



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** October 19, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

General Committee

DEC 05 2012

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

**SUBJECT:** Request for an Exemption to Section 22 (2) of the Animal Care and Control By-law 0098-04, as amended, to permit an existing Pigeon Enclosure at 3292 Oakglade Crescent, Ward 6

**RECOMMENDATION:** That a By-law (Appendix 1) to grant an exemption the Animal Care and Control By-law 0098-2004, as amended, be enacted exempting the existing pigeon enclosure located in the rear yard at 3292 Oakglade Crescent, being a detached residential property owned by Mr. Leszek Chrusciak, from Section 22 (2) of the Animal Care and Control By-law 0098-04, as amended.

**REPORT  
HIGHLIGHTS:**

- This report sets out the background information related to the exemption request received, the current status of the property and area residents' support in favour of the exemption request.

**BACKGROUND:**

On May 16, 2011, staff from the Compliance and Licensing Enforcement section of the Enforcement Division received a complaint concerning a pigeon enclosure located at 3292 Oakglade Crescent. Upon investigation, it was determined that a pigeon enclosure did exist in the rear yard in contravention of Section 22 (2) of the Animal Care and Control By-law 0098-04, as amended.

**“22) Except for the keeping of animals on lands zoned and used for agricultural purposes.**

....

**(2) no person shall keep or cause to be kept a pigeon enclosure outside a building or structure unless the enclosure is located at least 6.1 metres (20 feet) from the property line.”**

In addition, the inspection revealed that the property was also in contravention of Section 4.1.2.1 of the Zoning By-law 0225-2007. This section permits a maximum of one accessory building whereas the rear yard of the property contained two accessory buildings consisting of the pigeon enclosure and a storage shed attached to the rear of the pigeon enclosure. Further, the storage shed was also in contravention of the minimum setback requirements set out in Table 4.1.2.2 of the Zoning By-law.

A Notice of Contravention was issued to Mr. Leszek Chrusciak to remove the pigeon enclosure by June 27, 2011 as it is not possible to reposition the current enclosure in a location that would be in compliance with the by-law requirements.

On July 19, 2011, Compliance and Licensing Enforcement staff received a letter dated July 17, 2011 requesting an exemption to permit the pigeon enclosure to remain in its current location. The owner was given written notification on July 21, 2011 by Compliance and Licensing Enforcement staff that an exemption must be requested through the City of Mississauga Clerk's Department as authority to grant an exemption rests with the Mayor and Members of Council. Mr. Leszek Chrusciak provided the Clerk's Department with his letter dated August 11, 2011 requesting an exemption to the by-law (Appendix 2).

On February 3, 2012 the Corporate Report dated February 3, 2012 from the Commissioner of Transportation and Works with respect to a request for an exemption to Section 22(2) of the Animal Care and Control By-law 0098-04, as amended for a pigeon enclosure for

3292 Oakglade Crescent was referred to staff to report back at a future General Committee meeting.

**COMMENTS:**

Compliance and Licensing Enforcement staff have inspected the location and diagram documentation is attached (Appendix 3). Photographs were also taken of the pigeon enclosure and the accessory structures (Appendix 4).

The property in question is a detached residential dwelling on Oakglade Crescent. The rear yard is 15.04 metres (49 feet, 4 inches) wide and has a depth of 11.5 metres (37 feet, 9 inches).

The rear yard of the property contains two separate accessory buildings. The City of Mississauga Zoning By-law 0225-2007, allows for one accessory building on the property. Committee of Adjustment approval would be required to bring the accessory buildings into conformance with the Zoning By-law. Enforcement of the zoning contraventions have been put on hold pending the results of the exemption request.

The pigeon enclosure is 3.56 metres (11 feet, 8 inches) wide and 1.9 metres (6 feet, 3 inches) deep. The structure was measured at 2.9 metres (9 feet, 7 inches) to the peak of the roof. The pigeon enclosure is not within the permitted property line setback requirements as stated within Section 22 (2) of the Animal Care and Control By-law 0098-04, as amended.

A separate attached storage area is connected to the rear of the pigeon enclosure. The separate attached storage area is 2.24 metres (7 feet, 4 inches) at its widest point along the property line and 1.83 metres (6 feet) in length.

The attached storage area is not square in shape and has been added to the rear of the pigeon enclosure. The accessory storage area has a 0.3 metres (1 foot) setback that spans along the back property line and is 0.3 metres (1 foot) from the side lot line spanning outward from the side property line on an angle. The accessory storage structure would not currently meet the minimum zoning setback of 0.61 metres (2 feet).

The storage area and the rear corner of the pigeon enclosure is 0.76 metres (2 feet, 6 inches) from the property line.

The exemption request submitted by Mr. Leszek Chrusciak indicates that he wishes to be granted an exemption so that the rear lot set back for the pigeon enclosure can be altered from 6.1 metres (20 feet) to 1 metre (3 feet, 3 inches). The current location of the pigeon enclosure would not currently meet these requirements. The current setback is 0.61 metres (2 feet) from the rear lot line and 0.76 metres (2 feet, 6 inches) from the side property line.

Documentation associated with the exemption indicates that the structure has been used as a pigeon enclosure for five years and is home to 40 pigeons.

Documentation dated October 27, 2011 from The Mississauga Racing Pigeon Club has been received in support of the exemption request and confirms that Mr. Leszek Chrusciak has been an active member of the Club for over six years (Appendix 5).

The applicant has also provided a list of neighbours who he advises have no objection to the pigeon enclosure (Appendix 6). To date Compliance and Licensing Enforcement staff have no outstanding complaints regarding the pigeon enclosure.

**FINANCIAL IMPACT:** Not Applicable.

**CONCLUSION:** Staff recommend that the request for exemption be approved.

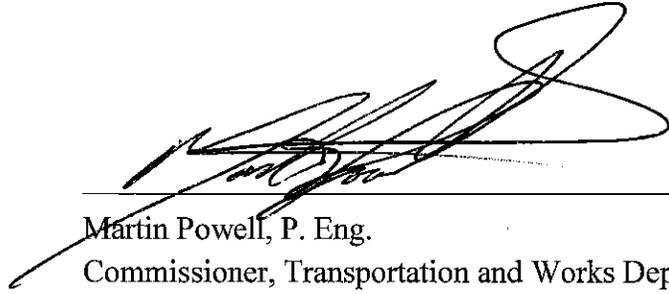
**ATTACHMENTS:**

- Appendix 1: Draft Pigeon Enclosure Exemption By-law for 3292 Oakglade Crescent
- Appendix 2: Exemption request from Mr. Leszek Chrusciak dated August 11, 2011
- Appendix 3: Diagram and Area information

Appendix 4: Inspection Photographs

Appendix 5: Letter of Support from the Mississauga Racing Pigeon Club dated October 27, 2011

Appendix 6: Neighbour non-objection list



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

*Prepared By: Douglas Meehan, Manager, Compliance and  
Licensing Enforcement*

MF:DM:jmk

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A by-law to provide for an exemption to By-law No. 0098-2004, as amended, being the City's Animal Care and Control By-law.

**WHEREAS** section 9 and 11 of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, allow municipalities to enact by-laws to regulate or prohibit animals;

**AND WHEREAS** subsection 8(3) of the *Municipal Act, 2001* provides that a by-law under section 11 of that *Act* respecting a matter may regulate or prohibit and, as part of the power to regulate or prohibit respecting the matter, may require a person to do things respecting the matter, or may provide for a system of permits respecting the matter;

**AND WHEREAS** the Council of The Corporation of the City of Mississauga finds it appropriate to exempt the current owner of the municipal property a 3292 Oakglade Crescent from the requirements section 22 (2) of the Animal Care and Control By-law 0098-04, as amended;

**NOW THEREFORE** the Council of The Corporation of the City of Mississauga. ENACTS as follows:

1. Section 22 (2) of the Animal Care and Control By-law 0098-04, as amended, shall not be applicable to the owners of the property municipally known as 3292 Oakglade Crescent, for the existing pigeon enclosure located on the said property.
2. All other requirements and provisions of By-law 0098-2004, as amended, shall continue to be applicable and effective notwithstanding section 13 of this By-law.
3. Nothing in this By-law shall affect or exempt any person from any requirements of the City of Mississauga Zoning By-law 0225-07, as amended, or any other applicable laws and By-law.
4. This By-law is deemed repealed on the date that any of the following taking place:
  - 1) the current owners no longer have title to the property municipally known as 3292 Oakglade Crescent.
  - 2) By-law 0098-2004, as amended, is repealed.

ENACTED AND PASSED this

day of

2012



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MAYOR

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CLERK

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AUG 18 2011

ENFORCEMENT

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APPENDIX 2

COUNCIL AGENDA  
SEP 14 2011

Leszek Chrusciak  
3292 Oakglade Cres.  
Mississauga, Ontario  
August 11, 2011

Dear Legislative Coordinator,

I am writing this letter to request and exemption to Animal By-Law 512-83 Section 11, Subsection 1. I wish to be granted an exemption so that the rear lot setback for my racing pigeon shed can be altered from 6.1 metres to 1 metre.

I am a member of the Mississauga Racing Pigeon Club and have been actively racing for 5 years. I have always had very good relationships with my neighbors. My racing pigeons are trained to land only on the shed and roof and to enter the coop quickly. In order to win races they need to be trained in this manner. However, there are many wild pigeons in the area that are attracted to bird feeders and mine were mistaken for these. My backyard fence is surrounded by trees, which separate the pigeon shed from my neighbor's yards. During these 5 years I have never received any complaints about my pigeons. On August 10<sup>th</sup> I went door to door to my neighbors asking them if my birds were bothering them. Most of my neighbors said not at all and weren't even aware that I had pigeons. I will provide a list of the neighbors I talked to. There was only one person (my neighbor Bob) who lives beside me on 3296 Oakglade cres. He said he doesn't like them because they fly over his house. I was really surprised that they were bothering Bob after 5 years of having my pigeons. I am a considerate member of the community and always been very happy to discuss my hobby. I am asking you to show me some consideration and grant me an exception to the rear lot setback.

Thank You,

*L. Chrusciak*

Leszek Chrusciak

<input type="checkbox"/> Receive	<input type="checkbox"/> Resolution
<input checked="" type="checkbox"/> Direction Required	<input type="checkbox"/> Resolution / By-Law
<input type="checkbox"/> Community Services	For
<input type="checkbox"/> Corporate Services	<input type="checkbox"/> Appropriate Action
<input type="checkbox"/> Planning & Building	<input type="checkbox"/> Information
<input type="checkbox"/> Transportation & Works	<input type="checkbox"/> Reply
	<input type="checkbox"/> Report

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### Addressing my Pigeon Loft

I would first like to introduce myself as Leszek Chrusciak, 11 years resident in the Mississauga area and lifelong supporter of the pigeon racing sport.

I first fell in love with the sport of pigeon racing in Poland and for almost 25 years I raced my pigeons there winning many championships. After immigrating to Canada almost 22 years ago I was unaware that pigeons were also raced here and thus did not restart in the sport earlier. Currently here in Mississauga there are approximately 50 pigeon racers separated into two clubs. Over the past 5 years I personally have raced in both clubs but currently belong in the Mississauga Racing Pigeon Club. I am also a member of the CRPU, the Canadian Racing Pigeon Union to which all flyers in Canada belong. All my birds are banded and thus have a personal identification.

The racing pigeon season stretches from the first week for May to mid September encompassing both the old bird and young bird (those born this year) races with a two-week break in between. It is during this time of year that you see my birds a bit more often as they are sent on a short training flights that allows them to get familiar with the surrounding area thus allowing them to return to the coop much faster during actual races. Other than these training flights that occur once or twice a week, my pigeons are let out daily only once in the early morning to keep them healthy and happy. Otherwise my pigeons are locked in the loft in order that they do not bother anyone in the community during the day. Even during these daily flights I do not permit my birds to land on any of the surrounding houses and have trained the birds to come back to the coop when they are called in to feed them. Any birds that are seen flying around the neighborhood outside of the morning hours are not mine and belong to other racers or to several individuals that keep wild, unbanded pigeons in the local area. Outside the racing season my pigeons are let out much less frequently especially during the colder winter months.

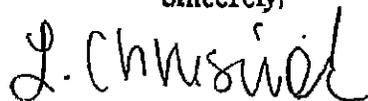
I personally take great time and care to make sure that all my pigeons are happy and healthy. Twice a year all of my birds are vaccinated against all known diseases that affect pigeons and other

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captive birds such as chickens. I also try to keep my loft clean of droppings by cleaning it twice a day. To keep my birds in top racing form, they are fed a wide variety of seed and periodically their diet is supplemented with vitamins and herbs to help their chances of returning faster from a race. I would also like to say that pigeons do not carry or spread the West Nile Virus as stated in an article that I read written by Gordon A. Chalmers, a vet from Let bridge Alberta. I will provide copies of this article to who ever is interested.

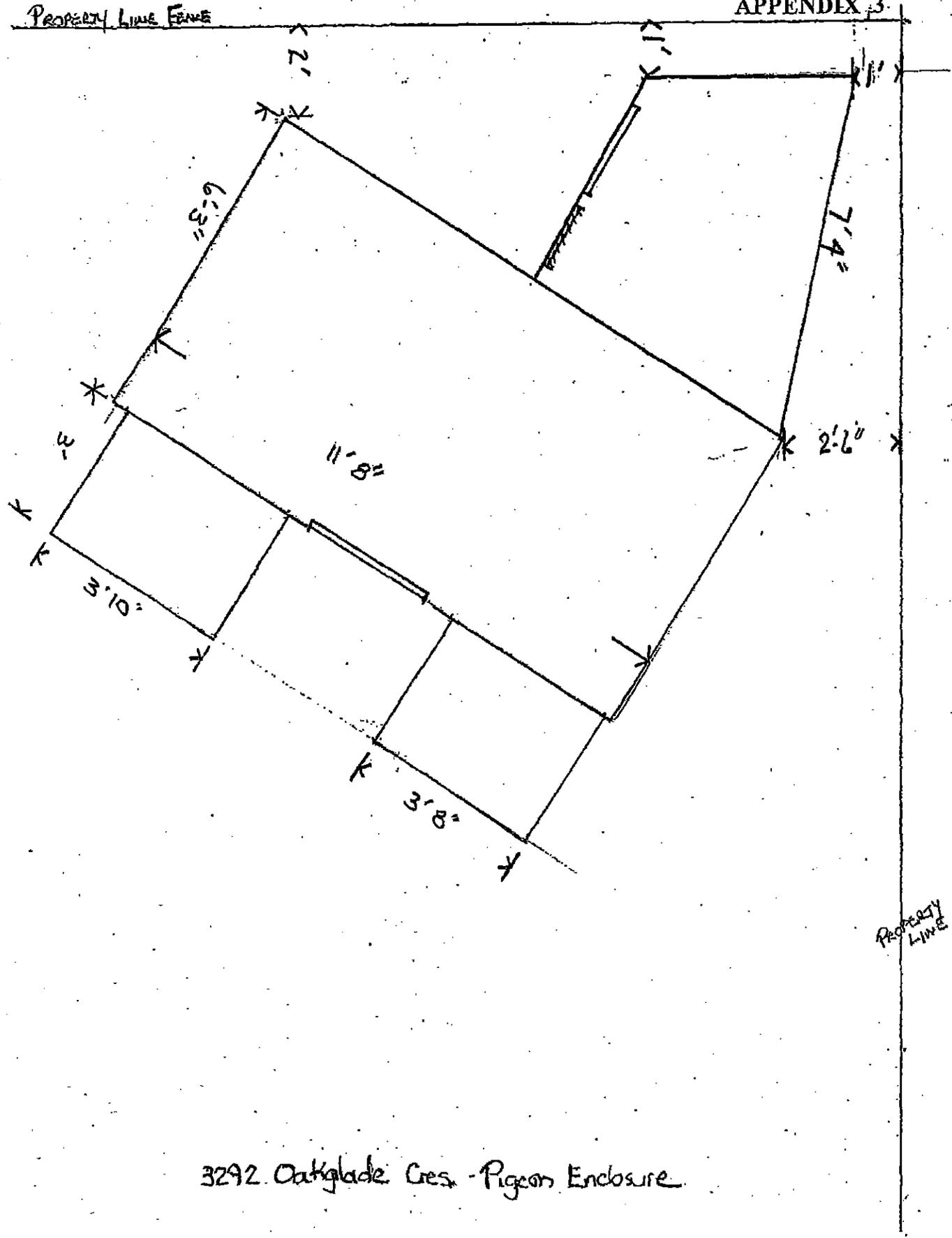
In conclusion, I would like to thank you for taking the time to read this letter and I very much appreciate your understanding in my unique hobby. I will strive very hard in the future so that my birds do not become a problem to the community so that I may keep the hobby that I love for many years to come. If you have any further questions please do not hesitate to ask. You can call me at (905) 617 0430 & (905) 276 6629 or I invite you personally to my loft at 3292 Oakglade Cres. so that you can see it for yourself. Once again thank you and have a wonderful year.

Sincerely,



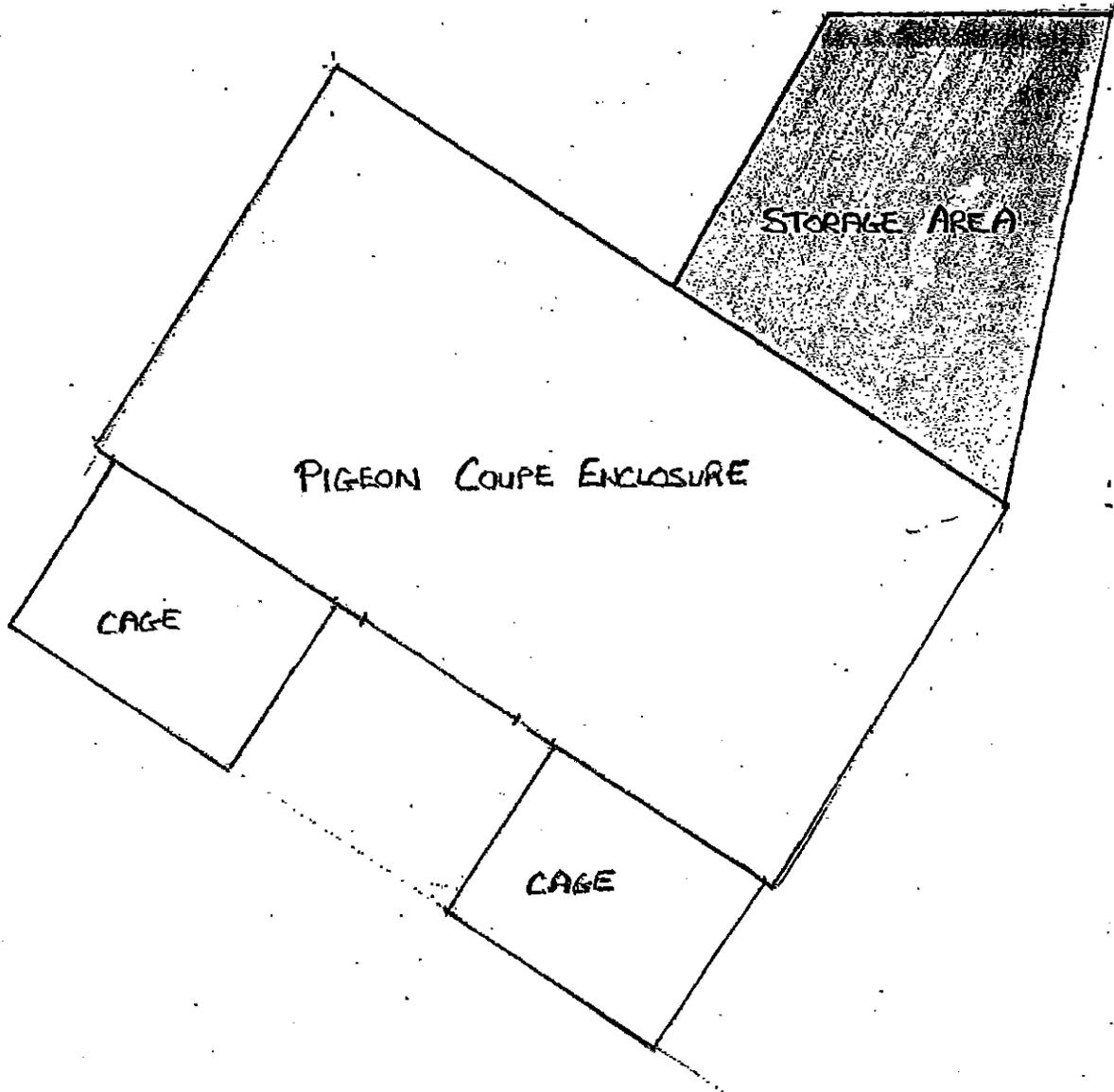
Leszek Chrusciak

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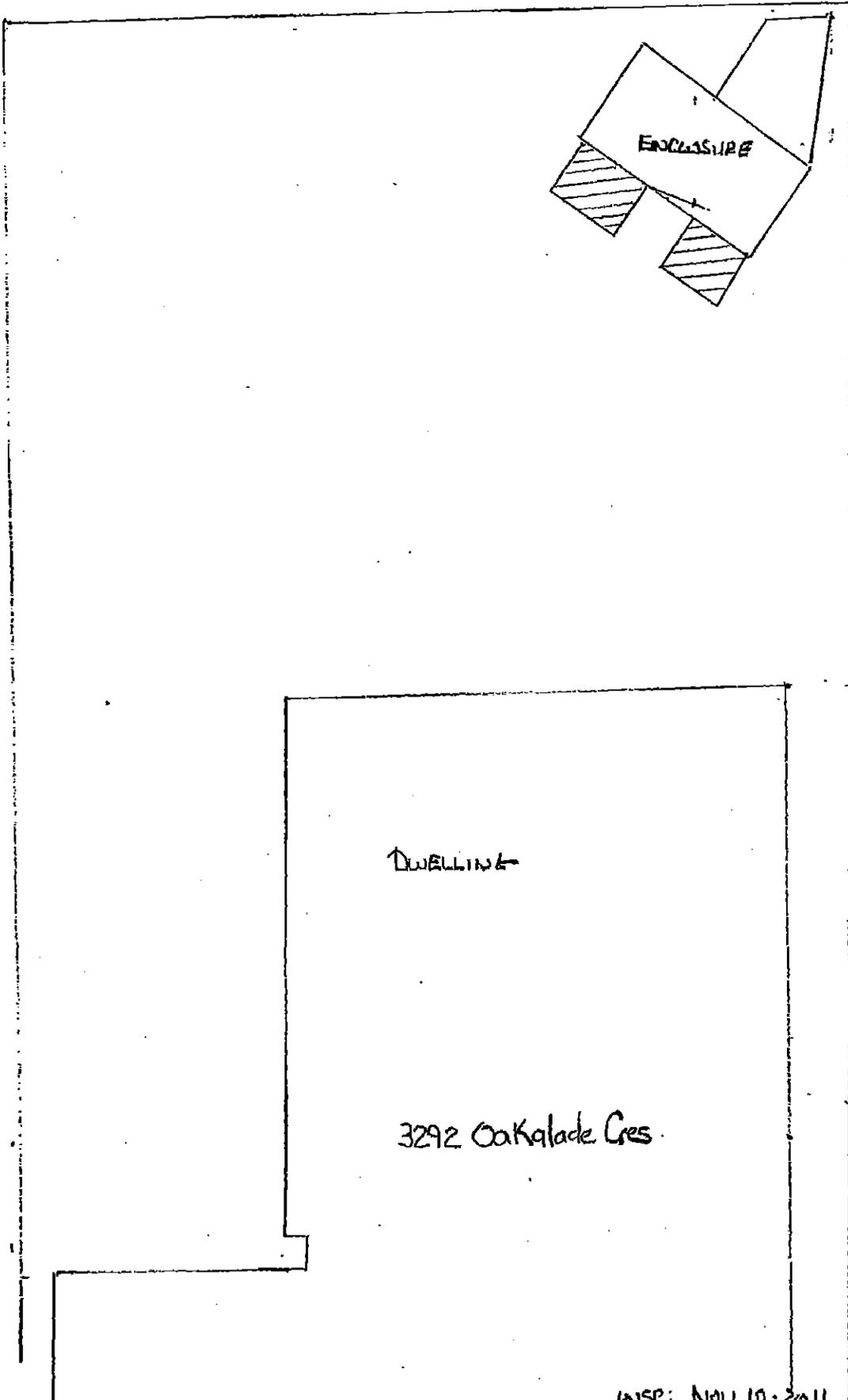
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3292 Oakglade Cres - Pigeon Enclosure

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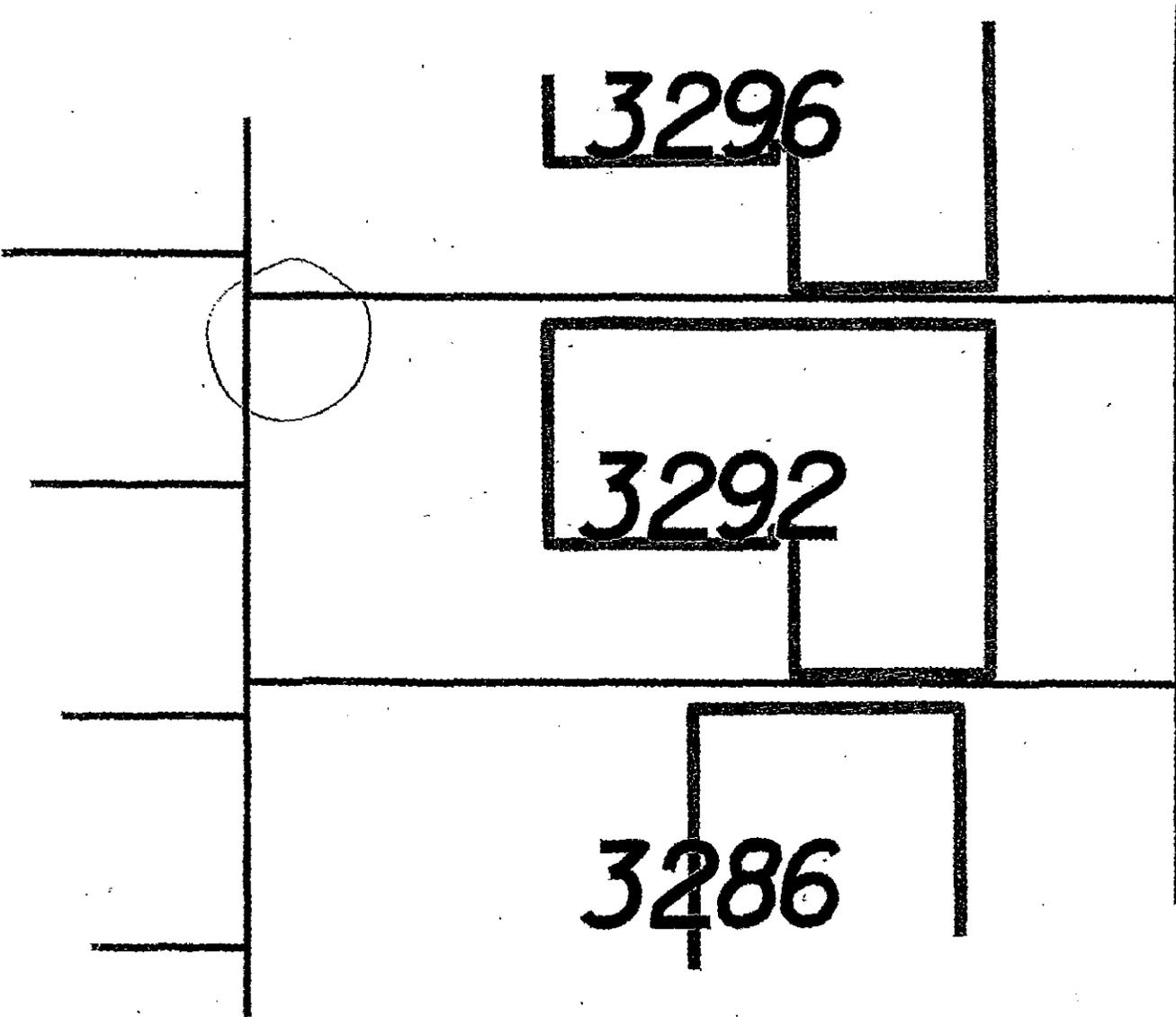
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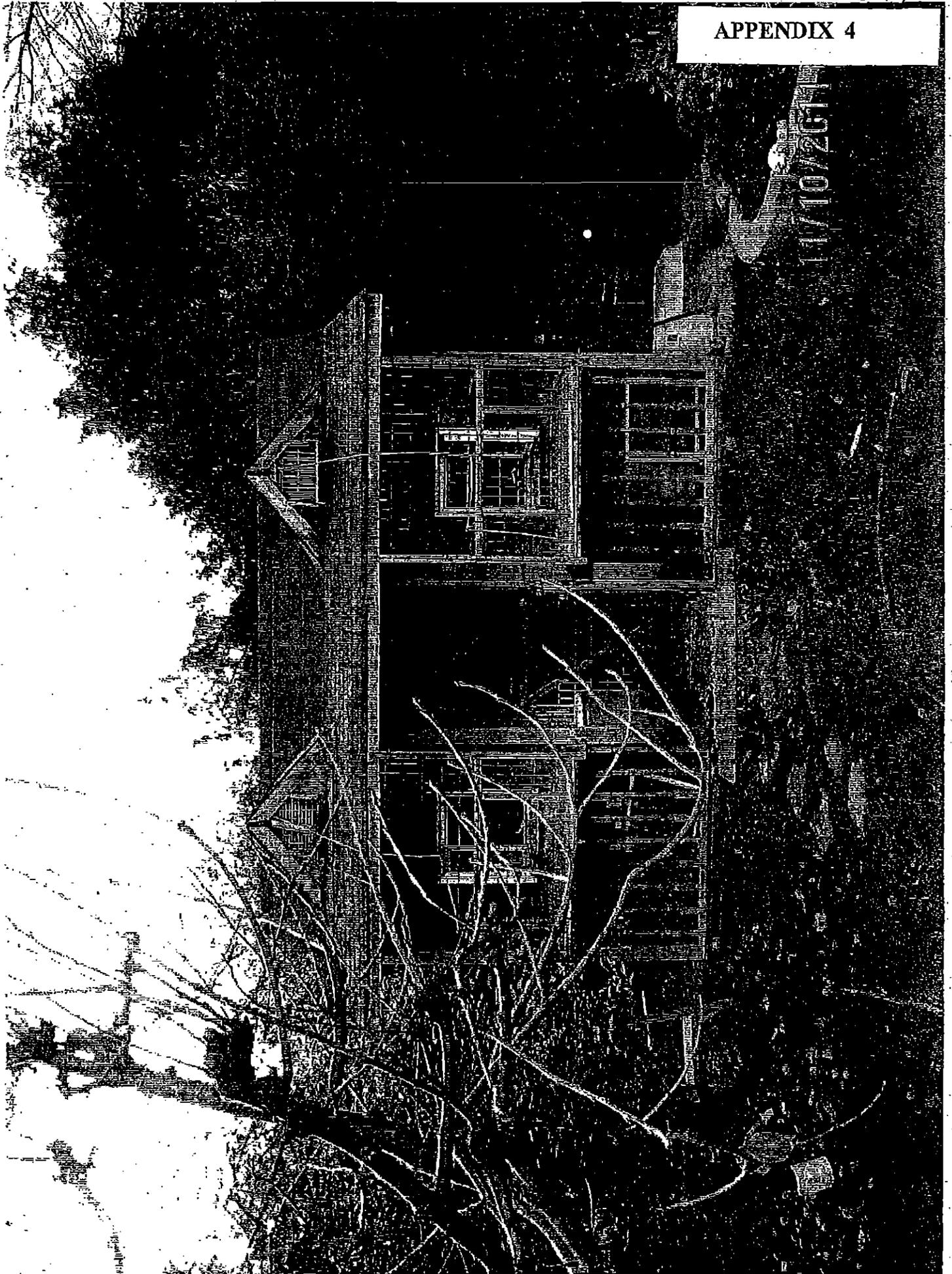
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APPENDIX 4

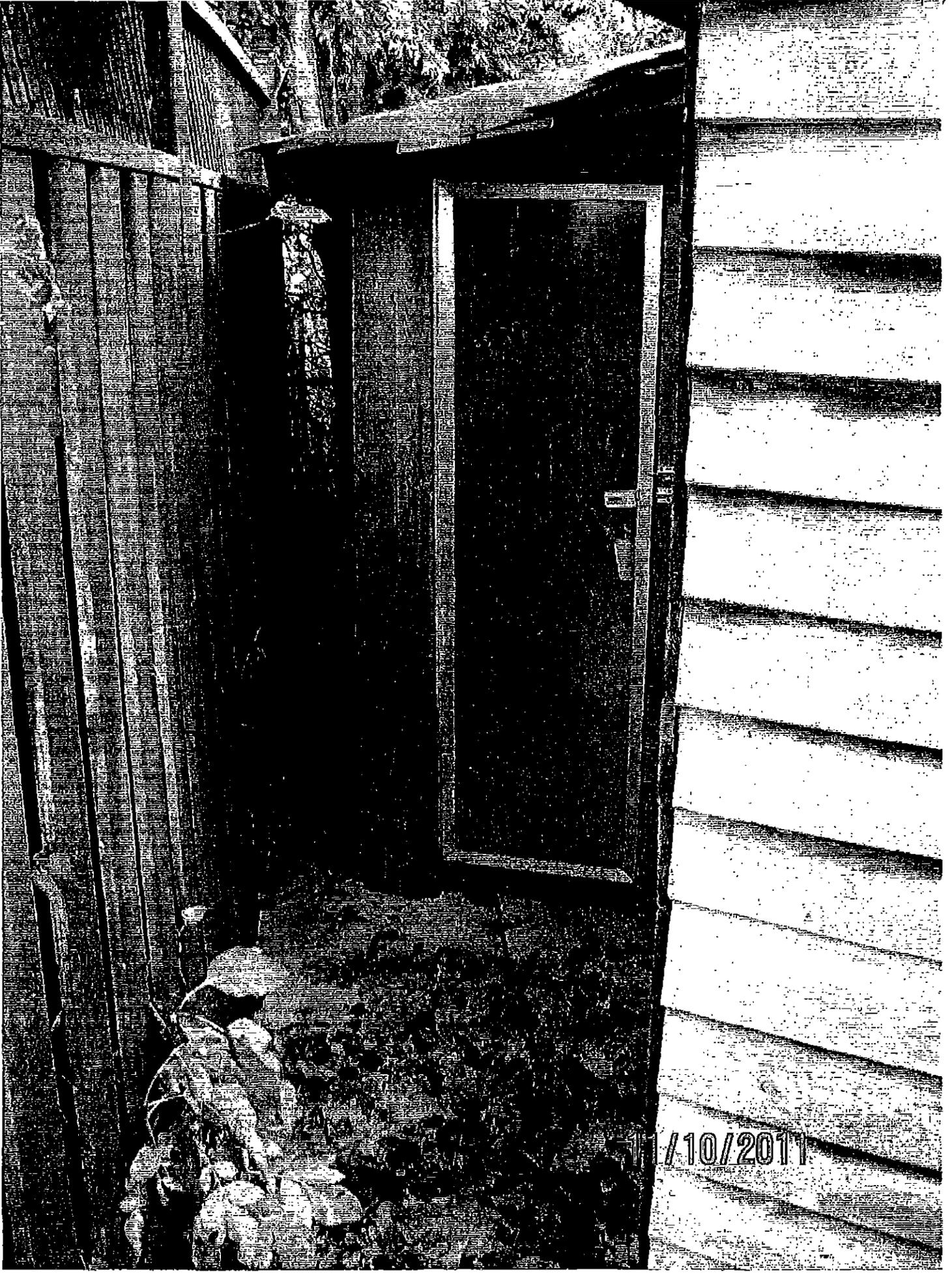


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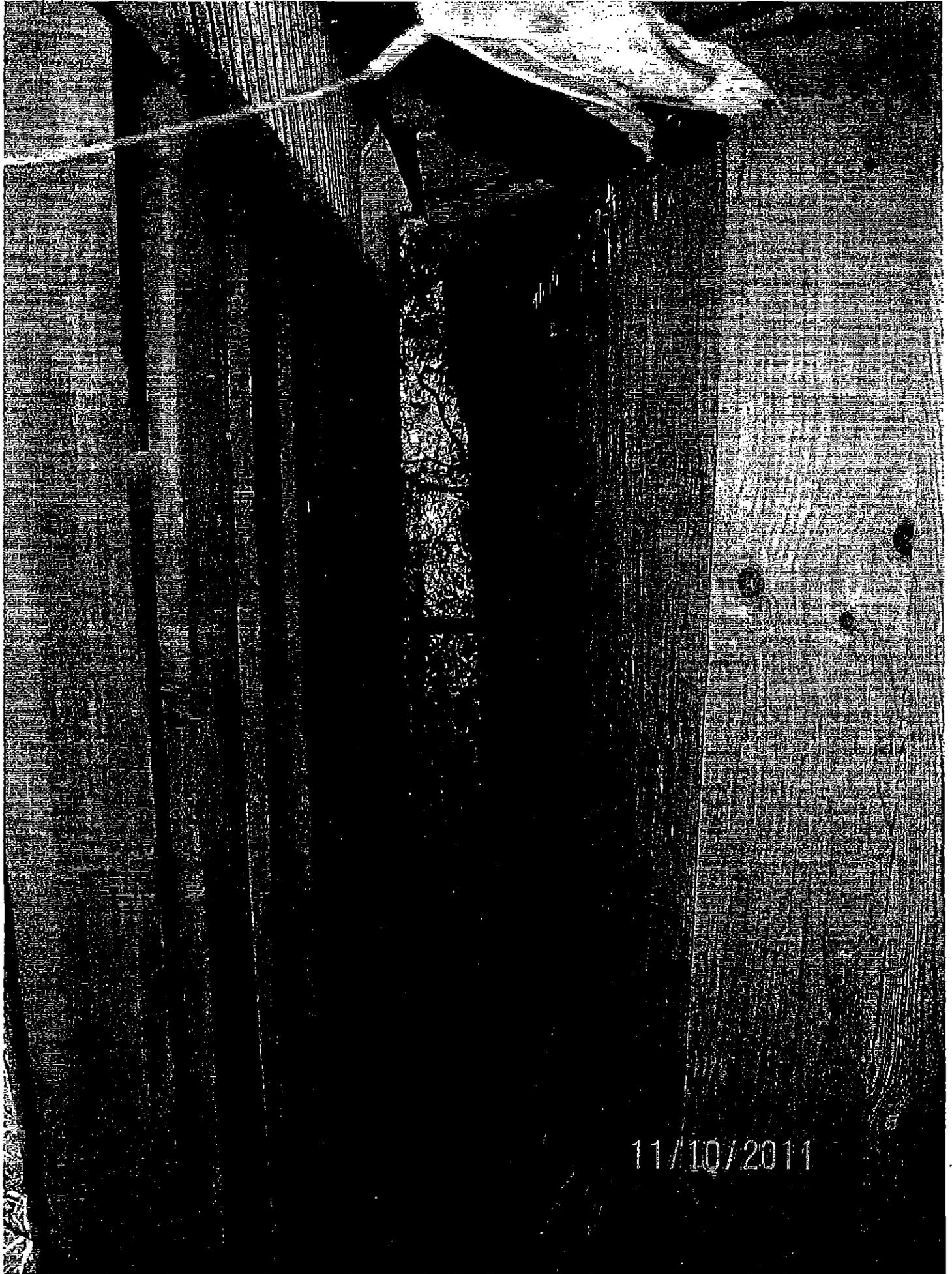


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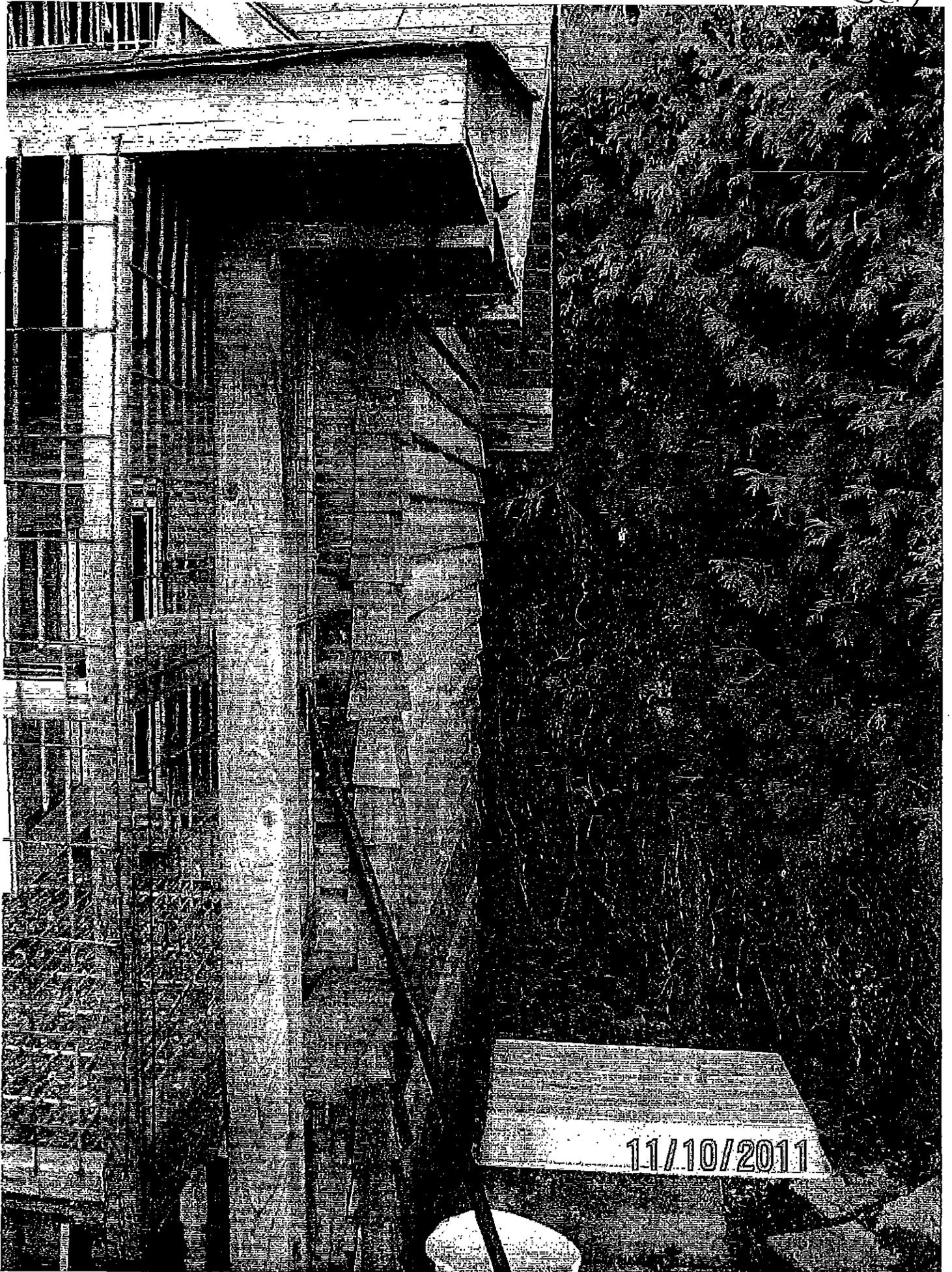
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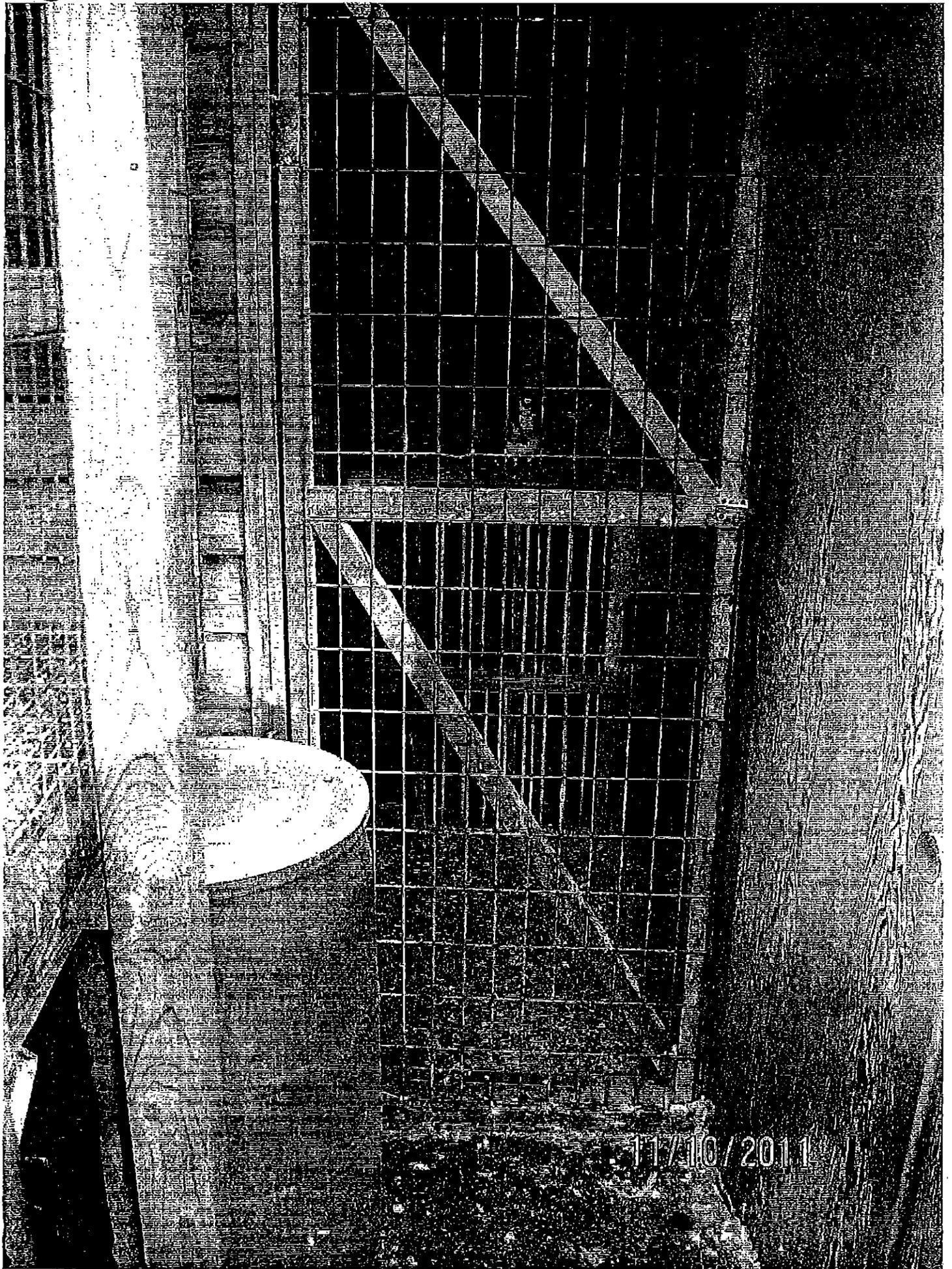
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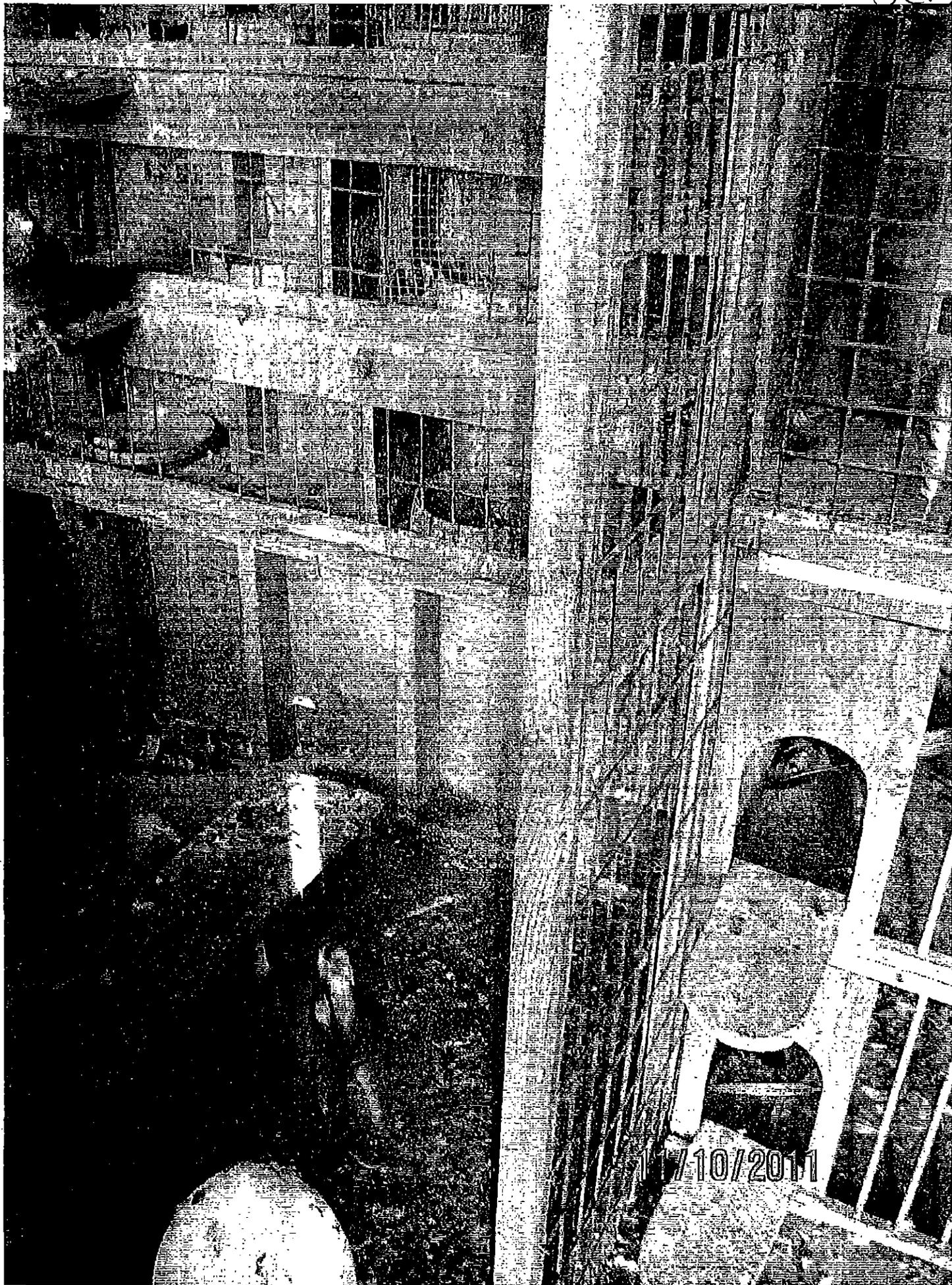
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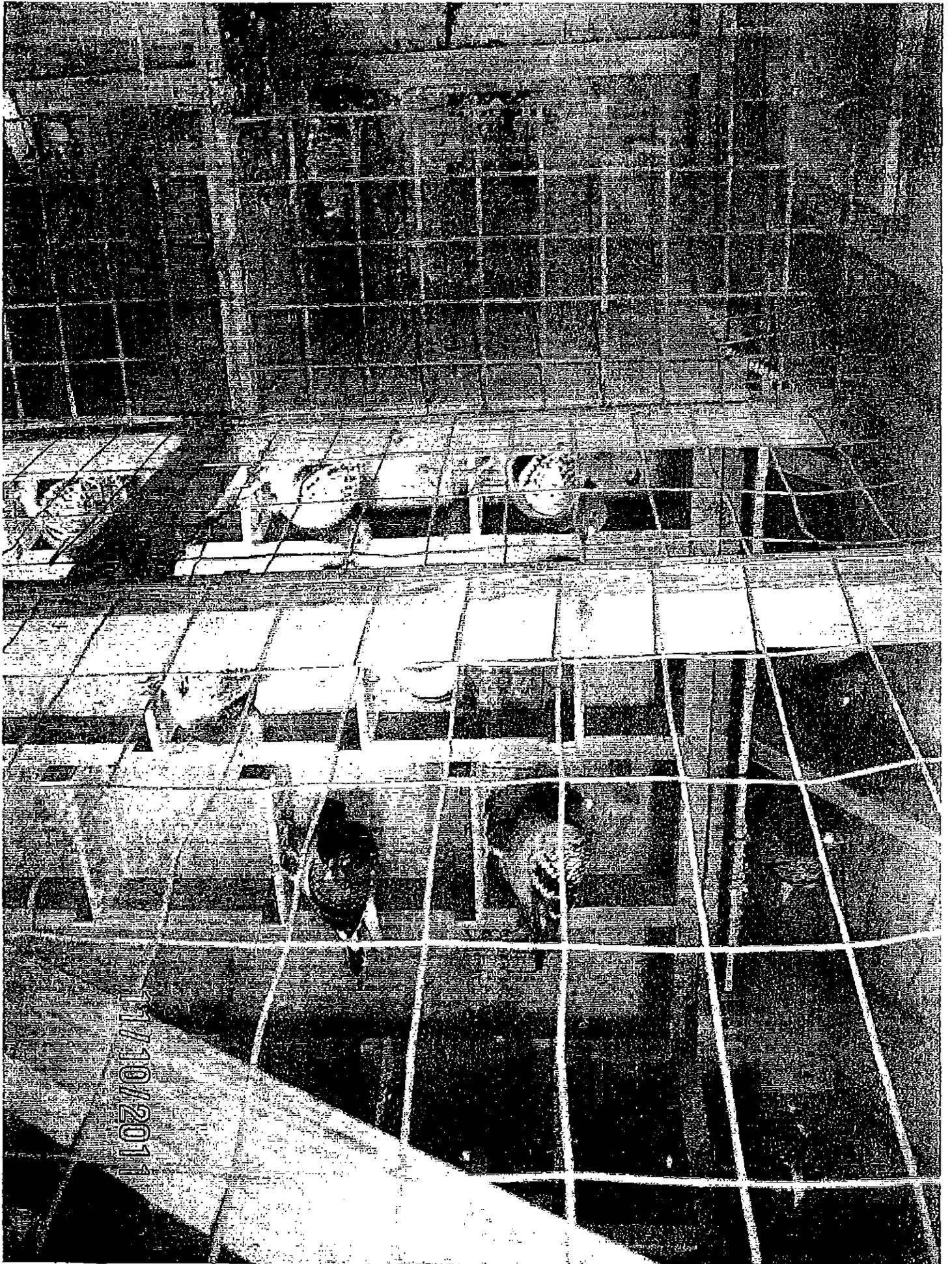
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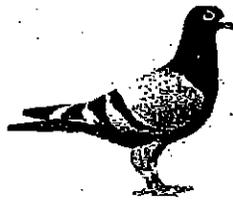


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APPENDIX 5

The Mississauga Racing Pigeon Club

President: Kazimer Wyrebek

Secretary - Treasurer: Franco Bisceglia

October 27, 2011

City of Mississauga

Animal Control By-law

We are sending this letter on behalf of The Mississauga Racing Pigeon Club concerning a complaint against one of our club members, Leszek Chrusciak. The nature of the complaint was of improper housing of racing pigeons. Little is known or understood about the pigeon hobby, especially the competitive flying of sporting pigeons which include racing, tumbling and high flying pigeons.

The Mississauga Racing Pigeon Club has been an affiliated club in good standing with the city for over 30 years and has been active in the area for over 40 years. This club is under the Canadian Racing Pigeon Union Incorporated. Our racing pigeons are valued at hundreds and thousands of dollars each. The sport is a sophisticated organization that involves local, regional, national and international chapters. We deal with competitive racing release points from 150 km to 800 km and are flying the descendants of the racing pigeons that saved thousands of military and civilian lives during the two great wars.

Leszek Chrusciak has been an active member for over 6 years, and has great standings with all the members in the club and with the C.U. The loft and birds are in good condition; they are fed healthy diets, given appropriate medication, and are vaccinated twice a year for disease prevention to ensure maximum health and vigor. The birds due return and enter the loft quickly to win races, and Leszek Chrusciak does not have any birds loitering to his neighbor's houses.

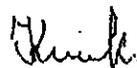
It is also said that 40 contained pigeons make far less noise or odor than one barking dog in a backyard pen.

On behalf of The Mississauga Racing Pigeon Club we feel Leszek Chrusciak is an asset and valued member to the club and community, and is in good standings with us.

We hope this gives a better understanding of Racing Pigeon hobbyists.

Thank you

Sincerely,

  
Kazimer Wyrebek

(President)

  
Franco Bisceglia

(Secretary- Treasurer)

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List of Neighbors who Have No Objection to Pigeon Disclosure

- **D.Sheridan**  
3282 Oakglade cres.
- **Oleg Kovalov**  
3276 Oakglade cres.
- **M.Quah**  
3266 Oakglade cres.
- **G. Klipa-Vasic**  
3260 Oakglade cres.
- **S. Campbell**  
3281 Oakglade cres.
- **C.Choi**  
3285 Oakglade cres.
- **D.Generala**  
3291 Oakglade cres.
- **T.Philips**  
3302 Oakglade cres.
- **M.Ramzan**  
3306 Oakglade cres.
- **E&T Severiano**  
3305 Oakglade cres.
- **John Harasym**  
3310 Oakglade cres.

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Here is the list of my closest neighbors on Oakglade who I have spoken with and do not mind my pigeons.

3286- Elizabeth

3282- Stephen

3276- Olga

3272- John

3261- Anne Anderson

3265- John Attard

3271- Edith Morgan

3285- Chan

3281- Camp

3291- Jadwiga

3306- Flaz



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** November 19, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

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

**SUBJECT:** **Contract Upset Limit Increase**  
**The Hauling of Waste from City Facilities**  
**Procurement FA.49.372-11**

General Committee

DEC 05 2012

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**RECOMMENDATION:** That the Purchasing Agent be authorized to increase the upset limit of the existing Purchase Order No. 4600013458 from \$470,584.00 (excluding tax) to \$570,584.00 (excluding tax) to enable Rexdale Disposal Ltd., under the Hauling of Waste from City Facilities (Procurement No. FA.49.372-11) to complete the services at the various City of Mississauga facilities to the end of 2012.

**BACKGROUND:** The Hauling of Waste from City Facilities contract consists of the supply of containers and the hauling and disposal of garbage, wood and cardboard from various City of Mississauga facilities.

Following a competitive procurement process for the Hauling of Waste from City Facilities throughout the City of Mississauga, a two-year contract was awarded to Rexdale Disposal Ltd. from April 1, 2011 until March 31, 2013 at a contract value of \$470,584.00 (excluding taxes).

The year's current forecast for use of the waste bins for the remainder of the contract and the increased use by our facilities due to the low

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cost for disposal has our quantities significantly higher than what was previously estimated.

**COMMENTS:**

The Hauling of Waste from City Facilities contract supplies containers for a total of thirteen service locations as well as temporary waste containers for various City events. The current contract upset limit is not sufficient to meet the current forecast for the remainder of the contract. In order to meet our obligations, an increase to the Hauling of Waste from City Facilities contract is required.

Rexdale Disposal Ltd., the successful bidder for the Hauling of Waste from City Facilities, has provided the City with an excellent level of service. Among the benefits provided by Rexdale Disposal Ltd. for the City of Mississauga are: efficiency, consistent quality, reliability, cost effective delivery and quality service.

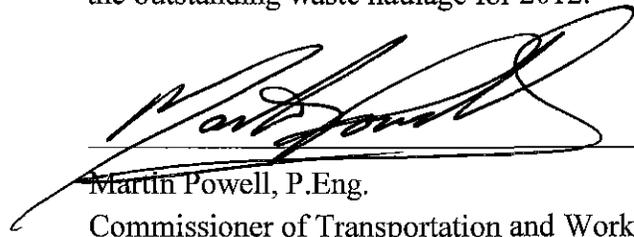
Material Management have reviewed this report and confirm its acceptance of the recommendation contained herein pursuant to By-law # 374-2006, Schedule A, item 1. (b) (iv).

**FINANCIAL IMPACT:**

The Hauling of Waste from City Facilities contract is largely recoverable from other City Departments, no additional funding is required. A new 2 year contract will be tendered to commence for January 2013 for this service.

**CONCLUSION:**

The Transportation and Works Department recommends that the upset limit for the Hauling of Waste from City Facilities Contract (Procurement No. FA 49.372-11) be increased from \$470,584.00 (excluding tax) to \$570,584.00 (excluding tax) in order to complete the outstanding waste haulage for 2012.



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

*Prepared By: Bob Levesque, P.Eng.,  
Manager, Works, Maintenance & Operations*



# Corporate Report

Clerk's Files

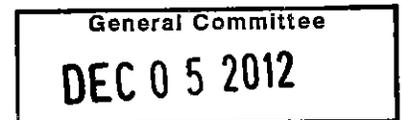
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**DATE:** November 19, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012



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

**SUBJECT:** **Permit Parking - Industrial Permit Parking Pilot (Wards 5 and 9)**

**RECOMMENDATION:** 1. That a by-law be enacted to amend By-law 555-2000, as amended, to implement on-street permit parking anytime at the following locations:

- on the west side of Century Avenue, from a point 315 meters (1033 feet) east of the north leg of Argentia Road, to a point 75 meters (246 feet) southerly thereof;
- on the south side of Explorer Drive, from a point 70 meters (246 feet) east of Satellite Drive, to a point 175 meters (574 feet) easterly thereof;
- on the north side of Skymark Avenue, from a point 115 meters (377 feet) east of Orbitor Drive, to a point 100 meters (328 feet) easterly thereof;
- on the east side of Commerce Boulevard, from a point 25 meters (82 feet) north of Citation Place, to a point 75 meters (246 feet) northerly thereof.

**BACKGROUND:** Earlier this year, City Council adopted a recommendation to implement a Pilot Industrial On-Street Permit Parking Program at a monthly rate of \$25. The Airport Corporate Centre was selected because it has a well defined boundary (Highway 401, Highway 427, Eglinton Avenue and Etobicoke Creek) and historically the demand for extended on-street parking exists.

Furthermore, the Transportation and Works Department was informed about an opportunity to extend the Pilot Program to the Meadowvale Business Park. Staff met with the Ward Councillor, provided an overview of the program, and received support to expand the Pilot Program to the Meadowvale Business Park.

**COMMENTS:**

The City has frequently been requested to provide extended hour on-street parking in industrial areas, but generally this has only been approved for a temporary period of time. The two reasons are:

- in fairness to other businesses that had to build sufficient on-site parking; and
- in fairness to those businesses that have contributed to a payment in-lieu fund.

In September, a letter and permit parking package from the Transportation Project Office was mailed out to approximately 439 businesses in the Airport Corporate Centre, and approximately 757 businesses in the Meadowvale Business Park.

Four businesses from the Airport Corporate Centre and two businesses from the Meadowvale Business Park responded, and will be participating in the pilot program. A total of 52 annual on-street industrial parking permits have been purchased for 2012 and 2013.

Based on the above, the Transportation and Works Department recommends implementing permit parking anytime at the following locations:

- on the west side of Century Avenue, from a point 315 meters (1033 feet) east of the north leg of Argentia Road, to a point 75 meters (246 feet) southerly thereof;
- on the south side of Explorer Drive, from a point 70 meters (246 feet) east of Satellite Drive, to a point 175 meters (574 feet) easterly thereof;
- on the north side of Skymark Avenue, from a point 115 meters (377 feet) east of Orbitor Drive, to a point 100 meters (328 feet) easterly thereof;

- on the east side of Commerce Boulevard, from a point 25 meters (82 feet) north of Citation Place, to a point 75 meters (246 feet) northerly thereof.

**FINANCIAL IMPACT:** The costs for sign installations can be accommodated in the 2012 Current Budget.

The Industrial Permit Parking Program is expected to generate an estimated annual net revenue of \$2,500.00 in 2012, and \$15,500.00 in 2013.

**CONCLUSION:** The Transportation and Works Department supports implementing the Industrial Permit Parking Program pilot at the following locations:

- on the west side of Century Avenue
- on the south side of Explorer Drive
- on the north side of Skymark Avenue
- on the east side of Commerce Boulevard

**ATTACHMENTS:** Appendix 1: Location Map: Airport Corporate Centre

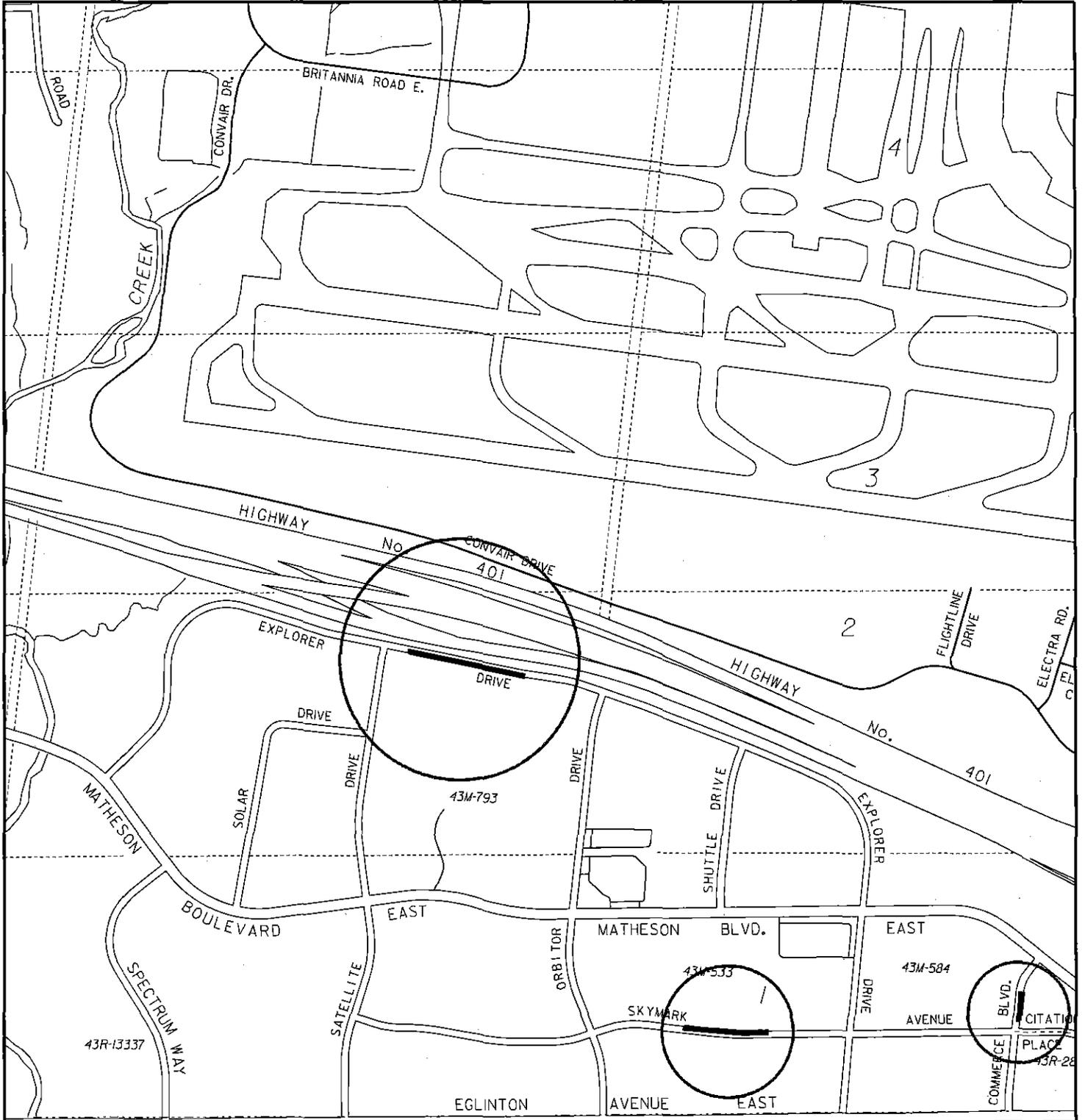
Appendix 2: Location Map: Meadowvale Business Park



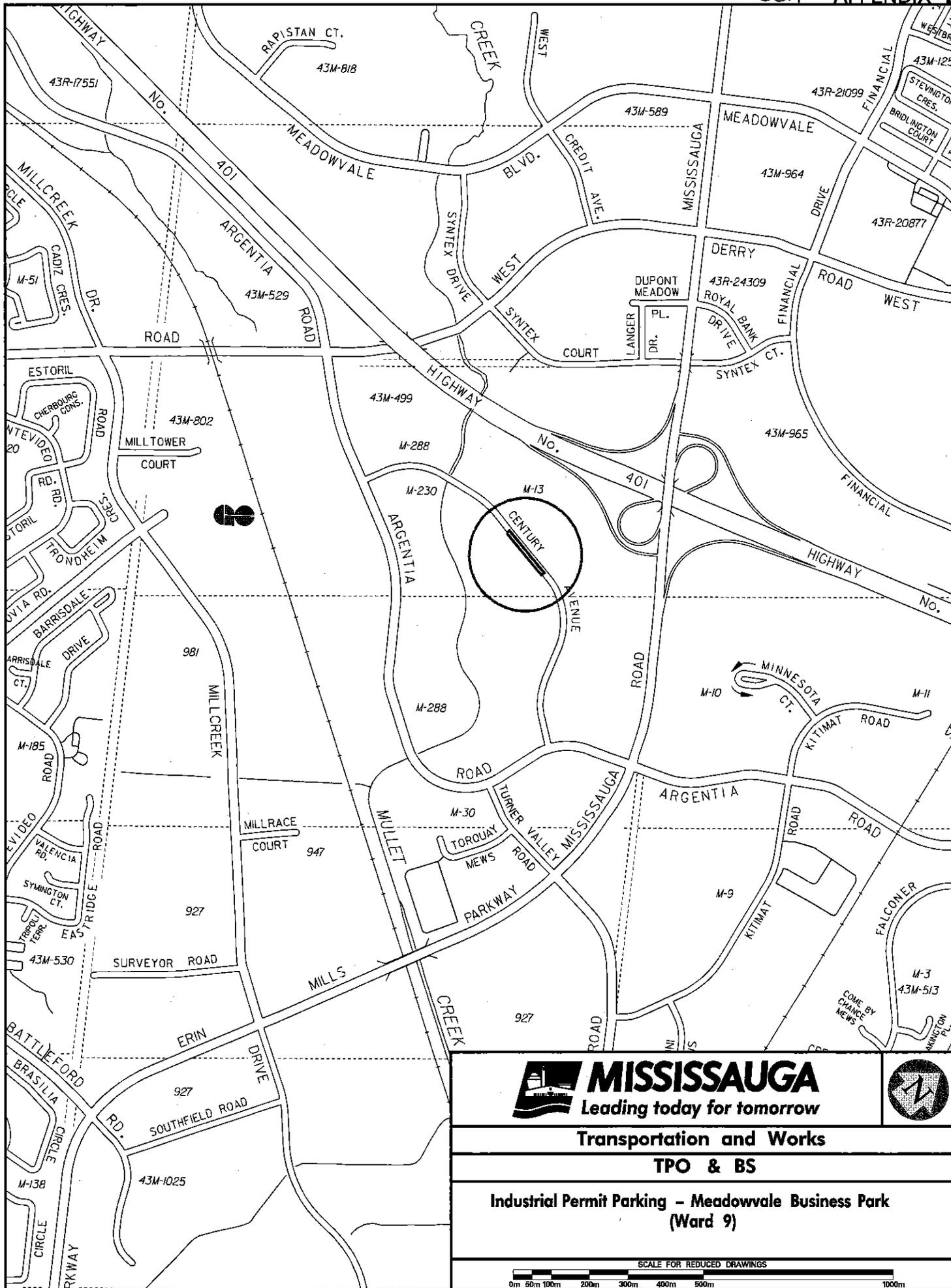
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Martin Powell, P. Eng.  
Commissioner of Transportation and Works

*Prepared By: Tomasz Brzeziak, Parking Coordinator  
Transportation Project Office*



	<b>MISSISSAUGA</b> Leading today for tomorrow	
<b>Transportation and Works</b> <b>TPO &amp; BS</b>		
<b>Industrial Permit Parking - Airport Corporate Centre</b> <b>(Ward 5)</b>		
SCALE FOR REDUCED DRAWINGS 0m 50m 100m 200m 300m 400m 500m 1000m		



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<p><b>Transportation and Works</b></p>		
<p><b>TPO &amp; BS</b></p>		
<p><b>Industrial Permit Parking - Meadowvale Business Park (Ward 9)</b></p>		
<p>SCALE FOR REDUCED DRAWINGS 0m 50m 100m 200m 300m 400m 500m 1000m</p>		



# Corporate Report

Clerk's Files

Originator's Files  
MG.23.REP  
RT.10.Z-38W

8

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**DATE:** November 09, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

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

**SUBJECT:** **15-hour Parking**  
**Novo Star Drive (Ward 11)**



---

**RECOMMENDATION:** That a by-law be enacted to amend By-law 555-2000, as amended, to implement 15-hour parking on the south side of Novo Star Drive between Western Skies Way/Amour Terrace to a point 92 metres (301 feet) easterly thereof.

**BACKGROUND:** The Transportation and Works Department is in receipt of a request from the Ward Councillor to implement 15-hour parking on the south side of Novo Star Drive between Western Skies Way/Amour Terrace to a point 92 metres (301 feet) easterly thereof.

**COMMENTS:** Currently, 3-hour parking is permitted on the south side of Novo Star Drive between Western Skies Way and McLaughlin Road. The Transportation and Works Department supports the implementation of 15-hour parking on the south side of Novo Star Drive between Western Skies Way/Amour Terrace to a point 92 metres (301 feet) easterly thereof. The width of the roadway can support parking on one side while maintaining the safe passage of two-way traffic.

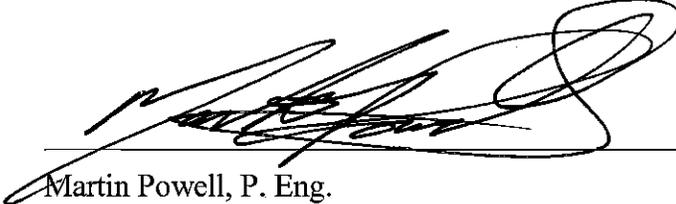
Typically this type of request for a parking regulation change is addressed by a petition being circulated to the affected residents to determine the level of support. As this was a request by the Ward Councillor, a parking questionnaire was not mailed to the area residents. The Ward Councillor has subsequently requested a report be brought forward.

The Ward Councillor supports the implementation of 15-hour parking on the south side of Novo Star Drive between Western Skies Way/Amour Terrace to a point 92 metres (301 feet) easterly thereof.

**FINANCIAL IMPACT:** Costs for the sign installation can be accommodated in the 2012 Current Budget.

**CONCLUSION:** The Transportation and Works Department supports the implementation of 15-hour parking on the south side of Novo Star Drive between Western Skies Way and to a point 92 metres (301 feet) easterly thereof.

**ATTACHMENTS:** Appendix 1: Location Map: 15-hour Parking  
Novo Star Drive (Ward 11).



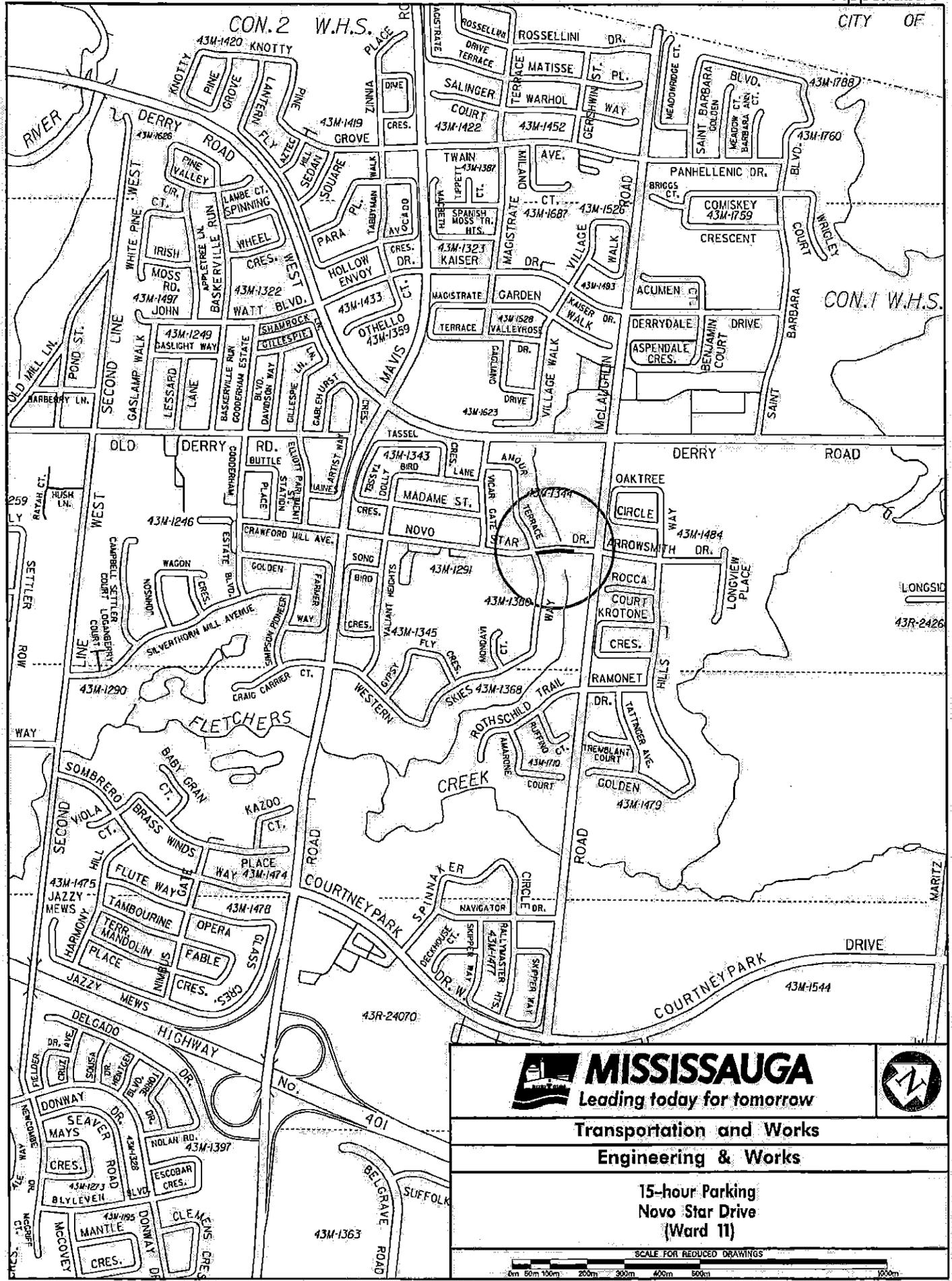
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Martin Powell, P. Eng.  
Commissioner of Transportation and Works

*Prepared By: Alex Liya, Traffic Operations Technician*

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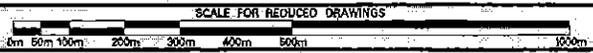


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**Transportation and Works  
 Engineering & Works**

**15-hour Parking  
 Novo Star Drive  
 (Ward 11)**





# Corporate Report

Clerk's Files

Originator's Files  
MG.23.REP  
RT.10.Z-38W

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**DATE:** November 15, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

General Committee

DEC 05 2012

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

**SUBJECT:** **Proposed Prohibited Pedestrian Crossing  
Royal Windsor Drive and Avonhead Road/Private Access  
(Ward 2)**

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**RECOMMENDATION:** That a by-law be enacted to amend By-law 555-2000, as amended, to implement a north/south pedestrian crossing prohibition on the east side of Royal Windsor Drive and Avonhead Road/Private Access.

**BACKGROUND:** As part of the 2012 Capital Traffic Signal Installation Program, traffic signals were approved for installation at the intersection of Royal Windsor Drive and Avonhead Road/Private Access.

**COMMENTS:** Due to the existing intersection geometrics, a north/south pedestrian crossing on the east side of the intersection could not be incorporated into the design. A prohibited pedestrian crossing would not result in a major inconvenience for pedestrian traffic at this intersection.

**FINANCIAL IMPACT:** Not Applicable.

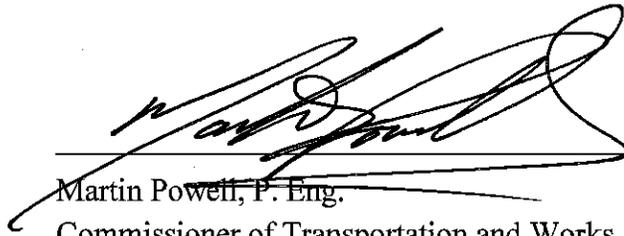
9(a)

**CONCLUSION:**

The Transportation and Works Department supports the implementation of pedestrian crossing prohibition on the east side of Royal Windsor Drive and Avonhead Road/Private Access.

**ATTACHMENTS:**

Appendix 1: Location Map: Proposed Prohibited Pedestrian Crossing Location - Royal Windsor Drive and Avonhead Road/Private Access (Ward 2).

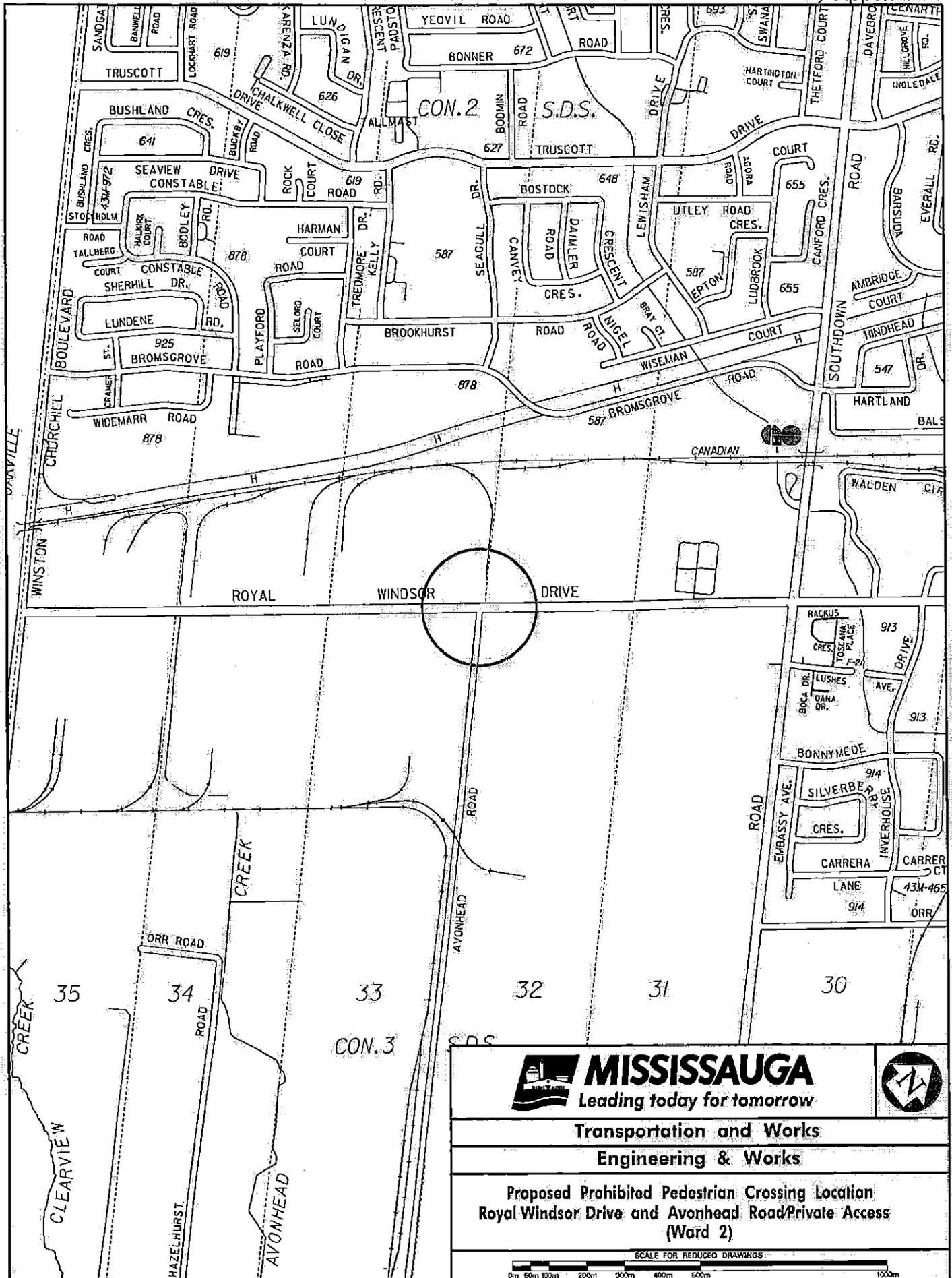


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Martin Powell, P. Eng.

Commissioner of Transportation and Works

*Prepared By: Alex Liya, Traffic Operations Technician*

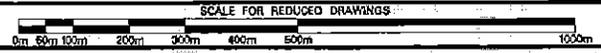


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**Transportation and Works  
Engineering & Works**

**Proposed Prohibited Pedestrian Crossing Location  
Royal Windsor Drive and Avonhead Road/Private Access  
(Ward 2)**





# Corporate Report

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Clerk's  
Files  
Originator's Files CD.21.ROL,  
H-OZ/002/05,  
H-OZ/002/08

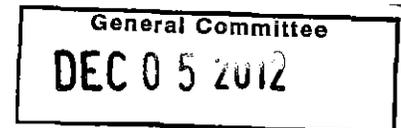
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**DATE:** November 16, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

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

**SUBJECT:** Assumption of Municipal Services (Ward 3, 7, 11)



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**RECOMMENDATION:**

1. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Agreement for City File CD.21.ROL, MCAP Financial Corporation (on behalf of Heritage Walk Phase II Limited and Bellasio Developments Limited (also known as, Rollinsford Development Corporation and Philmor Developments Limited)), (lands located north of Carding Mill Place, east of The Credit River, west of Second Line West and south of Old Derry Road, in Z-45E, known as Heritage Walk) and that the Letter of Credit in the amount of \$161,201.09 be returned to the developer.

CD.21.ROL (Ward 11)

2. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Agreement for H-OZ 002/05, Amacon Development (Huronario) Corporation, (lands located north of Central Parkway West, east of Confederation Parkway, west of Hurontario Street and south of Burnhamthorpe Road West, in Z-22, known as Kariya Drive Development) and that the Letter of Credit in the amount of \$113,399.64 be returned to the developer.

H-OZ 002/05 (Ward 7)

3. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Agreement for H-OZ 002/08, Gemini Urban Design Corp., (lands located north of Bonneymede Drive, east of Southdown Road, west of Inverhouse Drive and south of Lakeshore Road, in Z-03, known as Lushes Avenue Development) and that the Letter of Credit in the amount of \$66,861.20 be returned to the developer.

H-OZ 002/08 (Ward 03)

**BACKGROUND:**

The developers identified on the attached Table of Assumption (Appendix 1) have complied with all the requirements of the Servicing Agreements for the installation of the municipal services.

**FINANCIAL IMPACT:**

With the assumption of the Heritage Walk (CD.21.ROL), the City will now be required to provide maintenance of 376m (1204 feet) of newly constructed storm sewers and a stormwater management facility.

With the assumption of the Kariya Drive Development (H-OZ 002/05), the City will now be required to provide maintenance of 187m (614 feet) of newly constructed storm sewers and 0.13 lane kilometres (427 feet) of roadway.

With the assumption of the Lushes Avenue Development (H-OZ 002/08), the City will now be required to provide maintenance of 195m (640 feet) of the newly constructed storm sewers.

**CONCLUSION:**

It is in order for the City to assume the municipal works within the sites identified on the attached Table of Assumption (Appendix 1).

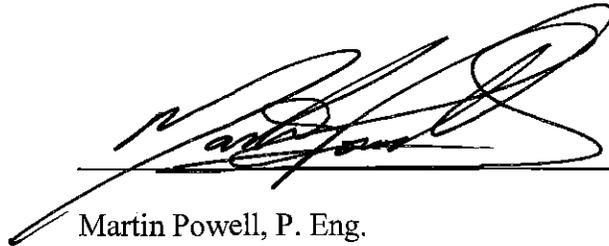
**ATTACHMENTS:**

Appendix 1: Table of Assumption

Appendix 2: Approximate location of Heritage Walk (CD.21.ROL).

Appendix 3: Approximate location of Kariya Drive Development (H-OZ 002/05).

Appendix 4: Approximate location of Lushes Avenue Development (H-OZ 002/08).



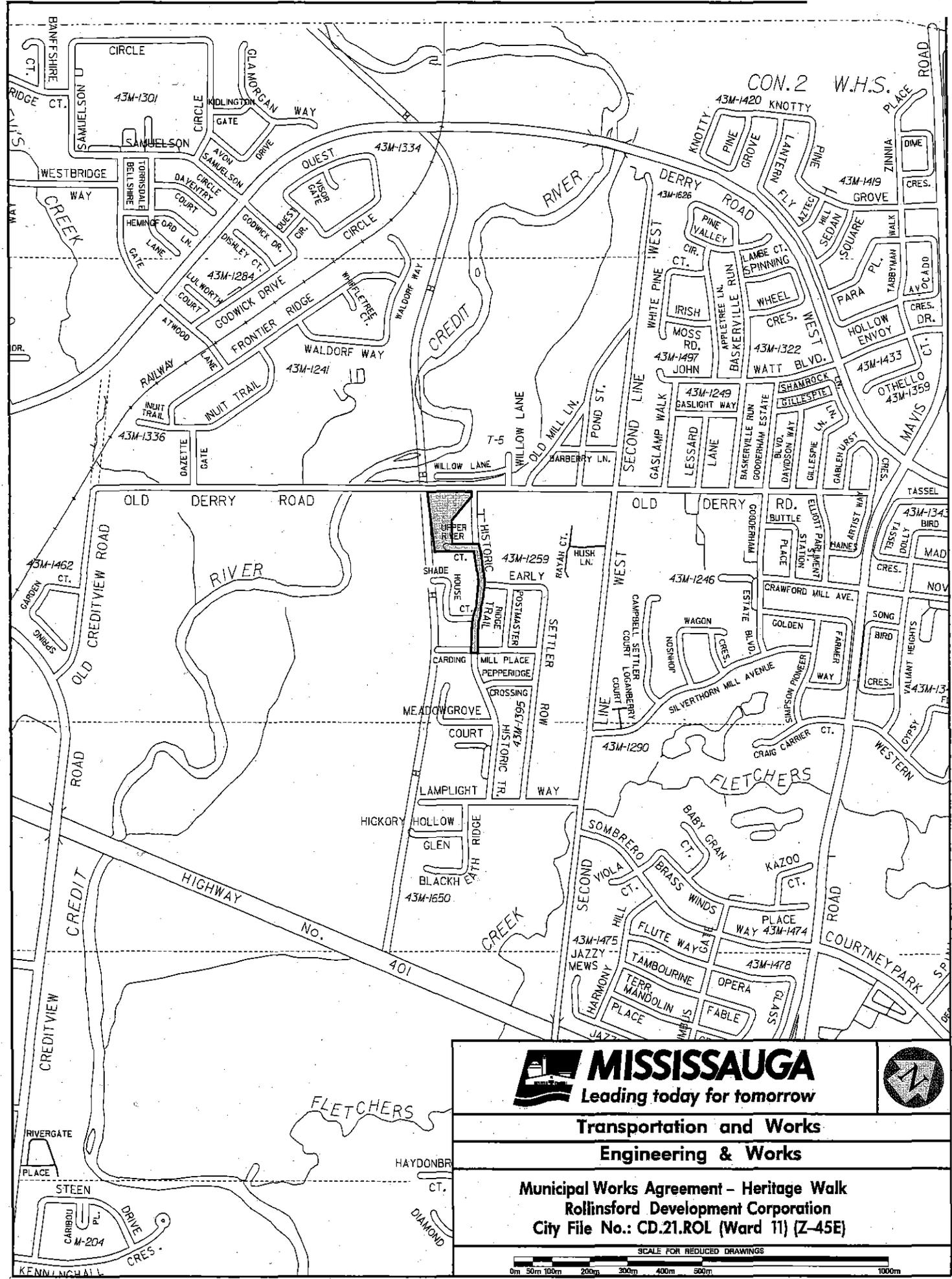
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Martin Powell, P. Eng.  
Commissioner of Transportation and Works

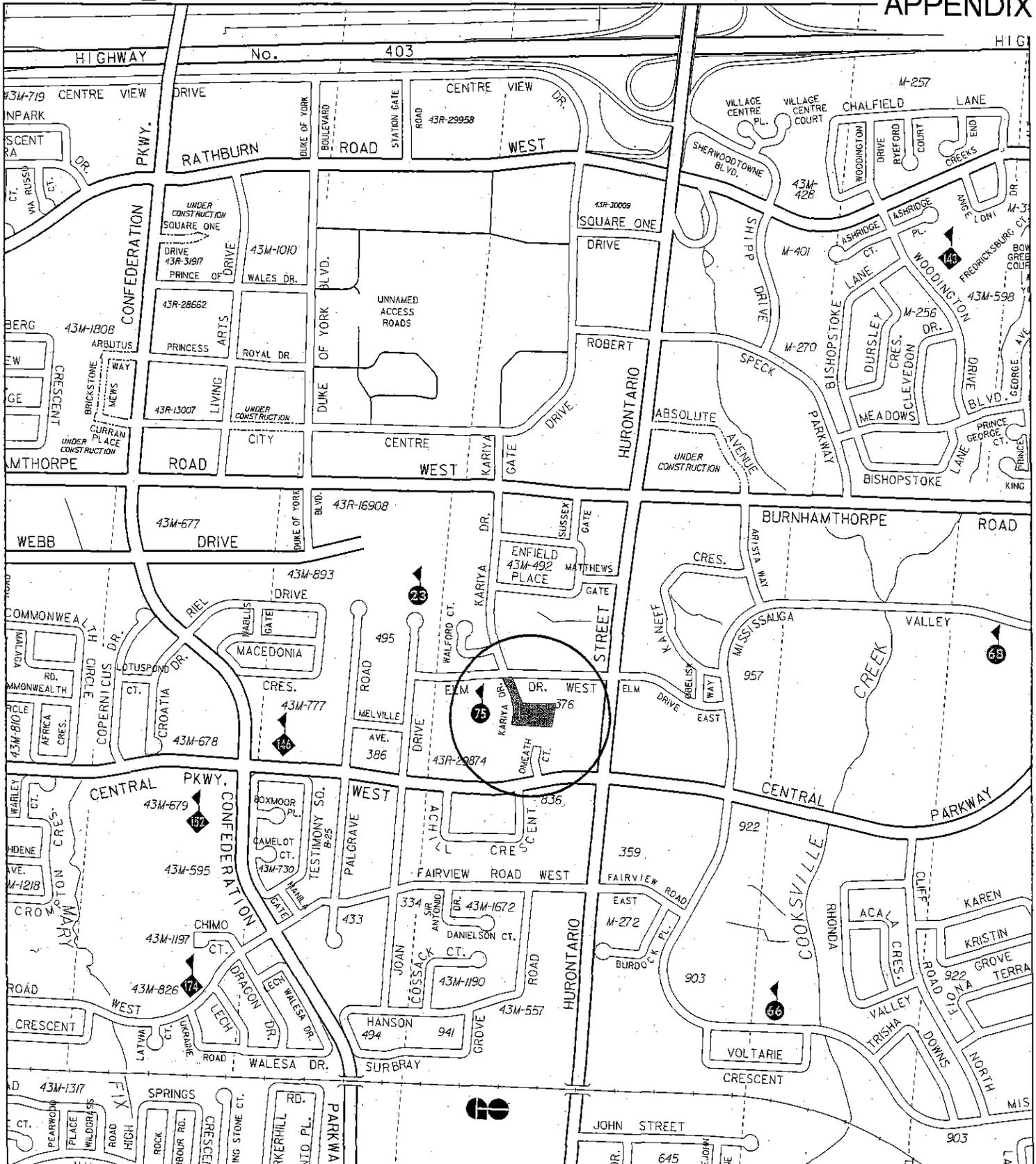
*Prepared by: Silvio Cesario, P.Eng.,  
Acting Manager, Development Construction*

## TABLE OF ASSUMPTION

PLAN/FILE REFERENCE #	LOCATION	DEVELOPERS ADDRESS	SERVICING AGREEMENT DATE	SECURITIES TO BE RELEASED
CD.21.ROL	North of Carding Mill Place, east of The Credit River, west of Second Line West and south of Old Derry Road, Z-45	Rollinsford Development Corporation 2 Hunter's Point Drive, Unit 5 Richmond Hill, ON L4C 9Y4  Attn: Mr. Philip Macarz	October 13, 1999	\$161,201.09  Cancel Insurance
H-OZ 002/05	North of Central Parkway West, east of Confederation Parkway, west of Hurontario Street and south of Burnhamthorpe Road West, Z-22	Amacon Development (Hurontario) Corp. 33 Bay Street, Unit 2 Toronto, ON M5S 2Z3  Attn: Mr. David Hunwicks	June 21, 2006	\$113,399.64  Cancel Insurance
H-OZ 002/08	North of Bonneymede Drive, east of Southdown Road, west of Inverhouse Drive and south of Lakeshore Road, Z-03	Gemini Urban Design Corporation 255 Bradwick Drive, Unit 8 Concord, ON L4K 1K7  Attn: Ms. Marlene DiGiuseppe	October 8, 2008	\$66,861.20  Cancel Insurance



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<p><b>Transportation and Works Engineering &amp; Works</b></p>		
<p><b>Municipal Works Agreement - Heritage Walk Rollinsford Development Corporation City File No.: CD.21.ROL (Ward 11) (Z-45E)</b></p>		
<p>SCALE FOR REDUCED DRAWINGS 0m 50m 100m 200m 300m 400m 500m 1000m</p>		





## MISSISSAUGA

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### T&W-Engineering & Works

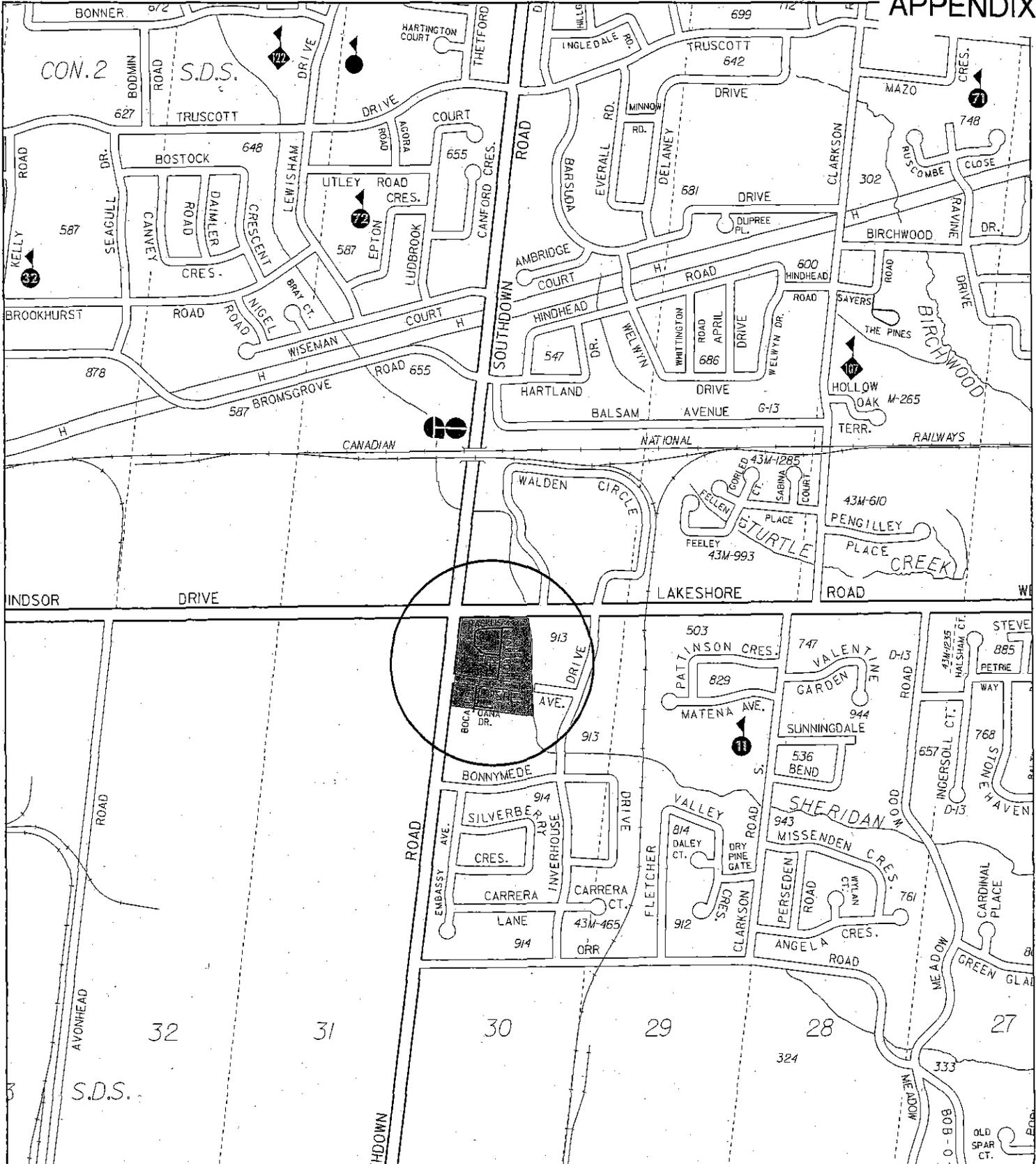
**Municipal Works Agreement – Kariya Drive Development**

**Amacon Development (Hurontario) Corp.**

**City File: H-OZ00205 (Ward 7) (Z-22)**

SCALE FOR REDUCED DRAWINGS





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<b>T&amp;W-Engineering &amp; Works</b>		
<b>Municipal Works Agreement - Lushes Ave. Development</b> <b>Gemini Urban Design Corp.</b> <b>City File: H-OZ00208 (Ward 2) (Z-03)</b>		
<small>SCALE FOR REDUCED DRAWINGS</small> 		



# Corporate Report

Clerk's Files

Originator's  
Files

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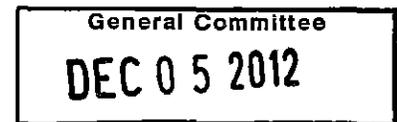
**DATE:** November 23, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

**FROM:** Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** **Corporate Policy and Procedure – Accessibility Policy**

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**RECOMMENDATION:**

1. That the proposed Corporate Policy and Procedure – Accessibility Policy attached as Appendix 1 to the report dated November 23, 2012 from the Commissioner of Corporate Services and Treasurer, be approved.
2. That the attached Policy for Corporate Administration, Provision of Services to Persons with Disabilities – 03-08-03, be rescinded.

**REPORT  
HIGHLIGHTS:**

- The Accessibility Policy is the City's statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner within the City's policies, and is a requirement of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, *Integrated Accessibility Standards Regulation (IASR, O Reg. 191/11)* with a provincial compliance date of Jan. 1, 2013

**BACKGROUND:** Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11) became law in June, 2011. The IASR contains general,

Accessibility Standards for Customer Service, O. Reg. 429/07. The City complied with this Regulation and submitted a Compliance Report to the Ministry in March, 2010. This Regulation is being reviewed by the Province and will likely be harmonized into the IASR.

The Province is continuing to work on the Accessible Built Environment Standard. Some requirements of this standard are expected to be reflected in changes to a future version of the *Ontario Building Code* (OBC). On August 15, 2012, the Ministry of Community and Social Services released the Draft Requirements for the Design of Public Spaces for public review. These proposed standards primarily address accessibility requirements in the built environment that are external to buildings and not covered in the OBC (E.g. playgrounds, trails, paths of travel, parking, accessible pedestrian signals).

Overall, the City has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. An annual City of Mississauga Accessibility Plan has been approved by Council for the past 9 years. The City's first multi-year Accessibility Plan (one of the requirements of the IASR) was approved by Council in March, 2012.

On August 4, 2011, the IASR Project Team provided an overview of the requirements of the IASR to LT. An IASR Project Team and IASR Steering Committee have been formed consisting of staff representatives from key Divisions with responsibility under the legislation (HR, FPM, Communications, IT, Transit, Strategic Initiatives, MiWay, Mobile Enforcement, and Legal Services).

On October 31, 2011, a memo and IASR Implementation Plan (dated November 7, 2011) outlining the costs associated with compliance was circulated to LT., noting that main costs are staff resources and mandatory training. After presenting to ExLT in April, 2012, a Project Status Update was circulated to LT, indicating that we are progressing well with implementation.

On September 24, 2012, the City received an AODA Notice of File Review, and subsequently submitted documents to the Province in

relation to the Accessible Customer Service Regulation (training requirement) and IASR requirements (Accessible Formats for the City Emergency Plan, and Transit's Courtesy Seating Communication Strategy).

**PRESENT STATUS:**

The establishment of accessibility policies is one of the IASR requirements (Section 3), which states that the "organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation". "Organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies." And, "public sector organizations shall prepare one or more written documents describing its policies." The provincial compliance date for the accessibility policy for the City of Mississauga is January 1, 2013.

**COMMENTS:**

There is overlap in definitions and requirements (for example, accessible formats, training) between the IASR and the Accessible Customer Service Regulation; therefore, the draft Accessibility Policy (Appendix 2) incorporates content from the existing "Provision of Services to Persons with Disabilities" policy (Appendix 4), as developed under the Accessible Customer Service Standard. Furthermore, this report is recommending the "Provision of Services to Persons with Disabilities" policy be rescinded as conditions under this policy are now incorporated into the Accessibility Policy.

The Accessibility Policy includes the organizational statement of commitment to accessibility, capturing key accessibility principles. The Policy is divided according to provincial standard categories – Customer Service Standards and Integrated Accessibility Standards (which includes: general, information & communication, employment and transportation standards).

The Framework for Compliance section in the policy covers how the City will meet the requirements; for example, the City's Strategic Plan, Accessibility Plan (including the MiWay Accessibility Plan), Accessibility Advisory Committee, By-Laws, Policies, and the Mississauga Accessibility Design Handbook.

Provincial IASR compliance timelines span between 2011 and 2021, with the bulk of the work due by 2014. The compliance timelines are included as an Appendix of the policy. The IASR Project Team has completed many requirements; thus meeting provincial compliance timelines. For example, all buses and bus routes are now accessible.

Once the Accessible Built Environment Standard becomes a regulation, it will be added to this overarching accessibility policy.

The Policy is a key component of the required training as we move towards compliance.

The draft Accessibility Policy has been reviewed by the Mississauga Accessibility Advisory Committee at their November 19, 2012 meeting. LT endorsed the policy at their November 22, 2012 meeting.

**STRATEGIC PLAN:** Accessibility affects all the pillars of the City's Strategic Plan. The pillars that are most affected are: Move, Belong and Connect.

**FINANCIAL IMPACT:** Divisional budgets incorporate accessibility planning and related accessibility expenses into their regular budget and business planning process. The main costs associated with the implementation of the IASR are with staff resources and mandatory training. For additional unknown expenses, such as, for example, the cost of a sign language interpreter for an interview or public meeting, a unique cost element has been set up by Finance for tracking purposes.

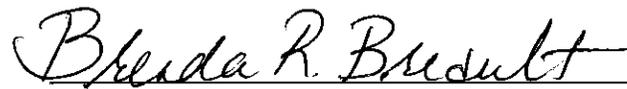
**CONCLUSION:** The Accessibility Policy is the City's statement of organizational commitment to accessibility and demonstrates our commitment to meeting the requirements of the Integrated Accessibility Standards Regulation. An IASR Training and Communication Plan are in place to ensure further compliance with the IASR and Accessibility Policy.

11d

**ATTACHMENTS:**

Appendix 1: Draft Accessibility Policy

Appendix 2: Provision of Services to Persons With Disabilities  
Policy - 03-08-03



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Brenda R. Breault, CMA, MBA

Commissioner of Corporate Services and Treasurer

*Prepared By: Diana Simpson, Accessibility Coordinator, Facilities  
and Property Management*

11e

# Corporate Policy and Procedure



Policy No. Appendix I  
Page 00-00-00  
1 of 18  
Effective Date Draft Only  
2012 11 13  
Supersedes

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TAB: CORPORATE ADMINISTRATION  
SECTION: PROVISION OF CITY SERVICES  
SUBJECT: ACCESSIBILITY

---

## POLICY STATEMENT – STATEMENT OF COMMITMENT

The City of Mississauga is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all City goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that:

- respects their dignity and independence;
- ensures reasonable efforts are made to provide an opportunity equal to that given to others; and
- allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible.

## PURPOSE

The purpose of this policy is to outline the requirements developed under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, specifically Ontario Regulation 429/07, the *Accessibility Standards for Customer Service* and Ontario Regulation 191/11, the *Integrated Accessibility Standards (IASR)*, which establishes the accessibility standards pertaining to information and communications, employment and transportation, as well as additional general requirements that the City must comply with.

This policy will provide the framework for compliance with the requirements. All City Corporate Policies and Procedures, by-laws standards and guidelines must comply with the standards developed under the AODA.

# Corporate Policy and Procedure



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Policy No. Appendix I  
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## LEGISLATIVE REQUIREMENTS

*The Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to establish policies, practices, and procedures, in accordance with the compliance dates set out in Appendix 1 of this policy, governing how the organization will achieve accessibility through meeting its requirements under the Regulations.

The requirements set out in the AODA Regulations are not a replacement or a substitution for those established under the *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

## SCOPE

This policy applies to the employment life cycle and the provision of goods, services or facilities to employees and members of the public or other third parties by, or on behalf of, the City of Mississauga.

This policy and its related procedures apply to all staff, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga or third parties who are responsible for delivering services to employees, members of the public or other third parties, unless otherwise stated.

## DEFINITIONS

The definitions used in this policy are based on the definitions provided in the AODA.

### Accessible Formats

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

### Assistive Devices

“Assistive Devices” means technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to,

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# Corporate Policy and Procedure



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Effective Date ~~Draft Only~~  
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wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive Devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga.

Bus

“Bus” means a motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

Career Development and Advancement

“Career Development and Advancement” means the provision of additional responsibility within an employee’s current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

Communication Supports

“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, assistive listening devices (ALD), American Sign Language (ASL) interpreters and other supports that facilitate effective communications.

Conventional Transportation Services

“Conventional Transportation Services” means any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

Disability

“Disability” is defined by the Ontario *Human Rights Code* and the AODA as:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree

# Corporate Policy and Procedure



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of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## Performance Management

“Performance Management” means a program that defines and assesses employee performance, productivity, and effectiveness, with the goal of facilitating employee success.

## Redeployment

“Redeployment” means assignment of an employee to another job or department within the organization as an alternative to layoff, when a particular job or department within the organization has been down-sized or eliminated.

## Service Animal

An animal is a “Service Animal” if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness. If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required.

# Corporate Policy and Procedure



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**Support Person** "Support Person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

**Taxicab** "Taxicab" means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

**COMPLIANCE** City staff will comply with the requirements of the AODA in accordance with the requirements outlined below under the headings "Ontario Regulation 429/07, Customer Service Standards", and "Ontario Regulation 191/11, Integrated Accessibility Standards". Staff with direct responsibility for any of the requirements of the Regulations shall receive training appropriate to their duties.

**ONTARIO REGULATION 429/07 - CUSTOMER SERVICE STANDARDS**

E. Use of Assistive Devices

- 1.1 A person with a disability must be permitted to enter the premises with the device and to utilize the device, unless excluded by law.
- 1.2 Where excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service.
- 1.3 Assistive Devices that are available for access to specific services and programs must be kept in good working order and appropriate staff must know how to use the equipment or devices.

# Corporate Policy and Procedure



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Supersedes

1.4 The public must be informed of their availability.

## 2. Use of Service Animals

2.1 Care and control of Service Animals are the responsibility of the person using them.

2.2 A person with a disability must be permitted to enter those areas of the premises that are open to the public or third parties with the Service Animal and to keep the animal with him or her unless otherwise excluded by law from the premises (e.g. animals are not allowed in places where food is manufactured, prepared, or processed).

2.3 Where excluded by law, or where the Service Animal may affect the health and safety of other customers, other arrangements must be explored in order to meet the needs of both customers while providing service to the person with a disability.

## 3. Use of Support Persons

3.1 If assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person.

3.2 If a participant fee is charged (e.g. admission or registration fee) departments must clearly post advance notice of the amount, if any, payable by the accompanying Support Person.

3.3 A person with a disability may be required to be accompanied by a Support Person if it is the only means available to allow the person to access the provider's goods or services and, at the same time, protect the health and/or safety of the person with a disability or others on the premises.

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## 4. Notice of Temporary Disruptions

- 4.1 Notice of the disruption must be provided to the public in a timely manner.
- 4.2 Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- 4.3 Notice will be given by posting the information at a conspicuous place on the premises (on doors, at service counters, on bulletin boards, etc.), by posting it on the City's website, or by such other method as is reasonable in the circumstances.

## 5. Notice of Availability of Documents

- 5.1 The City will provide notice to the public that this policy and any documents that describe practices and procedures with respect to the Regulations are readily available in an alternative format upon request.
- 5.2 Notice will be posted at a conspicuous place (e.g. the City's external web site).

## ONTARIO REGULATION 19/71 - INTEGRATED ACCESSIBILITY STANDARDS

### 1. General Requirements

- 1.1 Establish accessibility policies - develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation.
- 1.2 Establish accessibility plans - establish, implement, maintain and document a multi-year accessibility plan and review it every five years. Progress on the plan will be provided annually to the Mississauga Accessibility Advisory Committee and Council.

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1.3 Procurement - incorporate accessibility criteria and features, except where it is not practicable to do so. If not practicable, the City shall provide an explanation, upon request.

1.4 Incorporate accessibility features when designing, procuring or acquiring self-service kiosks (interactive electronic terminals, including point-of-sale devices), intended for public use that allow users to access services and/or products.

1.5 Provide training on the requirements of the AODA Regulations and on the *Human Rights Code* as it pertains to persons with disabilities.

## 2. Information and Communications Standards

2.1 Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, including:

2.1.1 the processes for receiving and responding to feedback - forward feedback to the applicable department or section for action (e.g. rectify a physical barrier); respond in a timely manner and copy the City's Accessibility Coordinator; if the resolution involves multiple steps or is lengthy, provide updates

2.1.2 information (text, audio, digital or images) available to the public regarding emergency procedures, plans or public safety information

2.1.3 accessible websites and web content - web content must conform to the Worldwide Web Consortium's Web Content Accessibility

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Guidelines (WCAG), in accordance with the Regulations' timelines

- 2.1.4 public libraries - provide access to or arrange for the provision of access to accessible materials where they exist

### 3. Employment Standards

- 3.1 The Employment Standards requirements do not apply to volunteers and other unpaid individuals.
- 3.2 Recruitment process – notify employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process.
- 3.3 Notify successful applicants of City policies and any other additional supports pertaining to the accommodation of employees with disabilities.
- 3.4 Consult with employees, upon request, to provide or arrange for the provision of accessible formats and communication job supports that meet their accessibility needs.
- 3.5 Provide individualized workplace emergency response information to employees whose disability is such that it is necessary and the City is aware of the need for accommodation. Provide this information, with the employee's consent, to the person designated to provide assistance. Review this information when the employee moves to a different location, when the employee's overall accommodations needs or plans are reviewed and when the City reviews its general emergency response plans.

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- 3.6 Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Include individualized workplace emergency response information, if requested.
- 3.7 Develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.
- 3.8 Performance Management - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.
- 3.9 Career Development and Advancement or Redeployment - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.
4. Transportation Standards - Mississauga is a provider of Conventional Transportation Services (Buses) and Taxicab licences only.
- 4.1 Make current information on accessibility equipment and features of vehicles, routes and services available to the public.
- 4.2 Take reasonable steps to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning.
- 4.3 Conduct employee and volunteer accessibility training related to the standards' requirements and keep a record of the training.

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- 4.4 Hold at least one annual public meeting involving persons with disabilities.
- 4.5 Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
- 4.6 Fares for persons with disabilities cannot exceed normal fares. If a Support Person travels with a person with a disability, only a single fare is required.
- 4.7 Identify the process for managing, evaluating and taking action on customer feedback in accessibility plans.
- 4.8 General responsibilities, upon request - deploy accessible devices; allow adequate boarding/deboarding time; assist with safe storage of mobility aids/mobility assistive devices.
- 4.9 Transit stops - ensure that persons with disabilities are able to board/deboard a transportation vehicle at the closest available safe location, if the official stop is not accessible and the safe location is along the same transit route.
- 4.10 Ensure that Assistive Devices are stored in the passenger compartment within reach of the person with the disability who uses the aid or device.
- 4.11 Priority seating - ensure that there is clearly marked priority seating for persons with disabilities.
- 4.12 Service disruptions - when aware in advance, make alternate accessible arrangements known as soon as possible.

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4.13 Announcements - pre-boarding announcements (on request) of the route, next stop, etc.; onboard audible verbal announcement of all destination points is required.

4.14 Technical requirements – grab bars; safe, non-slip surfaces and steps; storage for Assistive Devices; stop-requests and emergency response controls; suitable lighting and signage; indicators and alarms (refer to Regulation 191/11 for complete details).

4.15 Consult with the Accessibility Advisory Committee of Council (AAC) in the development of accessible design criteria for bus stops and shelters.

#### 4.16 Taxicabs

4.16.1 consult with the AAC to determine the proportion of on-demand accessible Taxicabs required in the community

4.16.2 ensure higher fares for persons with disabilities are not charged

4.16.3 ensure a fare for the storage and transportation of Assistive Devices is not charged

4.16.4 place vehicle registration and identification information on the rear bumper of the Taxicab and make the information available in alternative formats, upon request.

#### FRAMEWORK FOR COMPLIANCE

The City of Mississauga is committed to removing and preventing barriers for persons with disabilities. The City meets the requirements of the Regulations through the following methods, processes and actions:

1. Strategic Plan - The City of Mississauga's Strategic Plan defines the City's priorities, processes, and short and long-

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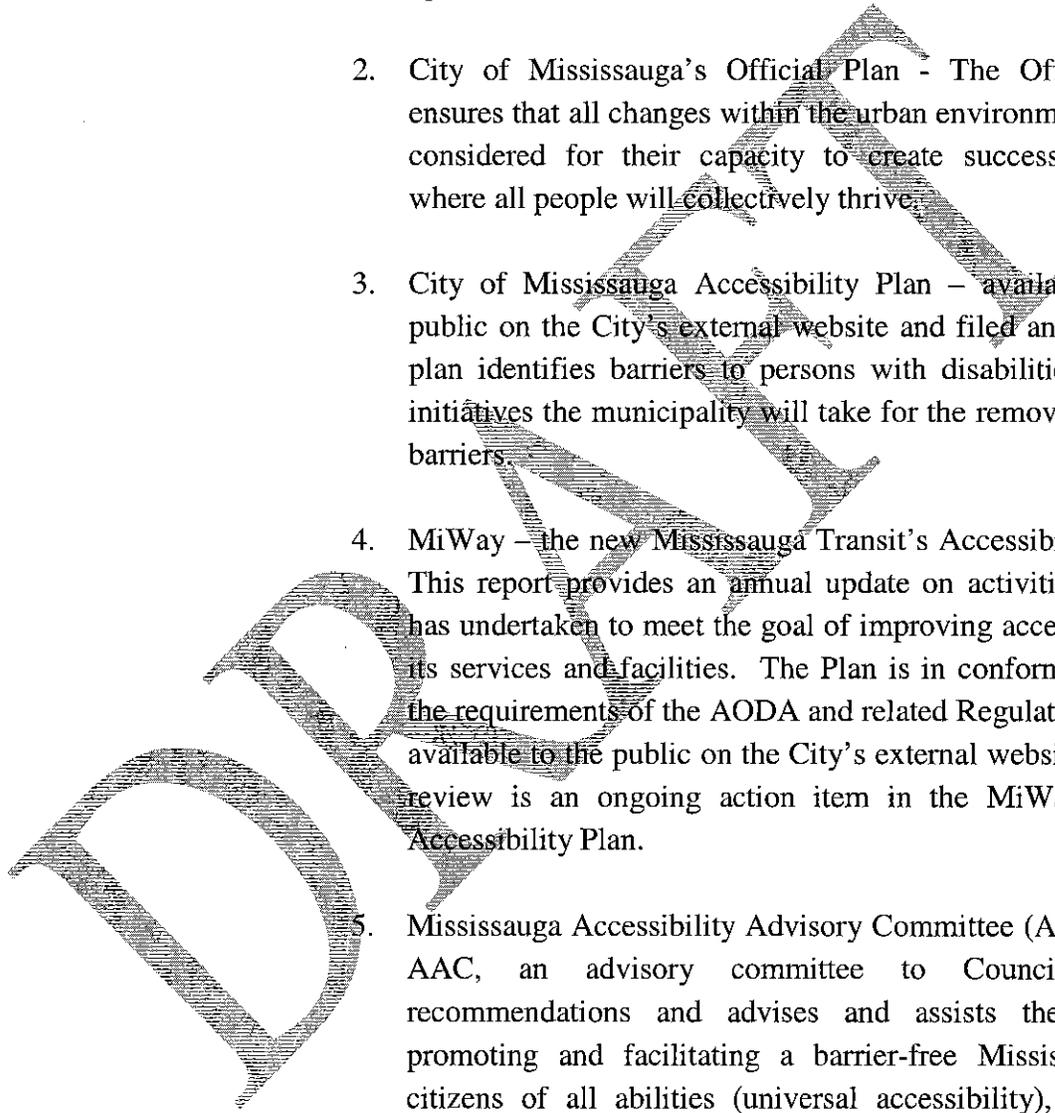
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term plans and prioritizes budget and resource allocations. One of the Plan's key Strategic Goals is to Ensure Affordability and Accessibility "to provide a range of affordable and accessible housing, transit and service options."

2. City of Mississauga's Official Plan - The Official Plan ensures that all changes within the urban environment will be considered for their capacity to create successful places where all people will collectively thrive.
3. City of Mississauga Accessibility Plan - available to the public on the City's external website and filed annually, the plan identifies barriers to persons with disabilities and the initiatives the municipality will take for the removal of those barriers.
4. MiWay - the new Mississauga Transit's Accessibility Plan - This report provides an annual update on activities MiWay has undertaken to meet the goal of improving accessibility in its services and facilities. The Plan is in conformance with the requirements of the AODA and related Regulations and is available to the public on the City's external website. Policy review is an ongoing action item in the MiWay Transit Accessibility Plan.
5. Mississauga Accessibility Advisory Committee (AAC) - The AAC, an advisory committee to Council, makes recommendations and advises and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. A majority of the members of the AAC are persons with disabilities.
6. The City of Mississauga incorporates accessibility into its



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By-Laws and Corporate Policies. Examples of By-Laws and Policies with reference to accessibility planning include:

## By-Laws

- Accessible Parking By-Law 134-83
- Parks By-Law 186-05
- Public Vehicle Licensing By-Law 420-04
- Purchasing By-Law 374-06
- Traffic By-Law 550-00
- Transit By-Law 425-03

## Policies

### Human Resources:

- Candidate Selection Process
- Job Postings and Advertisements
- Occupational Health and Safety Program
- Position Authorization
- Rehabilitation and Placement of Disabled Employees
- Salary Administration

### Corporate Administration:

- Access to and Acceptable Use of Information Technology Resources
- Documentation Standards
- Employee Records
- Provision of Audio Visual Equipment

Note: All Corporate Policies, regardless of whether or not they specifically address accessibility, are reviewed with an accessibility lens.

7. Training - The following persons shall receive training appropriate to their duties on the requirements of the Regulations and on the *Human Rights Code* as it pertains to persons with disabilities:
  - (a) all employees and volunteers;

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- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

Training must be provided as soon as practicable and on an ongoing basis in connection with changes to the policies, practices and procedures governing the Regulations. The City will maintain records of the training provided, including the dates and the number of individuals to whom it was provided.

8. Transportation and Works Operator Standard Practice Instruction Manual – The Manual, comprised of a series of standard operating procedures for transit employees, outlines the requirements of the AODA and related Regulations and how the requirements will be met.
9. Procurement Request Form (PRF) and Contract Managers Guidebook – The Guidebook includes a checklist to ensure accessibility considerations and requirements are part of the procurement cycle, including the planning and document development stages.
10. City of Mississauga Accessibility Design Handbook - In recognition of the diverse needs of employees, residents and visitors to the City, the mandate of the Accessibility Design Handbook is to outline design criteria which are intended to generate built environments that are more inclusive. The City recognizes that the application of the criteria is dependent on the ability of the City to apply the criteria in compliance with legislation such as the *Ontario Building Code* and the *Planning Act*.

REFERENCE:

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LAST REVIEW DATE:

CONTACT: For more information on Accessibility in the City contact the Accessibility Coordinator, Facilities and Property Management, Corporate Services Department.

## Appendix I – Mandatory Compliance Timelines

The requirements of the Integrated Accessibility Standards Regulation 191/11 (IASR) are organized in the following chart in order of compliance deadline (year and month). The numbers that appear before each item (e.g. 13 – Emergency Procedures; 35 – Non Functioning Equipment) represent the specific section of the IASR that outlines that requirement.

Integrated Accessibility Regulation – 191/11 Compliance Timeframes for Large Public Sector Organizations				
Year	General	Information & Communication	Employment	Transportation

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Integrated Accessibility Regulation – 191/11 Compliance Timeframes for Large Public Sector Organizations				
Year	General	Information & Communication	Employment	Transportation
2011 July				35 – Non Functioning Equipment 39 – Transition Existing Contracts 40 – Transition Existing Vehicles 46 – Fares 48 – Storage of Mobility Aids 51 – Pre-boarding Announcement 52 – On-board Announcements 68 – Origin to Destination Services
2012 Jan 1		13 – Emergency Procedures	27 – Workplace Emergency Response Information	34 – Availability of Equipment 37 – Emergency Preparedness 44 – General Responsibilities 47 – Transit Stops 48 – Storage of Mobility Aids 49 – Courtesy Seating 74 – Companions 80 – Taxi cabs
2013 Jan 1	3 -Accessibility Policies 4 -Accessibility Plans 5 – Procurement 6 - Kiosks	19 – Public Libraries		41 – Accessibility Plans – Conventional 42 – Accessibility Plans – Specialized 43 – Accessibility Plans – both 45 – Alternative Method of Transportation 50 – Service Disruptions 53 – Grab Bars 54 – Floors 55 – Allocated Spaces 56 – Stop Requests 57 – Lighting 58 – Signage 59 – Lifting Devices 60 – Steps 61 – Indicators 62 – Accessible Rail Cars 66 – Fare Parity (single provider) 67 – Visitors Policy 69 – Coordinated Services 70 – Hours of Service (single provider) 73 – Service Delays 78 – Accessible Stops and Shelters
2014	7 - Training	11 – Feedback	22 – Recruitment	36 – Training

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## Integrated Accessibility Regulation – 191/11 Compliance Timeframes for Large Public Sector Organizations

Year	General	Information & Communication	Employment	Transportation
Jan 1		14 – Websites	23 – Selection Process 24 – Notice to Applicants 25 – Informing Employees 26 – Accessible Formats 28 – Accommodation Plans 29 – Return to Work 30 – Performance Management 31 – Career Development 32 – Redeployment	38 – Fares 64 – Eligibility Process 65 – Emergency Eligibility 71 – Booking Windows 72 – Trip Restrictions
2015 Jan 1		12 – Accessible Formats 18 – Libraries of Educational Institutions		
2017 Jan 1				63 – Eligibility Criteria 66 – Fare Parity (multi level) 70 – Hours of Service (multi level)
2021 Jan 1		14 – Websites		

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TAB: CORPORATE ADMINISTRATION  
SECTION: PROVISION OF CITY SERVICES  
SUBJECT: PROVISION OF SERVICES TO PERSONS WITH  
DISABILITIES

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**POLICY STATEMENT** The City of Mississauga is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures reasonable efforts are made to provide an opportunity equal to that given to other customers to obtain and use our goods and services; and
- allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to other customers.

**PURPOSE** The purpose of this policy is to outline how the City of Mississauga is complying with the requirements of Ontario Regulation 429/07, the customer service standard for serving people with disabilities.

**LEGISLATIVE AUTHORITY** *The Accessibility for Ontarians with Disabilities Act, 2005* (the Act) and specifically the Accessibility Standards for Customer Service, Ontario Regulation 429-07 (the Regulation) requires every provider of goods or services to establish policies, practices, and procedures governing the provision of its goods or services to persons with disabilities.

**SCOPE** This policy applies to the provision of goods or services to members of the public or other third parties by, or on behalf of, the City of Mississauga.

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All staff or third parties who are responsible for delivering services to members of the public or other third parties are expected to comply with this policy.

This policy does not address the provision of documents in alternative formats. Refer to City of Mississauga Corporate Policy and Procedure – Documentation Standards.

All City Corporate Policies and Procedures related to the provision of goods and services must also comply with the Act and the Regulation.

## Definitions

“Assistive Devices” are technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive Devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga.

“Disability” is defined as:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental

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disability,

- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

An animal is a “Service Animal” if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness. If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required.

“Support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## COMMUNICATIONS

Communication can occur in a variety of ways, such as in person, by phone, in writing and online. When communicating with persons with disabilities, staff must take into account that particular individual’s needs and circumstances. Where possible, it is helpful to ask the person directly how to best communicate with them. If providing information, it may be necessary to offer it in a different format. For example, staff may communicate information that is normally conveyed orally by providing written instructions to a person who is deaf.

Assistive devices or equipment that aid persons with disabilities in communicating, such as assistive listening devices (ALD) or

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American Sign Language (ASL) interpreters, may also be utilized.

## USE OF ASSISTIVE DEVICES

If a person with a disability uses an assistive device, they must be permitted to enter the premises with the device and to utilize the device, unless excluded by law. (For example, recording devices which may be excluded by copyright law.) Where the device is excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service. Potential barriers to the use of assistive devices must be removed where possible.

Persons with disabilities must be made aware of assistive devices available on the provider's premises or otherwise supplied by the provider that may help with the provision of goods or services. This may involve posting a sign or including the information in printed or electronic communications. Assistive devices must be offered in a manner that respects the person's dignity and independence. Staff must know how to use equipment or devices available in their specific area in order to provide assistance to those who require it.

## USE OF SERVICE ANIMALS

The care and control of Service Animals are the responsibility of the person using them. If a person with a disability is accompanied by a Service Animal, they must be permitted to enter those areas of the premises that are open to the public or third parties with the animal, and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. For example, under the *Health Protection and Promotion Act* animals are not allowed in places where food is manufactured, prepared, or processed.

Where the animal is excluded by law, other arrangements must be explored in order to provide service to a person with a disability. For example, if a guide dog is excluded by law a person with low

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or no vision might need someone to guide him or her while the animal waits in a safe location.

Where the Service Animal may affect the health and safety of other customers, staff should discuss the situation with both parties and make every effort to meet the needs of both customers.

## USE OF SUPPORT PERSONS

If a person with a disability is assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person.

Each department is required to communicate their practice to the public in regards to fees for Support Persons. If a participant fee is charged, such as an admission or registration fee, notice must be given in advance about the amount, if any, payable by the accompanying Support Person. Notice regarding fees for Support Persons must be clearly posted.

Providers of goods and services may require a person with a disability to be accompanied by a Support Person if it is the only means available to allow the person to access their goods or services and, at the same time, protect the health and/or safety of the person with a disability or others on the premises.

## NOTICE OF TEMPORARY DISRUPTIONS

If there is a temporary disruption in facilities or services in whole or in part, notice of the disruption must be provided to the public in a timely manner.

Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice will be given by posting the information at a conspicuous place on the premises (on doors, at service counters, on bulletin

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boards, etc.), by posting it on the City's website, or by such other method as is reasonable in the circumstances.

## TRAINING

The following persons shall receive training about the provision of goods or services to persons with disabilities:

- Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training must include a review of the purposes of the Act and the requirements of the Regulation and instruction about the following matters:

- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on the provider's premises or otherwise supplied by the provider that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The Human Resources Division is responsible for ensuring

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records are kept of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

## FEEDBACK PROCESS

Each department or section's feedback process must allow for input on how it provides customer service to persons with disabilities. Information about the process must be readily available to the public and permit feedback to be provided by any of the following means: in person; by telephone; in writing; or by delivering an electronic text by email or otherwise. Feedback that is received at a generic City address will be forwarded to the applicable department or section.

Feedback may take the form of a complaint; an observation or comment, such as an opportunity for improvement; or a commendation. The customer should include their contact details, a description of the feedback and, if applicable, what the customer requests to resolve the concern. For information on resolving complaints from the public regarding specific employee conduct, refer to Corporate Policy and Procedure, Human Resources, Employee Conduct, Public Complaints Procedure.

Feedback must be responded to in a timely manner. The recipient of the feedback will determine the best course of action to be taken, if applicable. This could include, but is not limited to, referring the feedback to another department to rectify a physical barrier, or advising a Manager that further employee training is required. If the resolution to the feedback involves multiple steps, or will occur over a lengthy period of time, updates should be provided.

A copy of the feedback received regarding the provision of customer service will be forwarded to, or shared with, the City of Mississauga's Accessibility Co-ordinator. This will allow the City to identify gaps and/or trends and monitor progress.

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## NOTICE OF AVAILABILITY OF DOCUMENTS

The City of Mississauga will provide notice to the public that this policy, and any documents that describe practices and procedures with respect to the provision of goods or services to persons with disabilities, are readily available upon request. Notice will be posted at a conspicuous place, such as but not limited to the City's external web site.

Documents will be provided to anyone asking for them. All documents will be made available in an alternative format upon request.

## REFERENCE:

GC- 0190-2009 2009 04 08

## LAST REVIEW DATE:

## CONTACT:

For more information on Accessibility in the City contact the Accessibility Coordinator, Facilities and Property Management.



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** November 22, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

**FROM:** Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** 2012 Year-End Operating Financial Forecast as of September 30,  
2012, 3<sup>rd</sup> Quarter

General Committee

DEC 05 2012

- 
- RECOMMENDATION:**
1. That the 2012 Year-End Operating Financial Forecast and Adjustments as of September 30, 2012, as outlined in the Corporate Report dated November 22, 2012 from the Commissioner of Corporate Services and Treasurer entitled "2012 Year-End Operating Financial Forecast as of September 30, 2012, 3<sup>rd</sup> Quarter," be received.
  2. That up to \$3.0 million of the year-end surplus be approved for transfer to the General Contingency Reserve (Account #305125) to increase the Reserve to approximately 1% of the City's gross operating expenditures, and any remaining surplus above \$3.0 million be approved for transfer to the Capital Reserve Fund (Account #33121) to provide for future capital infrastructure requirements;
  3. That up to \$442,300 be approved for transfer to the Operating Budget Reserve (Account #305145);
  4. That the budget adjustments listed in Appendix 4 attached to the Corporate Report dated November 22, 2012 from the Commissioner of Corporate Services and Treasurer be approved; and

5. That normal year-end program transfers to and from reserves and reserve funds, based on actual 2012 performance, be authorized as required.

**REPORT  
HIGHLIGHTS:**

- A 2012 year-end surplus of \$15.1 million is forecasted based on the actual operating results to September 30, 2012 and outlook for the remainder of the year.
- The forecasted surplus is comprised of the following:
  - A Revenue surplus of \$5.4 million mainly driven by increased Transit farebox revenue and a higher than budgeted Enersource dividend.
  - Favourable Other Operating Expense variance of \$5.0 million mainly attributable to the Winter Maintenance program savings and many smaller items, which are partially offset by higher diesel fuel cost for Transit.
  - A \$4.7 million savings in Labour resulting from staff turnover and vacancies over and above to the \$5.0 million labour gapping built into the budget.
  - Sustainable revenue increases and cost savings have been incorporated into the 2013 budget estimates.

**BACKGROUND:**

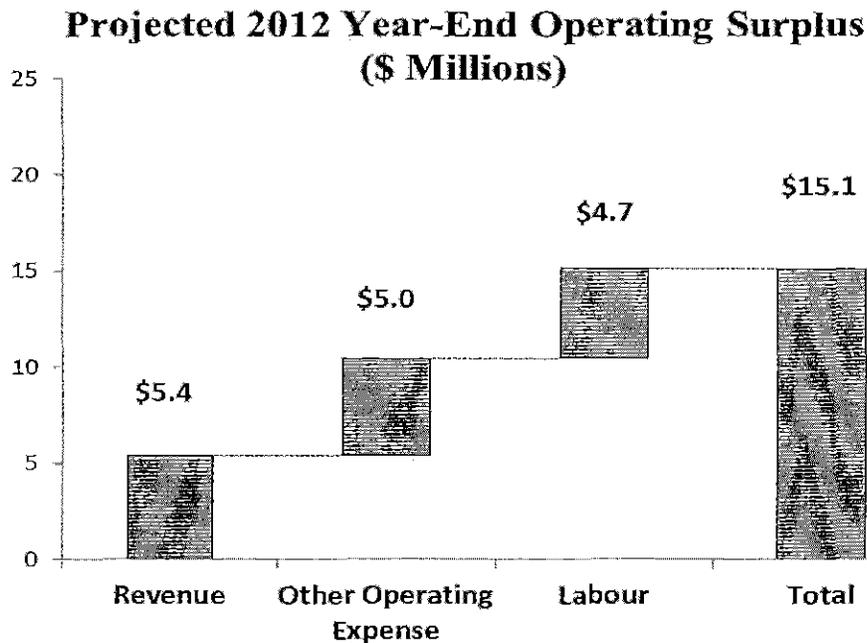
In accordance with the Reserve and Reserve Fund and Budget Control By-laws the Finance Division of the Corporate Services Department provides Council with a corporate operating financial overview a minimum of two times per year. Staff normally provides the report three times per year based on results at the end of June, end of September and the end of December. These reports provide Council with information related to the Operating Program and Reserves and Reserve Funds, as well as providing recommendations for reallocation of funds, if necessary. Separate reports are provided on the status of capital work-in-progress two times per year.

**COMMENTS:**

This report provides a forecast of the City's financial performance from operations to year-end. Part I of the report discusses year-end financial projections based on results as of September 30, 2012 along with forecast highlights. Part II contains recommended reserve and reserve fund transfers. Part III contains operating budget reserve requests. Part IV identifies required operating budget adjustments.

**Part I: Year-End Financial Projections as of September 30, 2012**

Based on actual results and outlook for the remainder of the year, a surplus of \$15.1 million or 4.4% of the budget is forecast for 2012. The key elements contributing to the surplus are favourable variances in Transit farebox revenue, Enersource dividend, Winter Maintenance and labour savings. The surplus is comprised of \$5.4 million or 2.1% of budget in Revenue, \$5.0 million or 2.6% of budget in Other Operating savings and \$4.7 million or 1.1% of budget in Labour related savings.



Key factors contributing to the variances by service are outlined in the chart on the next page. Greater detail can be found in Appendix 2, Operating Forecasts Details by Service Area.

Service Area (in \$Millions)	Items	Net Budget	Year-End Forecast	Projected Year-End Variance	
				\$ Fav/ (Unfav)	% of Budget
<b>Revenues</b>					
Mississauga Transit	Transit Farebox Revenues	(65.8)	(69.3)	3.5	5.3%
Financial Transactions	Enersource Dividend	(9.0)	(12.2)	3.2	35.6%
Financial Transactions	Tax Interest & Penalties	(7.0)	(8.6)	1.6	22.9%
Financial Transactions	Supplementary Tax	(3.3)	(1.8)	(1.5)	(44.9%)
Land Development	Building Revenue	(10.7)	(9.7)	(1.0)	(9.6%)
Land Development	Development & Design	(1.4)	(2.2)	0.8	60.6%
Recreation	User Fees	(44.8)	(44.0)	(0.8)	(1.9%)
Regulatory	Parking Fines and Other	(11.8)	(11.0)	(0.8)	(6.6%)
Multiple Service Areas	Miscellaneous	(107.7)	(108.1)	0.4	0.4%
<b>All</b>	<b>Revenues</b>	<b>(261.6)</b>	<b>(267.0)</b>	<b>5.4</b>	<b>2.1%</b>
<b>Other Operating Expenses</b>					
Roads, Storm Drainage and Watercourses	Winter Maintenance	20.0	16.6	3.4	17.0%
Roads, Storm Drainage and Watercourses	Corporate Fleet Maintenance - Parts	1.2	0.7	0.5	42.1%
Mississauga Transit	Utilities	2.5	2.0	0.5	19.7%
Mississauga Transit	Maintenance Costs	6.6	6.2	0.4	6.1%
Mississauga Transit	Transit Diesel Fuel	15.6	17.4	(1.8)	(11.6%)
Multiple Service Areas	Miscellaneous	146.8	144.8	2.0	1.4%
<b>All</b>	<b>Other Operating Expenses</b>	<b>192.7</b>	<b>187.7</b>	<b>5.0</b>	<b>2.6%</b>
<b>Labour Costs</b>					
Mississauga Transit	Labour	110.9	109.6	1.3	1.1%
Recreation	Labour	41.2	40.4	0.8	1.9%
Fire and Emergency	Labour	83.9	83.4	0.5	0.6%
Parks and Forestry	Labour	22.4	21.9	0.5	2.1%
Information Technology	Labour	13.3	12.8	0.5	3.8%
Mississauga Library	Labour	21.2	20.8	0.4	1.7%
Business Services	Labour	22.3	22.0	0.4	1.6%
Facility and Property Management	Labour	12.8	12.4	0.4	2.8%
Financial Transactions	Labour	0.8	1.4	(0.6)	(75.0%)
Multiple Service Areas	Labour	196.6	195.9	0.7	0.4%
<b>All</b>	<b>Labour Costs</b>	<b>414.4</b>	<b>409.7</b>	<b>4.7</b>	<b>1.1%</b>
<b>Total</b>		<b>345.4</b>	<b>330.3</b>	<b>15.1</b>	<b>4.4%</b>

**Year-End Forecast Highlights:** The major areas of variance from budget are outlined below:

**Revenue:**

Transit is forecasting Farebox revenue of \$69.3 million, or \$3.5 million more than budget, due to increased ridership. Higher than planned growth in Transit ridership year-to-date is expected to continue in the final quarter of this year. The 2013 budget has been adjusted to reflect the increased ridership revenue. Future growth will be limited by reduced funding for further improvements in service levels in future years.

An Enersource Dividend of \$12.2 million, which is \$3.2 million higher than the budget of \$9.0 million, is expected by the end of 2012. The 2012 dividend is based on Enersource's 2011 financial results. The 2013 dividend is expected to be \$10.3 million.

Tax Interest and Penalties revenue is expected to exceed budget by \$1.6 million based on the current trend and economic climate. The 2013 budget for this revenue has been increased in line with the actual results.

A shortfall in Supplementary Tax revenues of \$1.5 million is forecast due to a slowing growth in the property tax base. The 2013 budget has been reduced by \$1.0 million to reflect the slower growth trends.

Building Permit revenues are forecast to be \$9.1 million, or \$1.2 million below the 2012 budget of \$10.3 million. The 2013 budget for Building Permits has been decreased to better reflect the new revenue levels. The 2012 Building Permit revenue forecast of \$9.1 million is a significant increase over the \$6.5 million realized in 2011, the \$6.1 million realized in 2010 and the \$5.1 million realized in 2009.

Development Application revenues are forecast to exceed the budget of \$1.4 million by \$0.8 million, largely due to an increase to the fees earlier this year. As a result, the 2013 budget for Development Application revenues has been increased, and offsets the decrease in the Building Permits budget for 2013.

Recreation is facing a revenue shortfall of \$0.8 million. This is primarily the result of the Hershey Centre events pressure of \$0.2 million as approved by Council, lower than budgeted user fees of \$0.6 million in Arena and Fitness Center programs due to the economy and

changing demographics and lower than budgeted revenues of \$0.6 million due to a delay in the opening of the Dome field at Hershey. Offsetting this revenue shortfall is a favourable revenue variance of \$0.3 million in Aquatics and \$0.3 million in the Sports Complex Field House. The reduction in user fees is also offset by managed labour savings of \$0.8 million, as programs are reduced in line with demand. Utility savings are forecasted to be \$0.2 million in Recreation.

A number of set parking fines in Regulatory Services were approved by Council for increase in November 2011. The approvals from the Province's Office of Attorney General necessary to implement these increases were not received until early June, 2012. The delay in approval will result in a shortfall of approximately \$0.5 million from the estimated revenue budget of \$7.0 million

**Other Operating:**

A favourable winter maintenance variance of \$3.4 million is forecast due to lower than normal winter activities for the months of January to March, 2012.

Transit Services diesel fuel expenditures are forecast to exceed the \$15.6 million budget by \$1.8 million, due primarily to higher than budgeted prices paid during the first half of the year.

The monitoring system contract for the LED Streetlight conversion project has been finalized and the remaining contracts for the lights and installation were awarded in October. The slight delay in the project start-up will reduce anticipated 2012 energy savings, but this is offset by lower than budgeted energy prices. If energy prices continue to trend at current rates for the remainder of the year, then no significant year-end variance is forecast.

**Labour:**

Several Service Areas are forecasting a labour savings due to turnover required to fill vacancies. These savings are in addition to the \$5.0 million labour gapping budget.

Transit Services has labour gapping of \$1.1 million, approximately 1% of a \$110 million budget, largely due to staff turnover and the time required to fill these vacancies.

There are labour savings of \$0.8 million in Recreation as a result of actively managing labour costs to offset reduced revenues due to reduced program demand.

Library has a \$0.4 million favourable variance in labour due to the holding of vacant positions in preparation for the implementation of Self Serve technology.

Outstanding labour settlements for Library, Fire and Emergency Services and Transit Concession Attendants may impact future forecasted labour costs.

### **Part II: Reserve and Reserve Fund Transfers**

Funds are placed in reserves and reserve funds to provide for long term liabilities and to smooth fluctuating expenses. Reserves have been established to offset shortfalls and for any over expenditure.

The current forecast is for an operating surplus of \$15.1 million at year-end based on trends and outlook for the remainder of the year. Staff recommends that up to \$3.0 million of the final year-end surplus first be transferred to the General Contingency (Account #305125) Reserve to increase the Reserve to approximately 1% of the City's gross operating expenditures. Any remaining surplus above \$3.0 million would be transferred to the Capital Reserve Fund (Account #33121) to provide for future capital infrastructure requirements.

### **Part III: Operating Budget Reserve Requests**

The accounting principles used by the City require that expenditures for goods and services be recorded when received. At year-end, there are some legally binding obligations for goods and services ordered prior to year-end and that are not received. Appendix 3 of this report summarizes Operating Budget Reserve Requests totalling \$442,300 to be reserved in 2012 and spent in 2013, and provides details of each individual request by service area.

### **Part IV: Operating Budget Adjustments**

Appendix 4 of this report details Adjustments to the 2012 Operating Budget which require approval by Council. According to the Budget Control Bylaw, all inter-program adjustments require Council authorization. There is no change to the City's net operating budget as a result of these adjustments as these adjustments reallocate budget funds from one program/account to another.

**CONCLUSION:**

In summary, it is forecasted that the City will generate a surplus of \$15.1 million at year-end for 2012, which represents 4.4% of the City's net budget of \$345.4 million. Forecast results that are expected to continue next year have been incorporated into the proposed 2013 budget.

**ATTACHMENTS:**

- Appendix 1: Operating Forecasts Summary by Service Area
- Appendix 2: Operating Forecasts Details by Service Area
- Appendix 3: Operating Budget Reserve Requests
- Appendix 4: Operating Budget Adjustments



Brenda R Breault, MBA, CMA

Commissioner of Corporate Services and Treasurer

*Prepared By: Jim Cirello, Acting Manager of Financial Planning  
and Policy*

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Service Area (in \$ Millions)	Net Budget	Year End Forecast	Projected Year End Variance	
			\$ Fav/(Unfav)	% of Budget
Fire and Emergency Services	86.7	86.2	0.5	0.6%
Roads, Storm Drainage and Watercourses	67.3	62.5	4.8	7.1%
Mississauga Transit	51.9	47.2	4.7	9.1%
Parks and Forestry	29.7	29.3	0.4	1.3%
Mississauga Library	24.6	24.3	0.3	1.2%
Business Services	22.1	21.5	0.6	2.7%
Facility and Property Management	19.6	19.0	0.6	3.1%
Recreation	19.5	19.3	0.2	1.0%
Information Technology	17.3	16.8	0.5	2.9%
Strategic Policy	10.7	10.9	(0.2)	(1.9%)
Land Development Services	6.6	6.7	(0.1)	(1.5%)
Arts and Culture	6.1	6.0	0.1	1.6%
Mayor & Council	4.2	4.2	0.0	0.0%
Regulatory Services	1.4	1.7	(0.3)	(21.4%)
Legislative Services	(2.8)	(3.0)	0.2	7.1%
Financial Transactions	(19.5)	(22.3)	2.8	14.4%
<b>City</b>	<b>345.4</b>	<b>330.8</b>	<b>15.1</b>	<b>4.4%</b>

Service Area (in \$Millions)	Item	Net Budget	Year- End Forecast	Projected Year- End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Fire and Emergency Services	Revenue	(1.3)	(1.3)	0.0	0.0%	
Fire and Emergency Services	Other Operating	4.1	4.1	0.0	0.0%	
Fire and Emergency Services	Labour	83.9	83.4	0.5	0.6%	Labour Gapping of \$0.5M is due to staff vacancies.
<b>Fire and Emergency Services</b>	<b>Total</b>	<b>86.7</b>	<b>86.2</b>	<b>0.5</b>	<b>0.6%</b>	
Roads, Storm Drainage and Watercourses	Revenue	(8.9)	(9.4)	0.5	5.4%	Favourable variance is primarily attributed to increased off-street parking revenue.
Roads, Storm Drainage and Watercourses	Other Operating	48.8	44.5	4.3	8.8%	Favourable variance of \$4.3M includes \$3.4M for reduced winter maintenance required in January-March, 2012, \$0.5M for Corporate Fleet Maintenance primarily due to recent vehicle replacements, and \$0.2M for Waste Haulage and Catchbasin Cleaning which required lower than budgeted activities.
Roads, Storm Drainage and Watercourses	Labour	27.4	27.4	0.0	0.0%	
<b>Roads, Storm Drainage and Watercourses</b>	<b>Total</b>	<b>67.3</b>	<b>62.5</b>	<b>4.8</b>	<b>7.1%</b>	
Mississauga Transit	Revenue	(92.6)	(96.1)	3.5	3.8%	The revenue surplus is primarily attributable to increased transit ridership.
Mississauga Transit	Other Operating	33.6	33.7	(0.1)	(0.2%)	Based on the year to date average price/litre of \$1.01 for diesel fuel which is \$0.07/litre higher than the budgeted price of \$0.94/litre, an over expenditure of \$1.8M for diesel fuel cost is forecast. This is partially offset by \$0.5M due to lower natural gas rate, \$0.2M surplus in staff uniforms, \$0.3M surplus in advertising & promotions and \$0.4M surplus in maintenance costs.
Mississauga Transit	Labour	110.9	109.6	1.3	1.1%	Labour gapping savings of \$1.3M is primarily attributed to staff turnover and vacant positions in the service area.
<b>Mississauga Transit</b>	<b>Total</b>	<b>51.9</b>	<b>47.2</b>	<b>4.7</b>	<b>9.1%</b>	
Parks and Forestry	Revenue	(3.6)	(3.6)	0.0	1.4%	
Parks and Forestry	Other Operating	10.9	11.0	(0.1)	(0.8%)	
Parks and Forestry	Labour	22.4	21.9	0.5	2.1%	Favourable variance in labour is due to vacancies and positions held pending Remodelling For the Future.
<b>Parks and Forestry</b>	<b>Total</b>	<b>29.7</b>	<b>29.3</b>	<b>0.4</b>	<b>1.3%</b>	

Service Area (in \$Millions)	Item	Net Budget	Year- End Forecast	Projected Year- End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Mississauga Library	Revenue	(2.5)	(2.3)	(0.2)	(6.1%)	Unfavourable variance is due to continuing decline of fine revenues.
Mississauga Library	Other Operating	5.9	5.8	0.1	1.4%	Favourable variance is mainly due to decrease in utilities costs
Mississauga Library	Labour	21.2	20.8	0.4	1.7%	Labour savings is a result of normal gapping, and positions held pending implementation of self check-out.
<b>Mississauga Library</b>	<b>Total</b>	<b>24.6</b>	<b>24.3</b>	<b>0.3</b>	<b>1.2%</b>	
Business Services	Revenue	(2.8)	(2.9)	0.1	3.5%	
Business Services	Other Operating	2.6	2.5	0.1	3.0%	
Business Services	Labour	22.3	21.9	0.4	1.6%	Labour gapping savings of \$0.4M is due to vacancies.
<b>Business Services</b>	<b>Total</b>	<b>22.1</b>	<b>21.5</b>	<b>0.6</b>	<b>2.7%</b>	
Facility and Property Management	Revenue	(1.1)	(1.1)	0.0	0.0%	
Facility and Property Management	Other Operating	7.9	7.7	0.2	2.6%	Building services under expenditure of \$0.2M is a result of contracted cleaning costs being lower than budgeted.
Facility and Property Management	Labour	12.8	12.4	0.4	2.8%	Labour savings of \$0.4M is due to vacancies.
<b>Facility and Property Management</b>	<b>Total</b>	<b>19.6</b>	<b>19.0</b>	<b>0.6</b>	<b>3.1%</b>	
Recreation	Revenue	(44.8)	(44.0)	(0.8)	(1.9%)	Revenue shortfall is primarily a result of: Hershey Centre events pressure of \$0.2M as approved by Council via resolution #099-2012; \$0.6M in Dome Field due to construction delays; \$0.2M in Fitness Center programs and \$0.4M in Arena business due to the economy and changing demographics. The 2013 budget includes a revenue reduction of \$0.4M. Partially offsetting these revenue shortfalls are favourable variances of \$0.3M in each of Aquatics and Sports Complex FieldHouse.
Recreation	Other Operating	23.1	22.9	0.2	0.9%	Favourable other operating expenses are primarily a result of lower utility costs.
Recreation	Labour	41.2	40.4	0.8	1.9%	Favourable labour variance is a result of managing labour expenses to mitigate the service area's revenue challenge.
<b>Recreation</b>	<b>Total</b>	<b>19.5</b>	<b>19.3</b>	<b>0.2</b>	<b>1.0%</b>	
Information Technology	Revenue	(1.1)	(1.1)	0.0	0.0%	
Information Technology	Other Operating	5.1	5.1	0.0	0.0%	
Information Technology	Labour	13.3	12.8	0.5	3.8%	Labour gapping savings of \$0.5M due to vacancies.
<b>Information Technology</b>	<b>Total</b>	<b>17.3</b>	<b>16.8</b>	<b>0.5</b>	<b>2.9%</b>	

Service Area (in \$Millions)	Item	Net Budget	Year- End Forecast	Projected Year- End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Strategic Policy	Revenue	(1.2)	(1.2)	0.0	0.0%	
Strategic Policy	Other Operating	2.4	2.8	(0.4)	(15.2%)	Other operating deficit is due mainly to various Legal issues. City and Region Official Plan OMB hearings required a significant amount preparation time, attending hearings and negotiating settlements for most appeals. A number of BRT construction issues were encountered which required outside counsel. Labour and employment expenditures were higher than budgeted primarily due to a few large matters that reached hearing stage, including the firefighters interest arbitration and mandatory retirement challenge.
Strategic Policy	Labour	9.5	9.3	0.2	2.1%	Labour savings due to retirement and vacancies throughout the service area.
<b>Strategic Policy</b>	<b>Total</b>	<b>10.7</b>	<b>10.9</b>	<b>(0.2)</b>	<b>(1.9%)</b>	
Land Development Services	Revenue	(13.5)	(13.3)	(0.2)	(1.5%)	Building Permit revenues are forecast to be \$9.1M this year, which is under budget by \$1.2M on a 2012 budget of \$10.3M. This forecast is a significant increase over the \$6.5M realized in 2011, the \$6.1M realized in 2010 and the \$5.1M realized in 2009. Development Application revenues are forecast to exceed budget partly due to a fee charges increase earlier this year.
Land Development Services	Other Operating	2.5	2.5	0.0	0.0%	
Land Development Services	Labour	17.6	17.5	0.1	0.8%	Positive variance due to vacancies.
<b>Land Development Services</b>	<b>Total</b>	<b>6.6</b>	<b>6.7</b>	<b>(0.1)</b>	<b>(1.5%)</b>	
Arts and Culture	Revenue	(1.8)	(1.7)	(0.1)	(8.1%)	Revenue shortfalls are mainly due to decline enrolment in pre-registered arts and culture programs and unrealized programs at Meadowvale Theatre due to the delay in hiring the theatre programmer, offset by reduced expenditures.
Arts and Culture	Other Operating	3.8	3.6	0.2	4.9%	Reduced other operating costs associated with decline in revenues.
Arts and Culture	Labour	4.1	4.1	0.0	0.0%	
<b>Arts and Culture</b>	<b>Total</b>	<b>6.1</b>	<b>6.0</b>	<b>0.1</b>	<b>1.6%</b>	
Mayor & Council	Revenue	0.0	0.0	0.0	0.0%	
Mayor & Council	Other Operating	0.6	0.6	0.0	0.0%	
Mayor & Council	Labour	3.6	3.6	0.0	0.0%	
<b>Mayor &amp; Council</b>	<b>Total</b>	<b>4.2</b>	<b>4.2</b>	<b>0.0</b>	<b>0.0%</b>	

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Service Area (in \$Millions)	Item	Net Budget	Year End Forecast	Projected Year End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Regulatory Services	Revenue	(11.8)	(11.0)	(0.8)	(6.6%)	Unfavourable bingo license revenue variance of \$0.2M is primarily due to the closing of the International Centre Bingo Hall. Select parking fine increases approved by Council to take effect in November 2011 encountered delays obtaining Attorney General's Office approval, resulting in a \$0.5M shortfall.
Regulatory Services	Other Operating	2.5	2.3	0.2	9.1%	
Regulatory Services	Labour	10.7	10.4	0.3	2.3%	Labour savings of \$1.1M are primarily due to staff turnover and vacant positions.
<b>Regulatory Services</b>	<b>Total</b>	<b>1.4</b>	<b>1.7</b>	<b>(0.3)</b>	<b>(21.4%)</b>	
Legislative Services	Revenue	(9.7)	(9.8)	0.1	1.0%	
Legislative Services	Other Operating	1.2	1.2	0.0	0.0%	
Legislative Services	Labour	5.7	5.6	0.1	1.7%	
<b>Legislative Services</b>	<b>Total</b>	<b>(2.8)</b>	<b>(3.0)</b>	<b>0.2</b>	<b>7.1%</b>	
Financial Transactions	Revenue	(67.2)	(70.4)	3.2	4.8%	Favourable Revenue variance is primarily due to a forecast Enersource Dividend of \$12.2M, budgeted at \$9.0M, based on Enersource's projection. A \$1.6M increase in Tax Penalties and Interest and \$1.5M shortfall in revenue from Supplementary Taxes are forecast based on current trend and economic climate.
Financial Transactions	Other Operating	45.9	45.7	0.2	0.4%	
Financial Transactions	Labour	1.8	2.4	(0.6)	(33.3%)	Unfavourable Labour variance is primarily due to increase to City-paid portion of retiree benefits rising in response to increase to eligible retiree population.
<b>Financial Transactions</b>	<b>Total</b>	<b>(19.5)</b>	<b>(22.3)</b>	<b>2.8</b>	<b>14.4%</b>	
<b>City</b>	<b>Grant Total</b>	<b>34.4</b>	<b>30.3</b>	<b>4.1</b>	<b>12.0%</b>	

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Service Area	Standard or Special Contract Reference	Supplier	Description of Goods/Services Ordered	Account Number	Amount \$
Transit Services	4600013788	Cundari Group Ltd	Development of a MiWay 3-year Marketing Strategy	715701-23454	202,000
Transit Services	4500369247	Map Mobility Inc.	MiWay route schedule navigators MiWay individual route maps	715601-23454 715701-23454	43,400
Transit Services	4600014157	Cross Roads	MiWay branded items for distribution at community outreach events to build brand awareness and support among key target audiences	715701-23454	18,600
Transit Services	4600013492	MPH Graphics	Production of printed route maps for core transit customer communication	715701-23454	8,300
Business Services	4600014299	Metrics@Work Inc	Employee Survey	715601-21460	50,000
Business Services	In Progress	AON	AON Benefits Audit	715617-27754	35,000
Business Services	In Progress	TBD2	Health & Safety Audit	715601-27751	17,000
Business Services	In Progress	TBD1	Compensation Consulting	715617-27754	3,000
Strategic Policy	In Progress	International District Energy Association	Consulting services for District Energy Screening Study	715601-26800	40,000
Strategic Policy	In Progress	Greenburg Consultants	Consuting services for DT21	715601-26800	10,000
Land Development Services	In Progress	N. Barry Lyon Consultants	Business Case & Implementation Study- Cooksville Mobility Hub-Lands south of Hillcrest Ave	715601-26794	15,000
					142,300

Operating Budget Adjustments by Service Area

From	To	Amount	Reason
Non-Departmental; Legislative Services; Council Committees	Corporate Services Department; Legislative Services; Council Committees	131,900	Council Committee cost centers moved from Non-Departmental to Corporate Services, Clerks Division, localizing Legislative Services cost centers to within a single department where appropriate.
Planning and Building; Departmental Business Service; Divisional Support Services	Planning and Building; Land Development Services; Development and Design	34,600	Support services allocation to division requires expense budget alignment.
Transportation and Works; Departmental Business Services; Divisional Support Services	Transportation and Works; Roads, Storm Drainage and Watercourse Services; Maintenance Control	4,100	Support services allocation to division requires expense budget alignment.
	Transportation and Works; Mississauga Transit Services; Office of the Director	4,000	
	Transportation and Works; Regulatory Services; Enforcement Administration	1,800	



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** November 20, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

General Committee

DEC 05 2012

**FROM:** Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** **Port Credit BIA Levy Adjustment– Extended Repayment Terms  
Ward 1**

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**RECOMMENDATION:** That \$96,676.37 due from the Port Credit Business Improvement Area resulting from successful assessment appeals by commercial property owners in the area be repaid by withholding \$19,335.27 each year from 2013 to 2017 from the annual Port Credit Business Improvement Area levy requisition.

**BACKGROUND:** Council approves a budget annually for each Business Improvement Area (BIA) in the City. A tax rate is then calculated and levied upon each property in the BIA. After the BIA levy is approved by Council, staff remits the levy amount to the BIA.

Commercial property owners who disagree with their property assessment valuation from the Municipal Property Assessment Corporation (MPAC) may file a request for reconsideration with MPAC or more commonly an appeal with the Assessment Review Board (ARB). If the appeal is successful, the City recalculates the entire property tax including BIA levy based upon the revised assessment and makes the appropriate refund to the property owner.

**COMMENTS:**

Earlier this year, the City received ARB decisions on five properties in the Port Credit BIA area covering tax years from 2004 to 2012. The City has no control over when the ARB chooses to hear appeals and issue decisions. These appeals have been processed in the tax system and the tax accounts have been adjusted.

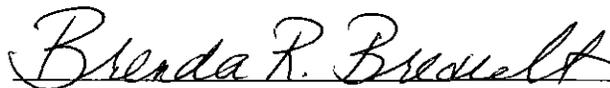
As part of the City's year-end procedures, the levy balances for the BIA's, School Boards and Region of Peel are reconciled. As a result of the appeals on the five properties, an adjustment is required to the Port Credit BIA levy payment. The BIA owes the City \$96,676.37. The Port Credit BIA levy for 2012 was \$536,568.00. In most years, supplementary assessment growth offsets the tax loss from appeals so no adjustments need to be made to the levy amount paid to the BIA. In this case, the large adjustment cannot be repaid by the BIA without a significant increase in the BIA levy in 2013. Staff are proposing that the BIA be allowed to repay the amount owing over a five year period (2013 – 2017) by withholding \$19,335.27 each year from the annual levy requisition approved for the Port Credit BIA. Council has approved similar repayment terms for BIA's required as a result of assessment appeals in the past.

**FINANCIAL IMPACT:**

The interest loss to the City from this payment arrangement is approximately \$8,100.

**CONCLUSION:**

The Port Credit BIA is required to repay \$96,676.37 to the City as a result of successful assessment appeals by commercial property owners in the area. Staff are proposing that \$19,335.37 be withheld from the annual Port Credit Business Improvement Area levy requisition thereby repaying the amount over five years. Council has approved repayment terms in the past.



Brenda R. Breault, CMA, MBA

Commissioner of Corporate Services and Treasurer

*Prepared By: Jeffrey J. Jackson, Director, Revenue, Materiel  
Management & Business Services*



# Corporate Report

Clerk's Files

Originator's Files

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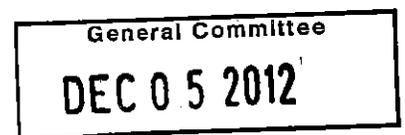
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**DATE:** November 20, 2012

**TO:** Chair and Members of General Committee  
Meeting Date: December 5, 2012

**FROM:** Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** **City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems**  
(File Ref: FA.49.0002-13)



- 
- RECOMMENDATION:**
1. That the updated City Standards for IT Systems as listed in Appendix 1 of the report dated November 20, 2012 from the Commissioner of Corporate Services and Treasurer, be approved.
  2. That the Purchasing Agent be authorized to negotiate and execute agreements to cover 2013 annual support and maintenance for City Standard IT Systems, where the estimated cost will exceed \$100,000.
  3. That the Purchasing Agent be authorized to issue blanket purchase orders to Bell Mobility, Rogers Wireless Inc. and Telus Mobility for 2013 wireless communications services in the estimated amount of \$704,500.

**REPORT HIGHLIGHTS:**

- The Purchasing By-law provides for establishment of "City Standards" for key operational Information Technology (IT) Systems.
- Each year, the IT Division of the Corporate Services Department reviews and updates the list of City Standards for IT Systems,

seeking related procurements of support and maintenance services for the IT Standards which exceed \$100,000 in value and seeks approval for projected expenditures for wireless telecommunications services from Bell Mobility, Rogers Wireless Inc. and Telus Mobility.

- This report recommends that the Purchasing Agent be authorized to purchase support and maintenance for City standard IT systems and wireless telecommunications services for the 2013, City Standards as set out in Appendices 1 and 3 attached to this report.

**BACKGROUND:**

The Purchasing By-law provides for the establishment of “City Standards” for key operational Information Technology (IT) Systems. City Standards are specific goods approved by Council that best fill a long-term City-wide need or requirement.

Each year, the IT Division of the Corporate Services Department reviews and updates the list of City Standards for IT Systems which have been acquired and implemented as “City Standards”. The 2012 list was approved by Council through adoption of GC Recommendation 0779-2011. Appendix 1 provides a complete updated list of all Standards applicable for 2013.

In accordance with the Purchasing By-law, single source procurements of support and maintenance services for the Standards which may exceed \$100,000 in value require approval from Council. Appendix 2 lists the City Standards where commitment amounts for services may exceed \$100,000 in 2013, depending upon results of negotiations.

In addition to the City Standards, approval is required for the 2013 wireless telecommunications services expenditures with Bell Mobility, Rogers Wireless Inc. and Telus Mobility. Appendix 3 outlines the budgeted amounts projected to be required for 2013 based on wireless service usage across the corporation.

The purpose of this report is to update the list of City IT System Standards and to secure approval for the Purchasing Agent to negotiate and execute appropriate forms of agreement for the acquisition of services associated with these Standard systems for 2013, where such services are anticipated to exceed \$100,000.

Additionally, authorizations required to establish purchase contracts for 2013 with Bell Mobility, Rogers Wireless, and Telus Mobility.

**COMMENTS:**City Standards for IT Systems

Appendix 1 identifies the systems which are required in 2013 to maintain City operations. The City operates many diverse areas of business of which each has unique or niche IT System requirements. The creation of City Standards minimizes disruptive impacts to City operations through the ongoing upgrade and renewal of IT Systems. Continued use of Information Technology Standards is consistent with the IT simplification initiative which provides for the streamlining and consolidation of IT infrastructure and application portfolios.

Minor changes in IT Systems have been made in 2012 and include the removal of four IT applications that are no longer required and the addition of four new IT applications. A complete listing of current City IT System standards is provided in Appendix 1.

Support and Maintenance Purchases required in 2013

The ongoing maintenance and support for IT Systems contracts is managed and budgeted for by the Information Technology Division. Appendix 2 lists the planned procurements for services needed to support and maintain Standards for 2013 where the estimated support and maintenance costs exceed \$100,000 and are single source agreements. Amounts shown are based on historical spend amounts and are funded in the IT operating budget.

2013 Wireless Telecommunications Services

The wireless communications requirements for the City are reviewed annually based on approved projects and budgets. Appendix 3 identifies the three vendors who provide wireless services and equipment to the City - Bell Mobility, Rogers Communications and Telus Corp. Amounts shown reflect the estimated 2013 expenditures based on forecast usage across the corporation. Material Management and Corporate IT collaborate to maintain these systems contracts as needed.

**FINANCIAL IMPACT:** The required annual support and maintenance costs for the City Standard IT systems are included in the IT operating budget. Wireless communications costs are funded in the departmental operating budgets.

**CONCLUSION:** Various IT Systems have become essential to City services and operations, and have been designated by Council as City Standards. In accordance with the Purchasing By-law (374-06), purchase contracts with the suppliers of these Standards are executed on a single/sole source basis. Staff in IT and Materiel Management negotiate agreement terms and all commitments are reviewed by Legal Services. This report recommends that the Purchasing Agent be authorized to purchase support and maintenance for City Standard IT Systems as identified in Appendix 1 and wireless telecommunications services as identified in Appendix 3 for 2013.

**ATTACHMENTS:**

- Appendix 1: 2013 City Standards for IT Systems List
- Appendix 2: IT Systems designated as City Standards for which the 2013 support and maintenance is valued at \$100,000 or more.
- Appendix 3: 2013 Wireless Telecommunications Services Blanket Order



Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

*Prepared By: Shawn Slack, Director, Information Technology*

### City Standards - Information Technology Systems

No.	VENDOR	DESCRIPTION
1	Accenture	Maintenance and support for clone and test tools for the SAP system
2	Active Networks	Maintenance and licensing of the CLASS Recreation and Parks Registration and Bookings system; CLASS point of sale for credit card payments at Community Centres; eCity Public Library workstation booking system
3	Ahearn and Sopher	Maintenance and licensing of the Vehicle Business Photo system used in Transportation and Works Mobile Licensing Enforcement section
4	Archive Systems Inc	Maintenance and licensing of the WORDS document management system for maintaining Council records
5	Belden IBDN Copper Systems *	Structured copper wire computer and telephony cabling system used throughout all City facilities
6	Bell Canada	eCity portal hosting fees for www.mississauga.ca, licensing fees and transaction fees, T1 Megaling, 1FL business lines,
7	Bell Mobility	Service fees for wireless voice and data services used throughout all departments
8	Bentley Systems Inc.	Maintenance and licensing of the Microstation software used by Transportation and Works Geomatics section
9	CCG/Faster Asset Solutions	Maintenance and licensing of the Faster vehicle fleet maintenance software used to manage the maintenance of City vehicles used in the various City departments
10	Cisco Systems Canada Co.	Maintenance and licensing of Cisco equipment and software used to provide voice and data services to all City departments
11	Commvault Systems Canada Inc.	Maintenance and licensing of the City enterprise data backup and recovery system
12	CSC	Maintenance and licensing of the Riskmaster risk management and claims system used by the Finance Department Risk and Insurance section
13	CSDC	Maintenance and licensing of the Amanda vehicle licenses/business licenses system used by Transportation and Works Mobile Licensing Enforcement section
14	E S & S	Maintenance and licensing of the election system including software and the votematic hardware devices
15	Enghouse Transportation *	Maintenance and licensing of the Transit bus routing information system used by the public
16	Enroute 911	Maintenance and licensing of the Fire Dispatch and AVL system software
17	Faronics	Maintenance and licensing of Deep Freeze PC software used for the Public Library patron walk-up PC's
18	Flexera Software	Maintenance and licensing of Admin Studio software for development of MSI packaging for enterprise software distribution
19	Garival	Maintenance and licensing of the Transit Farebox system hardware and software used by Mississauga Transit
20	GIRO	Maintenance and licensing of the Hastus transit bus scheduling system used by Mississauga Transit
21	Global GEO	Maintenance and support of Apple computers used in various City departments
22	Globe POS	Maintenance and licensing of the point of sale system used at the cashier's counter at City Hall
23	Google	Maintenance and support for the Google search appliance used to search data on City web site
24	HLP Inc	Maintenance and licensing of the Chameleon Animal Services system used by our Transportation and Works Animal Service section.
25	HP	Maintenance and licensing of the Information Technology storage area networks, blade servers, VMware and Unix servers
26	Industry Canada	Licensing of the mobile radio trunking system used by Fire Emergency Services and all City Departments
27	Infor *	Maintenance and licensing of the Hansen Infrastructure Management system used by several City departments
28	Intergraph	Maintenance and licensing of the Intergraph Geomedia software used by Transportation and Works Geomatics section
29	Intraprint	Maintenance and licensing of the print management system used by the City print shop
30	Iron Mountain	Escrow Services for various IT systems
31	ITC	Maintenance and licensing of the print management system used by Library patrons
32	Liberty Digital Recording System (High Criteria Inc) *	Maintenance and licensing of the Court House digital recording system used for voice recording of Court proceedings
33	McAfee Inc.	Maintenance and licensing of McAfee intrusion protection system and virus protection of City PC's and servers
34	Methodicall	Maintenance and licensing of the long distance reporting system used to track long distance calling through the City

## City Standards - Information Technology Systems

No.	VENDOR	DESCRIPTION
35	Microsoft	Maintenance and licensing of Microsoft software for use on all City PC's and servers
36	Mobile Business	Maintenance and repair of non-emergency department radios
37	Motorola	Maintenance and support of non-emergency department radio system
38	Motorola	Maintenance and support of Fire Department radio system
39	Nice Systems (Wilmac Canada) *	Maintenance and support of voice digital recording systems for various departments.
40	Nordat	Maintenance and licensing of freedom of information software used by Clerk's department
55	Ontolica (Surfray) *	Enterprise search engine for City SharePoint sites to provide quick and accurate search results.
41	Open Text	Maintenance and licensing of the Hummingbird software to access the ICON Provincial Court system used by Corporate Services Court Administration staff
42	Oracle	Maintenance and licensing of the Oracle database software used by Information Technology systems including TAX
43	Orderline	Maintenance and licensing for maintaining the Mississauga Zoning By-law
44	Parksmart	Maintenance and licensing of the Parksmart parking enforcement system for managing parking tickets
45	POS Canada (Maitre'D Food and Beverage System) *	Maintenance and licensing of restaurant point of sale systems located in City facilities
46	Public Sector Digest	Maintenance and licensing of tangible capital asset system
47	Questica	Maintenance and support of the financial Integrated Budgeting System
48	Region of Niagara	Maintenance and licensing of the Provincial Offences Court Administration Management System
49	Region of Peel	Maintenance and support of the Fire emergency radio communications system (Part of Region Vcom system)
50	Region of Peel	Maintenance and support of the non-emergency radio communications system (Part of Region Vcom system)
51	Research In Motion	Maintenance and licensing of the Blackberry enterprise server used by all City departments for email connectivity with Blackberry devices
52	Rogers Communications Inc.	Service fees for wireless voice and data services used throughout all departments
53	SAP Canada Inc.	Maintenance and licensing of the SAP financial and HR management system and Business Intelligence used by all
54	SirsiDynix (Canada) Inc.	Maintenance and licensing of the Mississauga Library book catalogue system for management of books and other
56	Telus Mobility	Service fees for wireless voice and data services used throughout all departments
57	Teranet	Maintenance and licensing for access to Ontario government land registration management system used by Transportation and Works Geomatics section
58	Terraview	Maintenance and licensing of Terraview software used to access the Ontario government land registration management system used by Transportation and Works Geomatics section
59	Verisign	Licensing of software security certificates used to ensure secure data transport in Information Technology systems
60	VFA	Maintenance and licensing of the Facility Asset Program system
61	Viasat Geo Technologies	Maintenance and licensing of development tools ERMAPPER used by Transportation and Works Geomatics
62	WellNet	Maintenance and support of the City material safety data sheets used in all City departments
63	Winshuttle	Maintenance and licensing of Winshuttle application used for the transfer of Excel/Access Spreadsheet data to and from SAP
64	Workopolis *	Maintenance and licensing for eRecruit application running on the City portal.

\* Indicates a new City Standard - Information Technology Systems

Appendix 2

**IT Systems designated as City Standards for which the 2013 support and maintenance is valued at \$100,000 or more**

VENDOR	DESCRIPTION	2013 BUDGET
Compugen	Assessment Base s/w - Clerks	
Commvault Systems Canada Inc	Maintenance and licensing of the City enterprise data backup and recovery system	\$161,000
Region of Peel	Maintenance and support of the emergency and non-emergency radio communications system (Part of Region Vcom system)	\$205,000
SAP Canada Inc.	Maintenance and licensing of the SAP financial and HR management system and Business Intelligence used by all City departments	\$395,000
SirsiDynix (Canada) Inc.	Maintenance and licensing of the Mississauga Library book catalogue system for manager	\$107,000

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<b>Wireless telecommunications service providers and budgeted estimated 2013 spend</b>		
<b>Wireless Service Provider</b>	<b>Approximate Number of Devices</b>	<b>Estimate 2013 Spend</b>
Bell Mobility	158	\$90,806
Rogers Wireless Inc.	945	\$578,586
Telus Mobility	53	\$35,107



# Corporate Report

Clerk's Files

Originator's Files

**DATE:** November 16, 2012

**TO:** Mayor and Members of General Council  
Meeting Date: December 5, 2012

**General Committee**  
**DEC 05 2012**

**FROM:** Mary Ellen Bench, BA, JD, CS  
City Solicitor

**SUBJECT:** **Request for Extension of Development Charges Deferral Agreement for Building Permit 10-1690 and Agricultural Exemption and Amendment to the Mississauga Development Charges By-law 0342-2009**

**RECOMMENDATION:** 1. That the report of the City Solicitor dated November 16, 2012 entitled Request for Extension of Development Charges Deferral Agreement for Building Permit 10-1690, and the Agricultural Exemption Amendment to the Mississauga Development Charges By-law 0342-2009 be received for information;

2. That Council approve an extension of time to December 31, 2014 to the Development Charges Deferral Agreement executed on September 15, 2010 between the City of Mississauga, Albert Francis Hustler and Theresa Rose Hustler, for the payment of the development charges under Building Permit 10-1690 with respect to the land located at 7564 Tenth Line West, in the City of Mississauga.

**BACKGROUND:** A Corporate Report was submitted to Council on August 26, 2010 with respect to the building permit application (BP10-1690) which was submitted to the City for the purposes of constructing a 327.02m<sup>2</sup> (3,000 sq. ft.) structure to store agricultural machinery on one of the last bona fide working farms in the City of Mississauga. The farm is located at 7564 Tenth Line West in Ward 9 and is bordered by Highway 401 to the north. The proximity of the highway has resulted

in the need to construct the storage shed to protect farming equipment from the highway salt and spray during the winter season.

The Corporate Report dated August 26, 2010 addressed the issue that the City's Development Charges By-law does not align with the Region of Peel's Development Charges By-law, the Dufferin-Peel Catholic District School Board and Peel School Board's Education Development Charges By-laws, which exempt building/structures associated with bona fide farming operations (subject to certain exemptions) from the payment of development charges.

The parties, the City of Mississauga and Albert Francis Hustler and Theresa Rose Hustler entered into a Development Charges Deferral Agreement on September 15, 2010 permitting the building permit to be issued prior to the expiration of the MTO permit and the onset of winter. The fees that are due and payable on December 31, 2012 are in the amount of \$34,134.50.

**COMMENTS:**

The City currently has an appeal before the Ontario Municipal Board to amend the 2009 Development Charges By-law 0342-2009 to exempt agricultural use from payment of development charges. The appeal has not yet been set down for hearing.

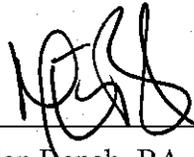
**FINANCIAL IMPACT:** No impact.

**CONCLUSION:**

Until such time as the Ontario Municipal Board renders a decision with respect to agricultural exemption, the Development Charges Deferral Agreement should be extended for a two year period (December 31, 2014), pending the outcome of the hearing.

**ATTACHMENTS:**

Appendix 1: Corporate report dated August 26, 2010



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Mary Ellen Bench, BA, JD, CS  
City Solicitor

*Prepared By: Kelly Yerxa, Deputy City Solicitor*



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** August 26, 2010

**TO:** Chair and Members of General Committee  
Meeting Date: September 8, 2010

**FROM:** Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** **Request to Ontario Municipal Board RE: Agricultural Exemption  
Amendment to the Mississauga Development Charges By-law  
0342-2009  
Deferral Agreement for Building Permit 10-1690**

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- RECOMMENDATION:**
1. That Council approve entering into a deferral agreement for the payment of development charges under BP 10-1690 with the owners of the land located at 7564 Tenth Line West, in the City of Mississauga.
  2. That Council authorize the City Solicitor or her delegate to request the Ontario Municipal Board to amend Mississauga's Development Charges By-law 0342-2009 to include an agricultural exemption as outlined in this report.

**BACKGROUND:** A building permit application (BP10-1690) was submitted to the City for the purposes of constructing a 327.02 m<sup>2</sup> (3,000 sq. ft.) structure to store agricultural machinery on one of the last bona fide working farms in the City of Mississauga. The farm is located at 7564 Tenth Line West in Ward 9 and is bordered by Hwy 401 to the north. The proximity of the highway has resulted in the need to construct the storage shed to protect the farming equipment from the highway salt spray during the winter season.

**COMMENTS:**

The City's Development Charges By-law 0342-2009 (DC By-law) requires that any construction resulting in the creation of new gross floor area (GFA) unless exempted under the *Development Charges Act, 1997 (DCA)* or in the City's DC By-law, is subject to the payment of development charges (DC's) prior to the issuance of a building permit. The owner of the property was advised that \$34,124.50 in development charges are payable.

The City's DC By-law does not align with the Region of Peel's Development Charges By-law, the Dufferin-Peel Catholic District School Board and Peel District School Board's Education Development Charges By-laws which exempt building/structures associated with bona fide farming operations (subject to certain exemptions) from the payment of development charges.

Section 11(2) of the Region of Peel's Development Charges By-law states that 'no development charge is imposed under this By-law in respect of land developed for agricultural use'<sup>1</sup> and the two Peel School Boards' Education Development Charges By-laws state that DC's "shall not apply to non-residential agricultural buildings or structures that are owned by and are used for the purposes of a bona fide farming operation."<sup>2</sup>

Staff agree that amending the City's DC By-law to exempt agricultural structures required in connection with bona fide farming operations is an appropriate policy decision. In addition, staff are satisfied that the definition of a bona fide farming operation, which is to be brought forward in the amendment, would be sufficiently narrow to ensure that DC's would continue to be payable on commercial operations such as green houses, fruit markets, riding stables etc., which unlike bona fide farming operations, generate the need for service infrastructure.

If approved by Council, the following steps will need to be taken in order to implement this policy decision:

1. That the City make a request at the Ontario Municipal Board (OMB) to amend the City's DC By-law 0342-2009 to add an agricultural exemption.

<sup>1</sup> Excerpt from Region of Peel Development Charges By-law 115-2007

<sup>2</sup> Excerpt from the Dufferin-Peel Catholic District School Board and Peel District School Board's Education Development Charges By-law.

2. That Council approve a DC deferral agreement with the owner of the lands located at 7564 Tenth Line West.

**Request Amendment to Development Charges By-law**

As the City's DC By-law has been appealed to the OMB, the OMB may consider allowing an amendment to the City's DC By-law 0342-2009 without the need for the City to prepare a new background study, hold further public meeting, etc.

Should Council agree that the DC By-law be amended to exempt buildings/structures associated with a bona fide farming operation from the payment of development charges, legal counsel will request a prehearing to request the OMB to consider the amendment, and if the OMB is agreeable, request that a date for a separate hearing be set to deal with this particular exemption.

The hearing would deal only with the amendment regarding the agricultural exemption in specific situations and would be dealt with separately from the original DC appeal filed at the OMB on January 19, 2010. A hearing date for the original appeal is yet to be finalized and the approval by Council for an agricultural amendment would not jeopardize the City's position in this regard.

At a hearing, information would be presented to the OMB regarding the amendment, following which the Member(s) will render a decision. It is unknown how quickly a decision would be issued by the OMB. Interim measures will be necessary in order that the processing of BP10-1690 is not delayed, as the property owners were required to obtain a permit from the Ministry of Transportation (MTO), which expires in January 2011. If the amendment is approved by the OMB, it will come into force retroactively, and be effective as of November 11, 2009 when Council approved Mississauga's DC By-law 0342-2009.

In the event that the OMB decides that it does not have the authority to deal with the amendment, staff will bring forward a new report recommending that staff be directed to begin the process of amending the DC by-law. Council should not consider any amendments to the DC by-law until all the appeals before the OMB have been dealt with and the Board issues its Order(s). To further amend the By-Law now would jeopardize the current appeal process, at significant expense.

**Enter into a Deferral Agreement**

In the mean time, subject to Council approval, it is recommended to enter into a development charges deferral agreement with the owners of 7560 Tenth Line West (BP10-1690), so that the building permit may be issued prior to the expiration of the MTO permit and the onset of winter. Without such an agreement the DCs would have to be paid before a building permit could be issued, which would cause hardship. The preparation of a deferral agreement is necessary to ensure compliance with the *DCA* (section 26(1)) and the City's DC By-law (section 22(1)) which requires payment of development charges prior to the issuance of a building permit. Section 27(1) of the *DCA* allows a municipality to enter into an agreement for the payment of all or any part of a development charge before or after is would otherwise be payable. The cost of the City drafting a deferral agreement is \$530.00 plus applicable taxes as per the City's Fee's & Charges By-law and the applicant has been advised of the cost.

If the recommendation is approved, the property owner will not be required to pay \$34,124.50 in development charges for the issuance of building permit 10-1690.

**FINANCIAL IMPACT:** In accordance with Mississauga's Development Charges By-law 0342-2009, the development charges associated with a 327.02 m<sup>2</sup> non-industrial building are as follows:

City of Mississauga Development Charge Calculation		
Storm Water Management	0.18 ha x \$75,141.70 =	\$13,525.51
Other Services Non-Industrial	327.02 m2 x 62.99 =	\$20,598.99
	Total City Charges	\$34,124.50

Regional and education development charges are not applicable to BP 10-1690 as the Region and the school boards exempt agricultural building/structures.

As very few bona fide farming operations remain in Mississauga, the impact to future DC revenues will be minimal with the implementation of this exemption.

**CONCLUSION:**

As a result of issues that have arisen from the submission of BP10-1690, staff have determined that it would be appropriate for the City to amend its Development Charges By-law 0342-2009 to include a section exempting buildings/structures used for the purposes of a bona fide farming operation. In those cases where the construction of buildings/structures are associated with retail farming activities, development charges will continue to be payable.

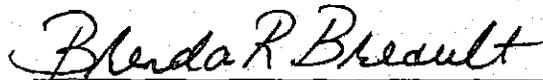
In order to facilitate the continued processing of the BP10-1690, during the By-law amendment process, the owners will be required to enter into a deferral payment agreement.

If the agricultural exemption amendment to the City's DC By-law 0342-2009 is approved, City development charges would no longer be payable for any building/structure used in connection with a bona fide farming operation in the City of Mississauga. Future DC revenues will not be impacted significantly as there are very few remaining bona fide farming operations left in Mississauga.

While the amendment to the DC By-law is dealt with, by entering into a deferral agreement with the owners of 7564 Tenth Line West, the City can continue to process BP 10-1690 without requiring the payment of \$34,124.50 in development charges.

**ATTACHMENTS:**

Appendix 1: Location Map – 7564 Tenth Line West, Ward 9

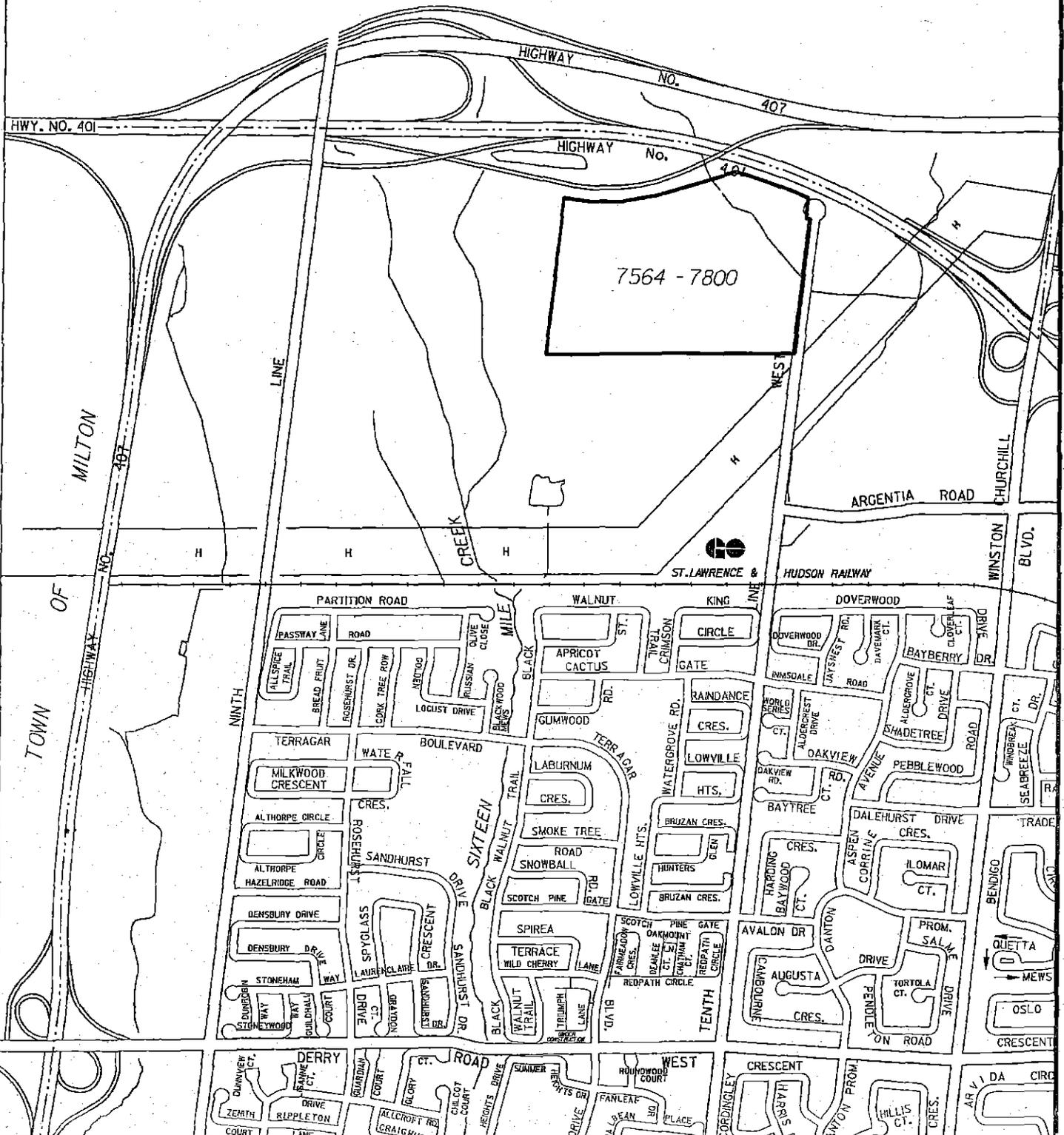


Brenda R. Breault, CMA, MBA  
Commissioner of Corporate Services and Treasurer

*Prepared By: Susan Cunningham, Senior Policy Analyst*

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TOWN OF HALTON HILLS



7564 - 7800

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M-2

COUNCIL AGENDA  
NOV 28 2012

General Committee  
DEC 05 2012

WHEREAS Resolution 0022-2011 sets out procedures for the use of communication devices during Council and Committee meetings;

AND WHEREAS the Resolution calls for the review of the effectiveness of the procedure regarding the use of communication devices after 6 months;

AND WHEREAS the Governance Committee reviewed the procedure at its meeting on November 12, 2012;

AND WHEREAS Members of Council should be focusing their full attention on the business at hand during Council and Committee meetings;

AND WHEREAS the public needs to be sure that all Council debate is conducted in the open and that their representatives are paying full attention to the business before them and not being distracted by email, conversations or other activities;

AND WHEREAS Members of Council should be expected to govern themselves in a professional and courteous manner while engaging in City business;

AND WHEREAS communication devices can be a valuable tool for checking reference material or referring to calendars;

NOW THEREFORE BE IT RESOLVED that the Council of the City of Mississauga approves the following as "procedure" at all meetings of Council, Planning and Development, Budget and General Committee meetings and that it be enforced through a reminder from the Chair of the meeting:

1. All communication devices will be turned off or set on "quiet" at all times
2. No use of communication devices for email is permitted during public deputations or public presentations.
3. If a Member of Council needs to use the device for email during the times noted above, they shall leave the room to do so.

And further that the use of communication devices for email is not permitted at any time during In Camera meetings.

REPORT 4-2012

General Committee

**DEC 05 2012**

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Accessibility Advisory Committee presents its fourth report for 2012 and recommends:

AAC-0028-2012

That the Email Correspondence: Number of On-Demand Accessible Taxi Cabs in Mississauga, be received.

(AAC-0028-2012)

AAC-0029-2012

1. That the deputation by Daryl Bell, Manager, Mobile Licensing Enforcement, with respect to the number of on-demand accessible taxicabs in Mississauga, be received; and
2. That the matter be referred to the Accessibility Advisory Committee's Accessible Transportation Subcommittee to conduct further research; and
3. That the Accessible Transportation Subcommittee work together with Mr. Bell to reach a best practice recommendation; and
4. That the Accessible Transportation Subcommittee work together with Ann Lehman-Allison, Public Affairs Specialist, to create a strategy to raise public awareness with respect to the process for reporting taxicab concerns; and
5. That the Accessible Transportation Subcommittee report back to the Accessibility Advisory Committee.

(AAC-0029-2012)

AAC-0030-2012

That the minutes of the previous Accessibility Advisory Committee on September 10, 2012, be approved as presented.

(AAC-0030-2012)

AAC-0031-2012

That the Draft Corporate Policy and Procedure: Accessibility, dated November 13, 2012, be referred back to staff to review the guidelines that exclude the ability for support persons to be admitted free of charge to Meadowvale Theatre and Mississauga Golf Courses.

(AAC-0031-2012)

AAC-0032-2012

1. That the accessibility of the independent way-finding devices at the Civic Centre, in absence of the manned Information Desk, be reviewed with respect to accessibility; and
2. That this matter be reported back to the Accessibility Advisory Committee with findings so that the AAC may make a formal recommendation, if necessary.

(AAC-0032-2012)

AAC-0033-2012

1. That the seating options at the C Café, Civic Centre, be reviewed for accessibility by Diana Simpson, Accessibility Coordinator and Clement Lowe, Citizen Member; and
2. That Ms. Simpson and Mr. Lowe report back to the Accessibility Advisory Committee with their findings.

(AAC-0033-2012)

AAC-0034-2012

That the pending work plan items dated November 19, 2012 be received for information.

(AAC-0034-2012)

AAC-0035-2012

That the Public Consultation Session Invitation on the Accessibility Plan for the Credit Valley Hospital and Trillium Health Centre be received for information.

(AAC-0035-2012)

AAC-0036-2012

That the AMO Response to the Proposed Built Environment Accessibility Standard for the Design of Public Spaces be received for information.

(AAC-0036-2012)

AAC-0037-2012

That the Metrolinx Accessibility Public Meeting hand-out, dated September 27, 2012 be received for information.

(AAC-0037-2012)

AAC-0038-2012

That Information Items 7 – 12, with respect to the AODA File Review, Reference #: 1607509, be received for information.

(AAC-0038-2012)

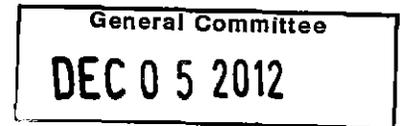
AAC-0039-2012

That the Accepting Applications for Accessibility Standards Council: Recruitment Begins for Committee to Review the Customer Service Standard document be received for information.

(AAC-0039-2012)

REPORT 5-2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE



The Road Safety Mississauga Advisory Committee presents its sixth report for 2012 from its meeting on November 20, 2012:

RSM-0023-2012

That RSM-0012-2012 be amended to change the spelling of "Councillor Satio" to "Councillor Saito" and that the June 19, 2012 Road Safety Mississauga minutes be amended to reflect this change.

(RSM-0023-2012)

RSM-0024-2012

That the Road Safety Committee (RSM) allocates an additional \$5000.00 from the 2012 RSM budget for additional copies of the Road Safety Handbook and that RSM allocates \$15 000.00 from the 2012 RSM budget to purchase speed awareness units.

(RSM-0024-2012)

RSM-0025-2012

That the memorandum dated November 14, 2012 from Stephanie Smith, Legislative Coordinator with respect to the proposed 2013 Road Safety Mississauga meeting dates is received.

(RSM-0025-2012)

REPORT 5-2012



TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Museums of Mississauga Advisory Committee presents its fifth report for 2012 and recommends:

MOMAC-0039-2012

That the minutes of the Museums of Mississauga Advisory Committee meeting held on September 24, 2012 be approved, as amended.

(MOMAC-0039-2012)

MOMAC-0040-2012

That the Museums Manager's Report dated November 15, 2012 from Annemarie Hagan, Museums Manager be received.

(MOMAC-0040-2012)

MOMAC-0041-2012

That the Capital Projects Report dated November 15, 2012 from Annemarie Hagan, Museums Manager be received.

(MOMAC-0041-2012)

MOMAC-0042-2012

That the media advisory entitled, "City of Mississauga Media Advisory: Connecting New Citizens to Mississauga's Cultural Attractions" be received.

(MOMAC-0042-2012)

MOMAC-0043-2012

That the letter from Michael Chan, Minister of Tourism, Culture and Sport, dated October 26, 2012 with respect to the Community Operating Grant 2012-13 be received.

(MOMAC-0043-2012)

MOMAC-0044-2012

That the Toronto Star newspaper supplement dated October 13, 2012, entitled, "The Museum in Kitchener" be received.

(MOMAC-0044-2012)

MOMAC-0045-2012

1. That the Collections and Storage Subcommittee meeting scheduled for Tuesday, December 4, 2012 be cancelled; and
2. That Andrew Whittlemore, Manager, Culture Operations circulate the updated Project Management document to members of the Collections and Storage Subcommittee via email prior to December 4, 2012 for review.

(MOMAC-0045-2012)

REPORT 9 - 2012

General Committee

DEC 05 2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Traffic Safety Council presents its ninth report for 2012 and recommends:

## TSC-0192-2012

1. That the deputation from Councillor Chris Fonseca, Ward 3, and Lynn Seville, Resident, with respect to concerns regarding the removal of the Crossing Guard from Rathburn Road and Willowbank Trail be received.
2. That the Transportation and Works Department be requested to review the feasibility of installing a countdown timer at the intersection of Willowbank Trail and Rathburn Road for students attending St. Vincent de Paul Catholic School, 665 Willowbank Trail.

(TSC-0192-2012)

(Ward 3)

## TSC-0193-2012

That the deputation from Dan Ferguson, Resident, with respect to the no tolerance parking policy around schools be received.

(TSC-0193-2012)

## TSC-0194-2012

That the minutes of the Traffic Safety Council meeting held on October 24, 2012 be approved.

(TSC-0194-2012)

## TSC-0195-2012

That the request for a Crossing Guard at the intersection of Orano Drive and Kenmuir Avenue for students attending Janet I. McDougald Public School, 498 Hartsdale Avenue, be denied as the warrants have not been met.

(TSC-0195-2012)

(Ward 1)

## TSC-0196-2012

That the request for a Crossing Guard at the intersection of Northaven Drive and Hartsdale Avenue for students attending Janet I. McDougald Public School, 498 Hartsdale Avenue, be denied as the warrants have not been met and the All Way Stop provides protection for students crossing.

(TSC-0196-2012)

(Ward 1)

## TSC-0197-2012

That the Site Inspection Report dated November 1, 2012, with respect to the site inspection conducted to review motorist behaviour at the intersection of The Credit Woodlands and Dundas Street West, for students attending Springfield Public School, 3251 The Credit Woodlands, be received.

(TSC-0197-2012)

(Wards 6 &amp; 7)

## TSC-0198-2012

1. That the Site Inspection Subcommittee of Traffic Safety Council be requested to re- inspect the intersection of Winston Churchill Boulevard and Burnhamthorpe Road in September 2013, to review pedestrian safety for students attending Erin Mills Senior Public School, 3546 South Common Court.
2. That the Transportation and Works Department be requested to review the feasibility of a slower signal timing at the intersection of Burnhamthorpe Road and Winston Churchill Boulevard, in September 2013, if students utilize the intersection.

(TSC-0198-2012)

(Ward 8)

## TSC-0199-2012

That the request for a Crossing Guard at the intersection of Tenth Line and Tacc Drive for students attending St. Bernard of Clairvaux Catholic School, 3345 Escada Drive and McKinnon Public School, 3270 Tacc Drive, be denied as the warrants have not been met.

(TSC-0199-2012)

(Ward 10)

## TSC-0200-2012

That the request for a Crossing Guard at the intersection of Tenth Line West and Escada Drive for students attending St. Bernard of Clairvaux Catholic School, 3345 Escada Drive and McKinnon Public School, 3270 Tacc Drive be denied as the warrants have not been met and the signalized intersection provides protection for crossing students.

(TSC-0200-2012)

(Ward 10)

## TSC-0201-2012

1. That the Dufferin Peel Catholic District School board be requested to do the following at St. Vincent de Paul Catholic School, 665 Willowbank Trail:
  - a. Review the School Zone Safety (Kiss and Ride) signage.
  - b. Repaint the School Zone Safety (Kiss and Ride) pavement markings and directional arrows in the standard format.
  - c. Install standard School Zone Safety (Kiss and Ride) directional signage at the driveway entrance.
2. That the Transportation and Works Department be requested to replace the No Parking sign at the exit driveway with a No Stopping prohibition at St. Vincent de Paul Catholic School.

(TSC-0201-2012)

(Ward 3)

## TSC-0202-2012

1. That the request for a Crossing Guard at Escada Drive and the driveway of St. Bernard of Clairvaux, 3345 Escada Drive, be denied as the warrants have not been met.
2. That the Transportation and Works Department be requested to do the following at St. Bernard of Clairvaux:
  - a. Review the signage along Escada Drive in the vicinity of the school.
  - b. Review the feasibility of installing No Stopping signs on the south side of Escada Drive, west of Hideway Place.
3. That once the Transportation and Works Department has reviewed the signage at St. Bernard of Clairvaux Catholic School, Parking Enforcement be requested to enforce parking infractions along Escada Drive in the vicinity of the school between 8:20 and 8:45 a.m. and 3:00 and 3:20 p.m.
4. That the Dismissal subcommittee of Traffic Safety Council conduct a Dismissal inspection at St. Bernard of Clairvaux Catholic School.
5. That the Principal of St. Bernard of Clairvaux Catholic School be requested to advise motorists dropping off students to use the School Zone Safety (Kiss and Ride) during the morning drop off period.
6. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review the warrants for placing a Crossing Guard at Escada Drive and the driveway of St. Bernard of Clairvaux once the Transportation and Works Department has reviewed the signage at the school and a Dismissal Inspection has been completed.

(TSC-0202-2012)

(Ward 10)

## TSC-0203-2012

1. That the email dated October 25, 2012 from Nicole Torres, Resident, requesting a site inspection to review the warrants for placing a Crossing Guard at the intersection of Escada Drive and Freshwater Drive for students attending St. Bernard of Clairvaux Catholic School, 3270 Tacc Drive be received.
2. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review the warrants for placing a Crossing Guard at the intersection of Escada Drive and Freshwater Drive for students attending St. Bernard of Clairvaux Catholic School.

(TSC-0203-2012)

(Ward 10)

## TSC-0204-2012

1. That the email dated November 7, 2012, from Anne Muller, Principal, Kindree Public School, requesting a site inspection to review the warrants for placing a Crossing Guard at the intersection of Terragar Boulevard and Rosehurst Drive be received.
2. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review the warrants for placing a Crossing Guard at the intersection of Terragar Boulevard and Rosehurst Drive for students attending Kindree Public School, 7370 Terragar Boulevard and St. Albert of Jerusalem Catholic School, 7185 Rosehurst Drive.

(TSC-0204-2012)

(Ward 10)

## TSC-0205-2012

1. That the email dated November 14, 2012, from Councillor George Carlson, Ward 11, requesting a site inspection to review traffic congestion, pedestrian safety and the drop off and pick up procedures at Vista Heights Public School be received.
2. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review traffic congestion, pedestrian safety and the drop off procedures along Vista Boulevard in the vicinity of Vista Heights Public School, 89 Vista Boulevard.
3. That the Dismissal Subcommittee of Traffic Safety Council be requested to conduct an inspection to review dismissal procedures at Vista Heights Public School, 89 Vista Boulevard.

(TSC-0205-2012)

(Ward 11)

## TSC-0206-2012

1. That the email dated October 29, 2012, from Myola Alveres, Resident, requesting a site inspection to review the warrants for placing a Crossing Guard at the traffic circle at Churchill Meadows Boulevard and Rosanna Drive for students attending St. Bernard of Clairvaux Catholic School be received.
2. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review the warrants for placing a Crossing Guard at the traffic circle at Churchill Meadows Boulevard and Rosanna Drive for students attending St. Bernard of Clairvaux Catholic School, 3270 Tacc Drive.

(TSC-0206-2012)

(Ward 10)

## TSC-0207-2012

1. That the email from Councillor Sue McFadden, Ward 10, requesting a site inspection to review traffic congestion at Ruth Thompson Middle School be received.
2. That the Site Inspection Subcommittee of Traffic Safety Council be requested to conduct a site inspection to review traffic congestion at Ruth Thompson Middle School, 5605 Freshwater Drive.

(TSC-0207-2012)

(Ward 10)

## TSC-0208-2012

That the School Zone Safety (Kiss and Ride) Report for the month of October 2012 be received.

(TSC-0208-2012)

## TSC-0209-2012

1. That the Peel District School Board be requested to do the following at Hazel McCallion Public School, 5750 River Grove Avenue:
  - a. Close the gate located in the fence that runs along the front of the school.
  - b. Once the gate is closed, repaint the School Zone Safety (Kiss and Ride) so that it extends to the south end of the school
  - c. Direct motorists to drive to the end of the School Zone Safety (Kiss and Ride) before students exit the vehicle.
2. That the Dismissal Subcommittee of Traffic Safety Council be requested to conduct a Dismissal Inspection at Hazel McCallion Public School.

(TSC-0209-2012)

(Ward 6)

## TSC-0210-2012

That the Dismissal Report for the months of October and November 2012 be received.

(TSC-0210-2012)

## TSC-0211-2012

That the Dismissal Report, for the dismissal inspection conducted on October 22, 2012 for Sherwood Heights Private School, 3065 Glen Erin Drive, be received.

(TSC-0211-2012)

(Ward 8)

## TSC-0212-2012

That Parking Enforcement be requested to enforce parking infractions along Whitehorn Avenue in the vicinity of Whitehorn Public School, 5785 Whitehorn Avenue, between 3:05 p.m. and 3:25 p.m.

(TSC-0212-2012)

(Ward 6)

## TSC-0213-2012

That the Peel Board Maintenance Meeting Minutes from the meeting held on October 23, 2012 be received.

(TSC-0213-2012)

## TSC-0214-2012

That the Memorandum dated November 20, 2012 from the Legislative Coordinator advising of the 2013 Traffic Safety Council meeting dates be received.

(TSC-0214-2012)

## TSC-0215-2012

That the letter dated November 15, 2012, from David Raakman, Citizen Member, Ward 10, advising of his resignation from Traffic Safety Council be received.

(TSC-215-2012)

(Ward 10)

## TSC-0216-2012

1. That the Transportation and Works Department be requested to install No U Turn signs north of the intersection of Forest Park Drive and Trelawny Circle for students attending Our Lady of Mercy Catholic School, 3700 Trelawny Drive.
2. That the Dufferin Peel Catholic District School Board be requested to post a School Zone Safety (Kiss and Ride) identification sign at the entrance to the School Zone Safety (Kiss and Ride) at Our Lady of Mercy Catholic School.
3. That the Principal of Our Lady of Mercy Catholic School be requested to close off the entrance and exit of the staff parking lot during entry and dismissal times.

(TSC-0216-2012)

(Ward 10)

## TSC-0217-2012

1. That the Peel District School Board be requested to install a stop sign at the exit of the School Zone Safety (Kiss and Ride) onto John Street North at Riverside Public School, 30 John Street North.
2. That the Transportation and Works Department be requested to do the following at Riverside Public School:
  - a. Remove the stopping prohibitions on the west side of John Street North in the vicinity of Riverside Public School subject to the review of the applicable By-law.
  - b. Review the feasibility of installing corner prohibitions on John Street North.
3. That the Peel District School Board be requested to instruct the school bus to unload at the front of the school in the same location that the school bus is loaded during the dismissal period.

(TSC-0217-2012)

(Ward 1)

## TSC-0218-2012

That the Additional Dismissal Report for the month of November 2012 be received.  
(TSC-0218-2012)

## TSC-0219-2012

1. That the Transportation and Work Department be requested to install No U Turn signs on both sides of Forest Park Drive for students attending Our Lady of Mount Carmel Catholic School, 3700 Trelawny Drive.
2. That the Dufferin Peel Catholic District School Board be requested to do the following at Our Lady of Mount Carmel Catholic School:
  - a. Install a Do Not Enter sign at the main parking lot exit.
  - b. Repaint the pavement markings at the school.
  - c. Install a School Zone Safety (Kiss and Ride) identification sign at the north entrance of the driveway.
3. That the Principal of Our Lady of Mount Carmel Catholic School be requested to close off the entrance and exit of the staff parking lot during entry and dismissal times.
4. That Parking Enforcement be requested to enforce parking infractions in the vicinity of Our Lady of Mount Carmel Catholic School between 2:50 p.m. and 3:10 p.m.

(TSC-0219-2012)

## TSC-0220-2012

That the memorandum dated November 5, 2012 from Geoff Marinoff, Transit Director, in response to Traffic Safety Council recommendation TSC-0156-2012/ GC-0711-2012 regarding the request to review the feasibility of installing bus shelters on both sides of Sladeview Crescent for students attending Loyola Secondary School be received.

(TSC-0220-2012)

(Ward 8)

## TSC-0221-2012

That the memorandum from Tony Stasi, Acting Manager, Parking Enforcement, dated November 1, 2012, reporting on parking enforcement in school zones for the month of October 2012 be received.

(TSC-0221-2012)

## TSC-0222-2012

1. That the letter dated November 15, 2012 from Rexwood Area residents in Ward 5, requesting that Traffic Safety Council address issues of safety for students walking to Holy Cross Elementary School, 3615 Morning Star Drive be received.

2. That in response to the letter dated November 15, 2012, from Rexwood Area Residents, the residents be advised that the Traffic Safety Council did not declare the area identified in the letter as being safe and that this is not within the mandate of the Traffic Safety Council.
3. That in response to the letter dated November 15, 2012, from Rexwood Area, the residents be advised that the School Board Trustees are responsible for setting the school bus eligibility distance criteria policy and that Student Transportation of Peel Region (STOPR) is responsible for implementing the policies as established by the School Board Trustees.
4. That the Stakeholder's Responsibilities Breakdown be forwarded to the Ward 5 Dufferin Peel Catholic District School Board Trustee for distribution to residents who raised concerns in the letter dated November 15, 2012, with respect to safety in the Rexwood Area.

(TSC-0222-2012)

(Ward 5)

TSC-0223-2012

That the letter dated November 1, 2012, from David Brown, advising of his resignation from Traffic Safety Council be received.

(TSC-0223-2012)

TSC-0224-2012

That the Walk to School Subcommittee of Traffic Safety Council be authorized to use up to one thousand and five hundred dollars (\$1,500.00) from the Traffic Safety Council 2012 Budget for the purchase of Frequent Walker Cards for the School Walking Routes Program.

(TSC-0224-2012)