships between all three levels of government.

We look forward to working collaboratively with our Federal and Provincial partners in areas such as:

- a National Housing Strategy
- a Sustainable Infrastructure Funding Strategy
- a National Transit Strategy
- fighting the impact of climate change.

We believe that these collective strategies will bring better discussion, long-range planning and sustainable funding tools to implement the core municipal services that help grow and strengthen our urban economies.

### *City of Mississauga Recommendations*

- 9. Addressing affordable housing needs for middle-income households*
- 10. Fostering stronger relationships between all levels of government*

City of Mississauga  
**Corporate Report**



Date: 2017/01/31

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Testing of Local Internet Performance by Mississauga Residents**

## Recommendation

That the report of the Commissioner of Corporate Services and Chief Financial Officer dated January 31, 2017 and entitled Testing of Local Internet Performance by Mississauga Residents be received for information.

### Report Highlights

- The City of Mississauga is a leader in providing online services and information to residents, businesses and visitors through Mississauga.ca, ActiveMississauga, MiWay Trip Planner, Pingstreet, Library Catalogue, ePlans, eTax, Social Media and many other online services.
- Communications and Information Technology partnered to develop a new Digital Strategy which guides improvements to key digital assets such as Mississauga.ca and sets a new direction to modernize the delivery of content, online engagement and online services built on a new technology that is mobile friendly and easy to use.
- Access to broadband and free Wi-Fi is foundational to the Smart City movement globally. The City of Mississauga has been providing free Public Wi-Fi in all of its Public facilities for many years to improve access to the internet and to digitally include all those who may not have access elsewhere.
- The Canadian Internet Registration Authority (CIRA) has introduced a new partnership program to test Internet Performance locally by residents to get a better understanding of the distribution and equity of Internet Access in the Community.
- The City of Mississauga will be one of a few cities across Canada that has entered into a partnership with CIRA to test Internet Performance across Mississauga using a website to engage the public and raise awareness on access to the Internet.

General Committee	2017/01/31	2
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- The City of Mississauga will use this information to inform decision on digital engagement, online service planning and to support key Strategies such as the Communications Master Plan, IT Master Plan and the Community Engagement research project.

## Background

The City of Mississauga is a leader in providing online services and information to residents, businesses and visitors through Mississauga.ca, ActiveMississauga, MiWay Trip Planner, Pingstreet, Library Catalogue, ePlans, eTax, Social Media and many other online services. Online services are available 7 days a week / 24 hours per day and are highly utilized. In 2016 Mississauga.ca saw over 13.5 million visitors and on February 20th, 2016 online registration had a record breaking \$1 million in online registration in just 24 hours. The introduction of ePlans has improved the plans submission process, eliminated a substantial amount of paper and made this service accessible outside of normal business hours. The impact of providing digital services is significant and the City of Mississauga has been proactive and future focussed in adding new online services and systems to improve access to what has become our Digital City Hall.

In 2016 the Communications and Information Technology divisions partnered to develop a new Digital Strategy which guides improvements to key digital assets such as Mississauga.ca and sets a new direction to modernize the delivery of content, online engagement and online services built on a new technology that is mobile friendly and easy to use. As a result, the City has a great plan and vision for the future for digital and online services.

Access to broadband and free Wi-Fi is foundational to the Smart City movement globally. The City of Mississauga has been providing free Public Wi-Fi in all of its Public facilities for many years to improve access to the internet and to digitally include all those who may not have access elsewhere. Wireless Mississauga, the City of Mississauga's free Public Wi-Fi, was accessed by residents on average 23,000 times per month in 2016 for a total of 280,000 hours of use demonstrating the significant use of this highly regarded service.

Access to the Internet is not always available locally in residential areas of Mississauga or may perform poorly due to infrastructure provided by Internet Service Providers (ISP). Preliminary testing with CIRA has shown that there are areas where performance is poor resulting in degraded access to digital services provided over the Internet.

A proposal to test this broadly across Mississauga will better inform the City of Mississauga and CIRA Canada so that digital services can be planned and be effective for all. Internet performance measures will provide a transparent and open forum to influence ISP's to make focussed improvements in their infrastructure and services to provide equitable Internet service across Mississauga.

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## Comments

The Canadian Internet Registration Authority (CIRA) has introduced a new partnership program to test Internet Performance locally by residents to get a better understanding of the distribution and equity of Internet Access in the Community. This testing includes a new website that is published specifically to test Internet upload and download speeds that are recorded over a period of 6 months.

The City of Mississauga will be one of a few cities across Canada that has entered into a partnership with CIRA to test Internet Performance across Mississauga using a website to engage the public and raise awareness on access to the Internet. The new website will stay active for six months and the public will be encouraged to participate through a press release, local media, social media and other outreach opportunities. Mississauga.ca will also provide a direct link to the Internet Performance site as well as the Wireless Mississauga which will promote this initiative to residents.

The City of Mississauga will use this information to inform decisions on digital engagement, online service planning and to support key strategies such as the Communications Master Plan, IT Master Plan and the Community Engagement research project. The City will continue to have access to the data after the 6 month period and can use mapping to show key areas of interest or in planning future digital engagements.

By participating in the Internet Performance testing program in partnership with CIRA, the City of Mississauga will be better informed on the capabilities and access to the Internet of its residents and can advocate for improvements and better plan digital services in the future.

The Internet Performance study will start February 15th, 2017 and run for 6 months. A press release will be issued followed by social media and outreach to encourage Mississauga residents to get involved.

## Financial Impact

The 6 month partnership and hosted website for Internet Performance Testing has a onetime cost of \$2,500 and is funded from the IT Maintenance Budget for online services. There are no ongoing costs and the City of Mississauga receives the raw data, Internet Performance reports and maps at the conclusion of the study.

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## Conclusion

The City of Mississauga continues to be a leader in providing online services through Mississauga.ca, online and mobile apps, Social Media and digital engagement. Access to free Public Wi-Fi is a foundational aspect of being a Smart City and the City of Mississauga has been providing free Wi-Fi in all of its facilities for many years. A partnership opportunity with the Canadian Internet Registration Authority (CIRA) to test Internet Performance locally by residents will provide good information of the performance and distribution of the Internet across Mississauga for all residents.

The City of Mississauga will be able to use this information to better plan digital services and influence Internet Service Providers where Internet Performance has performed poorly. This initiative aligns with the objectives of the Communications Master Plan, IT Master Plan and Community Engagement initiative.

## Attachments

Not applicable.



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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Shawn Slack, Director of Information Technology and Chief Information Officer

City of Mississauga  
**Corporate Report**



Date: 2017/01/31

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:  
 2017/02/15

## Subject

**Delegation of Authority- Acquisition, Disposal, Administration and Lease of Land and Property- July 1, 2016 to December 31, 2016.**

## Recommendation

That the report dated January 10, 2017 from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Delegation of Authority- Acquisition, Disposal, Administration and Lease of Land and Property – July 1, 2016 to December 31, 2016", be received for information.

## Background

The Delegation of Authority By-law 375-2008, approved by Council on November 12, 2008, provides delegated authority for the approval and execution of real estate agreements. Sections 3 and 4 of the by-law provides delegated authority to approve and conclude real property transactions at four staff levels; Manager, Director, Commissioner and City Manager, depending on the value of the transaction.

Delegated authority to approve and conclude real estate transactions is subject to the provisions outlined in Corporate Policy No. 05-04-01, Acquisition and Disposal of Real Property. Prior to the completion of any real estate transaction, all criteria of the Policy and Delegation of Authority By-law must be met. Section 4.5 of the Delegation of Authority By-law 375-2008, requires that the exercise of Delegated Authority be reported to Council on a semi-annual basis. This report covers the real property transactions which were completed under this delegation by-law in the second half of 2016.

## Comments

During the period of July 1, 2016 to December 31, 2016, a total of 38 real estate matters were approved under Delegated Authority. A breakdown of these matters is as follows:

- Acquisitions – Land: 2
- Acquisitions- Easements: 4
- Disposals – Easements: 1

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- Disposals – Land: 1
- Encroachments: 1
- Leases, Licenses and Other Agreements (City Use): 15
- Leases, Licenses and Other Agreements (Third Party Use): 14

In addition to the above noted transactions, two (2) easement transactions were completed with the Region of Peel under the Easement Protocol By-law 0296-2007, and eight (8) encroachment agreements were executed pursuant to the Encroachment By-law 0057-2004.

## Financial Impact

A breakdown of the financial implications of the real estate transactions for the period of July 1, 2016 to December 31, 2016 is shown on Appendices 1-5 of this report.

Prior to transaction approval, where applicable, Realty Services staff has confirmed with Financial Services staff that the appropriate funds are available in the budget. The availability of funds is a condition and requirement for approval under delegated authority.

## Conclusion

This report is forwarded for information pursuant to Delegation of Authority By-law 0375-2008. Realty Services confirms that all transactions approved under delegation of Authority for the period of July 1, 2016 to December 31, 2016 are in compliance with the Delegation of Authority By-law 0375-2008, Corporate Policy No. 05-04-01, and the Notice By-law 215-2008, as amended, where applicable.

## Attachments

Appendix 1: Acquisition of Land and Easements- July 1, 2016 to December 31, 2016

Appendix 2: Disposition of Land and Easements- July 1, 2016 to December 31, 2016

Appendix 3: Leases, Licenses and other Agreements (City use) - July 1, 2016 to December 31, 2016

Appendix 4: Leases, Licenses and other Agreements (Third Party Use) - July 1, 2016 to December 31, 2016

Appendix 5: July 1, 2016 to December 31, 2016




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Gary Kent, Commissioner of Corporate Services and Chief Financial Officer  
 Prepared by: Sheryl Badin, Acting Manager, Realty Services, Facilities & Property Management

<b>Acquisition of Land and Easements ~ July 1, 2016 to December 31 , 2016</b>				
File Number	Approved By	Date of Approval	Report	Total Consideration
PO.12.TOR	Director, Facilities and Property Management	2016/07/15	<b>Temporary Easement Conveyance Agreement and Licence Agreement between 1554517 Ontario Inc. and The Corporation of the City of Mississauga – Torbram Road Grade Separation Project (Ward 5)</b>	\$50,000.00
PO.10.LAK	Manager, Realty Services	2016/09/26	<b>Permission to Enter with Toronto and Region Conservation Authority, Lands at 1352 Lakeshore Road East (Ward 1)</b>	Nominal - \$2.00
PO.12.TOM	Manager, Realty Services	2016/10/19	<b>Offer to Convey Easement for multi-use trail between The Corporation of the City of Mississauga and Enersource Hydro Mississauga Inc. for a permanent easement over lands known as 6906 Tomken Road (Tomken Road and Derry Road East) (Ward 5)</b>	nominal
PO.12.HUR	Manager, Realty Services	2016/11/21	<b>Easement Conveyance Agreement between HOOPP Realty Inc. and The Corporation of the City of Mississauga – Part 3 Plan 43R – 37354 (Ward 5)</b>	nominal
PO.12.TOR	Manager, Realty Services	2016/11/22	<b>Temporary Easement Conveyance Agreement between Real Alloy Canada Ltd., the Regional Municipality of Peel and The Corporation of the City of Mississauga – Torbram Road Grade Separation Project (Ward 5)</b>	\$8,330.00 plus payment of legal fees of \$7,000.00
PO.10.CRE	Manager, Realty Services	2016/12/08	<b>Authority to execute Closing Documents in connection with the transfer of a strip of land from the Office of the Public Guardian and Trustee to the City of Mississauga through the Province of Ontario's Sale of Escheated Land process (Ward 11)</b>	Nominal - \$2.00



<b>Disposition of Land and Easements ~ July 1, 2016 to December 31, 2016</b>				
File Number	Approved By	Date of Approval	Report	Total Consideration
PO.11.ALE	Manager, Realty Services	2016/08/31	<b>Agreement of Purchase and Sale between The City of Mississauga and Algert Qordja and Mimoza Qordja for the lands located on southeast corner of Alexandra Avenue and Third Street, described as Part 1 on Reference Plan 43R-37138 (Ward 1)</b>	\$37,000.00 plus applicable taxes
PO.12.EDE	Manager, Realty Services	2016/12/22	<b>Easement Conveyance Agreement between The Corporation of the City of Mississauga and 2421845 Ontario Inc. - Block 186, Plan M347, designated as Part 12, Reference Plan 43R-37393, Edenwood Drive public walkway adjacent to 6020 Winston Churchill Blvd. (Ward 9)</b>	\$38,000.00 plus applicable taxes

**Appendix 3**  
 Leases, Licenses and other Agreements (City Use)  
 File: CA.11.DEL

<b>Leases, Licenses and Other Agreements, City Use – July 1, 2016 to December 31, 2016</b>				
<b>File Number</b>	<b>Approved By</b>	<b>Date of Approval</b>	<b>Report</b>	<b>Total Consideration</b>
PO.13.LAK	Manager, Realty Services	2016/07/19	<b>Lease Amending Agreement between The City of Mississauga and The Regional Municipality of Peel – 800 Lakefront Promenade (Ward 1)</b>	nominal
PO.13.LAK	Director, Facilities and Property Management	2016/07/25	<b>Temporary Access Licence Lakeview Generating Station</b>	nominal
PO.10.LAK	Manager, Realty Services	2016/08/09	<b>Consent to Enter Agreement with Roland Smitas, Simone Bradley and Sylvia Smitas, Lands at 990 - 994 Lakeshore Road West (Ward 2)</b>	nominal
PO.13.WAT	Manager, Realty Services	2016/08/31	<b>Lease Amending Agreement between The City of Mississauga and The Regional Municipality of Peel – Part of Lakeview Water Treatment Plant at 920 East Avenue, City of Mississauga (Ward 1)</b>	Nominal
PO.13.LAK	Manager, Realty Services	2016/09/07	<b>License of Land for Temporary Use and Access with Hydro One Networks Inc. – Applewood and Serson Creeks Culvert and Creek Improvements Project, Lakeshore Road East (Ward 1)</b>	\$9,155 Plus \$10,000 Security Deposit

**Appendix 3**  
Leases, Licenses and other Agreements (City Use)  
File: CA.11.DEL

PO.13.LAK	Manager, Realty Services	2016/09/09	<b>License Amending Agreement between The City of Mississauga and The Regional Municipality of Peel – Section of the Waterfront Trail (Ward 2)</b>	nominal
PO.13.LAK	Manager, Realty Services	2016/09/14	<b>Consent to Enter Agreement with Peel Housing Corporation o/a Peel Living – Applewood and Serson Creeks Culvert and Creek Improvements Project, Lakeshore Road East (Ward 1)</b>	nominal
PO.13.LAK	Manager, Realty Services	2016/09/14	<b>Consent to Enter Agreement with The Regional Municipality of Peel – Applewood and Serson Creeks Culvert and Creek Improvements Project, Lakeshore Road East (Ward 1)</b>	nominal
PO.13.MAV	Manager, Realty Services	2016/09/21	<b>Consent to Enter Agreement between the Corporation of the City of Mississauga (the “City”) and Orlando Corporation (the “Owner”) to grant the City access to private lands located at Mavis Road and Plymouth Drive (Ward 6)</b>	nominal
PO.13.CLI	Manager, Realty Services	2016/09/29	<b>Licence of Land Agreement between Her Majesty the Queen, in Right of Ontario as Represented by The Minister of Economic Development, Employment and Infrastructure and the Corporation of the City of Mississauga, to Permit Material Staging and Site Access to the Cooksville Creek (Ward 7)</b>	\$1,500.00 plus \$10,000 deposit

**Appendix 3**

Leases, Licenses and other Agreements (City Use)

File: CA.11.DEL

PO.13.ROP	Manager, Realty Services	2016/10/17	<b>Consent to Enter Agreement with Lorne Park Estates Association, Lands at 995 Roper Avenue (Ward 2)</b>	nominal
PO.13.LAK	Manager, Realty Services	2016/10/21	<b>Temporary Access License with Ontario Power Generation Inc. – Applewood and Serson Creeks Culvert and Creek Improvements Project, Lakeshore Road East (Ward 1)</b>	nominal
PO.13.TOR	Commissioner of Corporate Services and Chief Financial Officer	2016/10/27	<b>License of Land for Temporary Use and Access between Her Majesty the Queen in Right of Ontario, as Represented by the Minister of Economic Development, Employment and Infrastructure and The Corporation of the City of Mississauga - Torbram Road Grade Separation Project (Ward 5)</b>	\$202,186.00 + legal fees
PO.13.MAT	Director, Facilities and Property Management	2016/11/24	<b>Lease Extension and Amending Agreement with Her Majesty the Queen in Right of Ontario as represented by The Minister of Economic Development, Employment and Infrastructure, lands located south of Matheson Boulevard East and west of Iceland Arena (Ward 5)</b>	\$21,081.13 for the first 5 years + \$21,1081.13 adjusted by CPI for the next 5 years
PO.13.PAL	Manager, Realty Services	2016/12/15	<b>License Agreement between The Corporation of the City of Mississauga and The Dixie Curling Club Limited – 3071 Palstan Road (Ward 3)</b>	nominal

**Appendix 4**

Leases, Licenses and other Agreements (Third Party Use)  
File: CA.11.DEL

<b>Leases, Licenses and Other Agreements, Third Party Use – July 1, 2016 to December 31, 2016</b>				
<b>File Number</b>	<b>Approved By</b>	<b>Date of Approval</b>	<b>Report</b>	<b>Total Consideratio</b>
PO.13.ENO	Manager, Realty Services	2016/07/15	<b>License Amending Agreement between The Corporation of the City of Mississauga and Tetra Society of North America for the use of a portion of the Derry House located at 875 Enola Avenue for office and meeting space (Ward 1)</b>	\$2,100 including HST
PO.13.BRA	Manager, Realty Services	2016/07/15	<b>License Amending Agreement with Emerald Energy From Waste Inc. – Steam Pipeline within Bramalea Road (Ward 5)</b>	nominal
PO.13.LAK	Manager, Realty Services	2016/08/03	<b>Consent to Enter Agreement between The Corporation of the City of Mississauga and Credit Valley Conservation Authority for the installation of a velocity logger and probe at Richard's Memorial Park (Lornewood Creek) (Ward 2)</b>	nominal
PO.13.DIX	Manager, Realty Services	2016/08/04	<b>Consent to Enter Agreement between the City of Mississauga and the Region of Peel to grant access to City lands know as King's Park located on the north side of Derry Road east of Dixie Road (Ward 5)</b>	nominal
PO.13.DEL	Manager, Realty Services	2016/08/12	<b>Consent to Enter Agreement between the City of Mississauga and the Ministry of Transportation of Ontario to grant MTO access to City lands located along Delgado Drive, between Cuz Avenue and Hentgen Blvd. (Ward 11)</b>	nominal

**Appendix 4**

Leases, Licenses and other Agreements (Third Party Use)

File: CA.11.DEL

PO.13.CRE	Manager, Realty Services	2016/08/18	<b>Consent to Enter Agreement between the City of Mississauga and the Ministry of Transportation of Ontario to grant MTO access to City lands located at 6545 Creditview Road, known as the Harris Farm (Ward 11)</b>	nominal
PO.13.CRE	Manager, Realty Services	2016/08/24	<b>Consent to Enter Agreement between the City of Mississauga and the Ministry of Transportation of Ontario to grant MTO access to City lands located at 6545 Creditview Road, known as the Harris Farm (Ward 11)</b>	nominal
PO.13.MIS	Manager, Realty Services	2016/08/26	<b>License Extension and Amending Agreement between The Corporation of the City of Mississauga and The Streetsville Historical Society for the use of the Leslie Log House located at 4415 Mississauga Road West for archive storage, exhibits, meeting rooms and museum programming (Ward 8)</b>	nominal
PO.13.DUN	Manager, Realty Services	2016/09/19	<b>Consent to Enter Agreement between the City of Mississauga and the Regional Municipality of Peel to grant the Region access to City lands located at Dundas Street West and Mississauga Road (Ward 6)</b>	nominal
PO.13.ROS	Director, Facilities and Property Management	2016/09/21	<b>License Extension and Amending Agreement with Mississauga Minor Basketball Association Inc., Second Floor Space at Hershey Sports Complex (Ward 5)</b>	\$18,000.00 per year for 5 years

**Appendix 4**

Leases, Licenses and other Agreements (Third Party Use)

File: CA.11.DEL

PO.13.DER	Manager, Realty Services	2016/11/22	<b>Licence of Land Agreement between the Corporation of the City of Mississauga and the Malton BIA (Business Improvement Area), to Permit the Installation of a Sign on City Property located at the Paul Coffey Arena (Ward 5)</b>	Nominal + annual utility fee of \$1353.72
PO.13.TRA	Manager, Realty Services	2016/11/29	<b>Consent to Enter Agreement between the City of Mississauga and Dufferin Concrete to grant Dufferin Concrete access to City lands located adjacent to 7481 Tranmere Drive (Ward 5)</b>	nominal
PO.13.FRO	Manager, Realty Services	2016/12/06	<b>Consent to Enter Agreement between the City of Mississauga and the Sunder Group of Companies Ltd. access to City lands located at 15 Front Street South (Ward 1)</b>	\$9,000.00
PO.13.LAK	Manager, Realty Services	2016/12/22	<b>Consent to Enter Amending Agreement for Lakeshore GTA Estates Inc. to Utilize City Owned lands located at 794 Lakeshore Road East (Ward 1)</b>	\$2000.00 for term

**Appendix 5**  
Encroachment Agreements  
File: CA.11.DEL

<b>Encroachment Agreements – July 1, 2016 to December 31, 2016</b>				
<b>File Number</b>	<b>Approved By</b>	<b>Date of Approval</b>	<b>Report</b>	<b>Total Consideratio</b>
PO.16.PRI	Manager, Realty Services	2016/09/30	<b>Release of an Existing Encroachment Agreement for shoring and tiebacks from 388 Prince of Wales Drive and 1 Park Tower (Ward 4)</b>	City's legal fees of \$710 plus HST and registration fee of \$74.72



**REPORT 1-2017**

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Traffic Safety Council presents its first for 2017 and recommends:

TSC-0001-2017

That the PowerPoint presentation by Dorothy Tomiuk, Citizen Member, Mississauga Cycling Advisory Committee be received for information.

(TSC-0001-2017)

TSC-0002-2017

That the request for the placement of a crossing guard at the intersection of Artesian Drive and Colombo Crescent for the students attending Artesian Drive Public School, be denied as the warrants are not met.

(Ward 8)

(TSC-0002-2017)

TSC-0003-2017

1. That Transportation and Works be requested to consider the following:

- a. Conduct a traffic study to determine if the warrants are met for the implementation of an Intersection Pedestrian Signal (IPS) in the vicinity of Bromsgrove Road and Constable Road.
- b. Review the signage in front of Clarkson Secondary School.

2. That the Peel District School Board consider the following:

- a. Paint a loading/drop-off area on the west side of Clarkson Secondary School.
- b. Ensure that the 2 west entrances to Clarkson Secondary School are painted consistently with directional arrows.

(Ward 2)

(TSC-0003-2017)

TSC-0004-2017

That the Principal of Loyola Catholic Secondary School be requested to encourage parents to use the Kiss and Ride to drop off students.

(Ward 8)

(TSC-0004-2017)

TSC-0005-2017

That the request for the placement of a crossing guard at the intersection of Queenston Drive and The Credit Woodlands for the students attending Queenston Drive Public School be denied as the warrants are not met.

(Ward 6)

(TSC-0005-2017)

## TSC-0006-2017

1. That Mississauga Transit be requested to consider moving the bus stop currently located on the north side of Bristol Road West at Huntingfield Drive, one block west to Swift Current Trail, to allow St. Francis Xavier Secondary School students to cross Bristol Road West at a signalized intersection to access the transit bus stop.
2. That Transportation and works be requested to consider the following:
  - a. Review the signage in front of St. Francis Xavier Secondary School.
  - b. Review the feasibility of changing the “No Parking” prohibitions to “No Stopping” on the north side of Bristol Road West, opposite St. Francis Xavier Secondary School.

(Ward 4 & 5)

(TSC-0006-2017)

## TSC-0007-2017

1. That the Principal of St. Hilary Catholic School be requested to consider the following:
  - a. Provide supervision of the Kiss and Ride area in the morning, ensuring that the monitors are wearing Kiss and Ride safety vests.
  - b. Provide to all motorists using the Kiss and Ride area a set of rules and code of conduct, which emphasizes respecting the volunteers and designated staff at the Kiss and Ride area.
  - c. Advise parents of the kindergarten students of the following:
    - To not use the Kiss and Ride to drop-off their children;
    - To park their vehicle on the street, where permitted, and walk their children into the school;
    - use one of the four designated parking spots at the Kindergarten/YMCA drop-off.Alternatively, the Principal may designate a kindergarten staff member to provide escort to the kindergarten students whose parents do use the Kiss and Ride.
2. That the Dufferin-Peel Catholic District School Board be requested to consider the following:
  - a. Paint “No Parking” on the pavement in the Kindergarten/YMCA drop-off area in the two spots not designated for parking.
  - b. Add a “Kiss and Ride Drop-Off” sign at the stop bar closest to the exit driveway.
  - c. Remove the visitor parking in front of the school and relocate it to the parking lot on the north side of the school.
  - d. Designate the parking spots in front of the school for staff only.
  - e. Add a sign “Kindergarten/YMCA Drop-off” at the four designated parking spaces, and one handicapped parking space.

(Ward 5)

(TSC-0007-2017)

## TSC-0008-2017

1. That the request for the placement of a crossing guard at the intersection of Huron Heights Drive and Elia Avenue, for the students attending St. Pio of Pietrelcina Catholic School, be denied as the warrants are not met.
2. That Peel Regional Police be requested to enforce stopping violations at the intersection of Huron Heights and Elia Avenue for the students attending St. Pio of Pietrelcina Catholic School, as time and manpower permits.
3. That the Walking Routes Program Subcommittee be requested to approach the Principal of St. Pio of Pietrelcina Catholic School to discuss possible implementation of a School Walking Routes Program.
4. That Transportation and Works be requested to review the feasibility of painting zebra markings on the north and south legs of the intersection of Huron Heights Drive and Elia Avenue.

(Ward 4)

(TSC-0008-2017)

## TSC-0009-2017

1. That the request for the placement of a crossing guard at the intersection of Eglinton Avenue West and Perennial Drive for the students attending St. Sebastian Catholic Elementary School, be denied as the warrants are not met.
2. That Transportation and Works be requested to review the feasibility of implementing a traffic control signal at the intersection of Eglinton Avenue West and Perennial Drive for the students attending St. Sebastian Catholic Elementary School.
3. That the Principal of St. Sebastian Catholic Elementary School be requested to advise students and parents who normally cross at Eglinton Avenue West and Perennial Drive, to cross Eglinton Avenue West with the crossing guard at located at Tenth Line/Middlesex Gate, one block east at the signalized intersection.
4. That Traffic Safety Council conduct a further site inspection at Eglinton Avenue West and Perennial Drive, for students attending St. Sebastian Catholic Elementary School, if traffic signals are installed.

(Ward 8 & 10)

(TSC-0009-2017)

## TSC-0010-2017

1. That the request for the placement of a crossing guard at 6676 Montevideo Road in front of St. Teresa of Avila Catholic School and the pedestrian tunnel under Montevideo Road at the south end of the school, be denied as the warrants are not met.
2. That Transportation and Works be requested to consider reviewing the U-Turn zone on Montevideo Road in front of St. Teresa of Avila Catholic School.
3. That Peel Regional Police be requested to enforce speed limit and U-Turn violations, once signage is in place on Montevideo Road, in front of St. Teresa of Avila Catholic School, between 3:10 p.m. to 3:40 p.m., as time and manpower permits.

(Ward 9)

(TSC-0010-2017)

TSC-0011-2017

That the request for the placement of a crossing guard on Windwood Drive at the park path, for students attending Settler's Green Public School, be denied as the warrants are not met.

(Ward 9)

(TSC-0011-2017)

TSC-0012-2017

That the email dated December 23, 2016 from Angie Melo, Legislative Coordinator, on behalf of Michelle, area resident, with respect to a request for the placement of a crossing guard at the intersection of Kelly Road and Constable Road for the students attending Hillside Public School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

((Ward 2)

(TSC-0012-2017)

TSC-0013-2017

That the email dated January 13, 2017 from Anna Gentile, Student Transportation of Peel Region (STOPR), requesting a site inspection for a reassessment STOPR will be conducting for students attending St. Albert of Jerusalem Catholic School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 9 & 10)

(TSC-0013-2017)

TSC-0014-2017

That the email dated January 13, 2017 from Ehab James, area resident, requesting the placement of a crossing guard and review of road signs at the intersection of Queenston Drive and Fellmore Drive for the students attending Queenston Drive Public School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 6)

(TSC-0014-2017)

TSC-0015-2017

That the email dated January 19, 2017 from Councillor George Carlson on behalf of area resident, Bernadette Sniatenchuk, requesting a site inspection at the intersection of Novo Star and Western Skies Way, and at Novo Star and Vicar Gate, for the students attending St. Veronica Elementary School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 11)

(TSC-0015-2017)

TSC-0016-2017

That the email dated November 30, 2016 from Councillor Carolyn Parish on behalf of area resident Andrea De La Cruz, requesting a site inspection at 220 Forum Drive for the students attending Nahani Way Public School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 4)

(TSC-0016-2017)

TSC-0017-2107

That the request for a site inspection received from Councillor Chris Fonseca with respect to traffic concerns in the area of Brian Fleming Public School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 3)

(TSC-0017-2017)

TSC-0018-2017

That the letter dated December 12, 2016 from the Director of Education, Peel District School Board advising that Robert Crocker, Trustee, Wards 6 & 11, was appointed as the Board's representative to the Traffic Safety Council, be received for information

(TSC-0018-2017)

TSC-0019-2107

That the Reports from the Manager of Parking Enforcement with respect to parking enforcement in school zones for the month of November and December 2016, be received for information.

(TSC-0019-2017)

TSC-0020-2017

That the Action Items List from the Transportation and Works Department for the month of November 2016, be received for information.

(TSC-0020-2017)

**REPORT 1-2017**

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Accessibility Advisory Committee presents its first report for 2017 and recommends:

AAC-0001-2017

1. That the document dated February 2017, entitled Community Engagement building our strategy, be received for information.
2. That the Members of the Mississauga Accessibility Advisory Committee's feedback provided to Liz Nield, Consultant, regarding Community Engagement Strategy, be received.

(AAC-0001-2017)

AAC-0002-2017

1. That the Draft 2016 Annual Report of the Multi-Year Accessibility Plan and 2016 MiWay Annual Accessibility Report, be received for information.
2. That the Mississauga Accessibility Advisory Committee is in full support of the Draft 2016 Annual Report of the Multi-Year Accessibility Plan and 2016 MiWay Annual Accessibility Report as presented.

(AAC-0002-2017)

AAC-0003-2017

That the verbal update provided by Asim Zaidi, Mississauga Accessibility Advisory Committee Citizen Member, with respect to the National Access Awareness week, be received for information.

(AAC-0003-2017)

AAC-0004-2017

That the verbal update provided by Diana Simpson, Accessibility Coordinator, with respect to Accessible Cities Awards, be received for information.

(AAC-0004-2017)

AAC-0005-2017

That the AAC Pending Work Plan Items chart updated for the February 6, 2017 meeting of the Mississauga Accessibility Advisory Committee, be approved as amended.

(AAC-0005-2017)

AAC-0006-2017

1. That the Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee Report dated November 28, 2016, be received as amended;
2. That the presentation regarding Mississauga Legends Row Project to the Facility Accessibility Design Subcommittee on November 28, 2016, be received;
3. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Mississauga Legends Row Project.

(AAC-0006-2017)

AAC-0007-2017

1. That the Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee Report dated December 19, 2016, be received.
2. That the presentations regarding the Mavis Road Environmental Assessment Study, the Square One Drive Extension Environmental Assessment Study, the Credit River Active Transportation Crossings Project, and the Sheridan Park Drive Extension Environmental Assessment Study to the Facility Accessibility Design Subcommittee on December 19, 2016, be received;
3. That subject to the comments on the presentations, the Facility Accessibility Design Subcommittee is satisfied with the designs and plans of the Mavis Road Environmental Assessment Study, the Square One Drive Extension Environmental Assessment Study, the Credit River Active Transportation Crossings Project, and the Sheridan Park Drive Extension Environmental Assessment Study.

(AAC-0007-2017)

AAC-0008-2017

That the Toronto Star Article on housing be received for information.

(AAC-0008-2017)

AAC-0009-2017

That the email dated January 1, 2017, from Chris Schafer, Uber Public Policy Manager, Canada, with respect to Uber: Deaf Uber Drivers (Accessibility), be received for information.

(AAC-0009-2017)

**REPORT 1-2017**

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Environmental Action Committee presents its first for 2017 and recommends:

EAC-0001-2017

That the deputation and associated PowerPoint presentation by Eashan Karnik, UTM Student Representative Member, Austin Oude Reimerink, and Michael Lee, UTM Students, with respect to the Show Me The Green Event, be received.

(EAC-0037-2016)

EAC-0002-2017

That the deputation and associated PowerPoint presentation by Julius Lindsay, Community Energy Specialist, with respect to Climate Change Action Plan, be received.

(EAC-0002-2017)

EAC-0003-2017

That the Environmental Action Committee's Work Plan 2015-2018 be received.

(EAC-0003-2017)

EAC-0004-2017

That the email dated February 2, 2017 from Joanne Deidun-Roork, Owner/Director of The Little Green Schoolhouse Inc., with respect to her resignation from the Environmental Action Committee be received.

(EAC-0004-2016)

EAC-0005-2017

That the Environmental Action Committee's Environmental Actions Summary 2015-2018, be received.

(EAC-0042-2017)

EAC-0006-2017

That the memorandum dated August 30, 2016 from the Legislative Coordinator with respect to the Environmental Action Committee 2017 meeting dates, be received.

(EAC-0006-2017)