

AGENDA



GENERAL COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

WEDNESDAY, APRIL 20, 2011 - 9:00 AM

COUNCIL CHAMBER – 2nd FLOOR – CIVIC CENTRE
300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO L5B 3C1

Members

Mayor Hazel McCallion	
Councillor Jim Tovey	Ward 1
Councillor Pat Mullin	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor Frank Dale	Ward 4
Councillor Eve Adams	Ward 5
Councillor Ron Starr	Ward 6
Councillor Nando Iannicca	Ward 7
Councillor Katie Mahoney	Ward 8 (Chair)
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11

Contact: Sacha Smith, Legislative Coordinator, Office of the City Clerk
905-615-3200 ext. 4516 / Fax 905-615-4181
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INDEX - GENERAL COMMITTEE – APRIL 20, 2011

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

APPROVAL OF THE AGENDA

PRESENTATIONS

DEPUTATIONS

- A. Item 1 Steve Ganesh, Transportation Planner
- B. Item 16 Susan Burt, Director, Arts & Culture and Steven Wolff, President, AMS Planning & Research

MATTERS TO BE CONSIDERED

1. Moving Mississauga: From Vision to Action – Mississauga’s Draft Interim Transportation Strategy
2. All-Stop Control – Atwater Avenue at Northaven Drive (Ward 1)
3. Parking Prohibition – Grand Forks Road (Ward 3)
4. Stopping Prohibition Anytime – Orlando Drive between Airport Road and Viscount Road (Ward 5)
5. 40 km/h Speed Limit Zone – Arbor Road (Ward 1)
6. New Initiatives for Animal Licensing
7. Minor Encroachment Agreement Process
8. Warning Clause Agreement between the City of Mississauga and Andrew Stephen Pinchak Site Plan Application SP-10/121 (Ward 1)
9. Assumption of Municipal Services (Wards 3 & 10)
10. Security Incidents in City Facilities, 2010 Semi-Annual and Annual Summary
11. Operating Budget Results as at December 31, 2010
12. Capital Works in Progress Status Review, as at December 31, 2010 and Adjustments

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13. Update – City of Mississauga Request to Statistics Canada to Include “Mississauga” in Census Metropolitan Area (CMA) Name
14. New Criminal Record Search Policy
15. Agreement of Purchase and Sale between 2024575 Ontario Limited and The Corporation of the City of Mississauga for the sale of 6375 Airport Road for the relocation of Fire Hall 119 (Ward 5)
16. Living Arts Centre and Meadowvale Theatre Report and Recommendations
17. 2011 International Indian Film Academy (IIFA) Awards – Mississauga Buzz Events
18. Funding Request for Parkland Dedication Credit Compensation T-m86095, Phase 2 Paradise Homes, Cobblestone Inc. – Southeast corner of Bristol Road West and Terry Fox Way (Ward 6)
19. Multi-Use Trail Naming – Samuelson Circle Trail (Ward 11)
20. Responses to Questions Regarding the Mayor’s Gala

ADVISORY COMMITTEE REPORTS

- A. Environmental Advisory Committee Report 3-2011 – April 5, 2011
- B. Mississauga Cycling Advisory Committee Report 3-2011 – April 12, 2011

ITEM FOR INFORMATION

- I-1 Corporate Report dated March 4, 2011 from the Commissioner of Transportation and Works was presented to the Environmental Advisory Committee on April 5, 2011 and is forwarded to General Committee for information as per recommendation EAC-0007-2011.

COUNCILLORS' ENQUIRIES

INDEX - GENERAL COMMITTEE – APRIL 20, 2011
CONTINUED

CLOSED SESSION

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

- A. A proposed or pending acquisition or disposition of land by the municipality or local board - Authority to Negotiate with the Peel District School Board for a Land Exchange of City owned lands located at 1030 McBride Avenue for parts of the Peel District School Board lands located at 3255 Erindale Station Road
- B. Security of the Property – Verbal update on the International Indian Film Academy – Negotiation of Contracts

ADJOURNMENT

CALL TO ORDERDECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTERESTAPPROVAL OF THE AGENDAPRESENTATIONSDEPUTATIONS

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- B. Item 16 Susan Burt, Director, Arts & Culture and Steven Wolff, President, AMS Planning & Research

MATTERS TO BE CONSIDERED

1. Moving Mississauga: From Vision to Action – Mississauga’s Draft Interim Transportation Strategy

Corporate Report dated March 29, 2011 from the Commissioner of Transportation and Works regarding a transportation strategy entitled Moving Mississauga.

RECOMMENDATION

That staff organize a *Moving Mississauga* workshop to present details concerning the specific findings and actions of *Moving Mississauga* to interested Members of Council, key stakeholders and community groups as outlined in the Corporate Report dated March 29, 2011 titled “*Moving Mississauga: From Vision to Action – Mississauga’s Draft Interim Transportation Strategy*” from the Commissioner of Transportation and Works.

2. All-Stop Control – Atwater Avenue at Northaven Drive (Ward 1)

Corporate Report dated March 9, 2011 from the Commissioner of Transportation and Works regarding the implementation of an all-way stop control at Atwater Avenue and Northaven Drive.

RECOMMENDATION

That a by-law be enacted to amend By-Law 555-2000, as amended, to implement an all-way stop control at the intersection of Atwater Avenue and Northaven Drive.

3. Parking Prohibition – Grand Forks Road (Ward 3)

Corporate Report dated March 22, 2011 from the Commissioner of Transportation and Works regarding the implementation of a parking prohibition on the east side of Grand Forks Road.

(3.) RECOMMENDATION

That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a parking prohibition between 8:00 a.m. and 6:00 p.m., Monday to Friday, on the east side of Grand Forks Road from a point 25 metres north of Bloor Street to Lincove Terrace (south leg).

4. Stopping Prohibition Anytime – Orlando Drive between Airport Road and Viscount Road (Ward 5)

Corporate Report dated March 29, 2011 from the Commissioner of Transportation and Works regarding the implementation of a stopping prohibition on Orlando Drive between Airport Road and Viscount Road.

RECOMMENDATION

That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a stopping prohibition anytime on both sides of Orlando Drive between Airport Road and Viscount Road.

5. 40 km/h Speed Limit Zone – Arbor Road (Ward 1)

Corporate Report dated March 16, 2011 from the Commissioner of Transportation and Works regarding the implementation of a 40 km/h speed limit zone on Arbor Road.

RECOMMENDATION

That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a 40 km/h speed limit zone on Arbor Road between Northaven Drive and a point 220 metres (722 feet) westerly thereof.

6. New Initiatives for Animal Licensing

Corporate Report dated April 4, 2011 from the Commissioner of Transportation and Works regarding new initiatives for animal licensing.

RECOMMENDATION

1. That the proposed strategies to improve the compliance rate for animal licensing outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing, be endorsed by City Council.
2. That the City commence with the first phase of the proposed strategy - Neighbourhood Outreach Licensing Campaign - in 2011, and that the net operating budget of \$75,000 required to implement this phase be transferred from the operating reserves.

- (6.) 3. That the City's full time equivalent (FTEs) complement increase to 4980.1 by hiring one Project Leader (contract) and one Community Awareness Officer (full time permanent), in Regulatory Services.
4. That the 2012 to 2015 Business Plan and Budget for Animal Services incorporate the remaining phases of the proposed strategy as outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing.
5. That all necessary by-laws be enacted.

7. Minor Encroachment Agreement Process

Corporate Report dated April 4, 2011 from the Commissioner of Transportation and Works regarding amendments to By-law 0057-2004, a By-law regulating encroachments on public lands.

RECOMMENDATION

That Council enact a by-law to amend By-law 0057-2004, being a by-law regulating encroachments on public lands, similar in form and content to the draft amending by-law included in the report to General Committee dated April 4, 2011, titled "A by-law to amend By-law 0057-2004, being a by-law regulating encroachments on public lands".

8. Warning Clause Agreement between the City of Mississauga and Andrew Stephen Pinchak Site Plan Application SP-10/121 (Ward 1)

Corporate Report dated March 24, 2011 from the Commissioner of Transportation and Works regarding a Warning Clause Agreement for land located at 51 Troy Street.

RECOMMENDATION

That a by-law be enacted to authorize the Commissioner of Transportation and Works and the City Clerk to execute and affix the Corporate Seal to the Warning Clause Agreement between Andrew Stephen Pinchak and The Corporation of the City of Mississauga to the satisfaction of the City Solicitor.

9. Assumption of Municipal Services (Wards 3 & 10)

Corporate Report dated April 20, 2011 from the Commissioner of Transportation and Works regarding the assumption of municipal services.

(9.) RECOMMENDATION

1. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1726, Sundance Vintage Developments Inc., (lands located north of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive, in Z-57, known as Sundance Vintage Developments Subdivision – Phase 2) and that the security in the amount of \$201,500.00 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.
43M-1726 (Ward 10)

 2. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Only Servicing Agreement for CD.06.SUN, Sundance Vintage Developments Inc., (lands located north of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive, in Z-57, known as Sundance Vintage Developments Subdivision – Phase 3) and that the security in the amount of \$76,207.80 be returned to the developer. The portion of Sunlight Street associated with this development has been established as a public highway pursuant to By-Law 0429-07.
CD.06.SUN (Ward 10)

 3. That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Only Servicing Agreement for OZ-083/88, 678604 Ontario Inc. (De Zen Construction Company Limited), (lands located at the south-west corner of Eglinton Avenue East and Tomken Road, in Z-27, known as De Zen Developments) and that the security in the amount of \$72,078.45 be returned to the developer.
OZ-083/88 (Ward 3)
10. Security Incidents in City Facilities, 2010 Semi-Annual and Annual Summary

Corporate Report dated April 5, 2011 from the Commissioner of Corporate Services and Treasurer providing a summary of reported incidents at City facilities for the second half of 2010.

RECOMMENDATION

That the Corporate Report entitled Security Incidents in City Facilities, 2010 Semi-Annual and Annual Summary, from the Commissioner of Corporate Services and Treasurer dated April 5, 2011, be received for information.

11. Operating Budget Results as at December 31, 2010

Corporate Report dated April 4, 2011 from the Commissioner of Corporate Services and Treasurer regarding the operating budget results as at December 31, 2010.

RECOMMENDATION

That the report dated April 4, 2011 from the Commissioner of Corporate Services and Treasurer regarding the 2010 year end operating results be received for information.

12. Capital Works in Progress Status Review, as at December 31, 2010 and Adjustments

Corporate Report dated April 5, 2011 from the Commissioner of Corporate Services and Treasurer regarding the Capital Works in Progress Status Review, as at December 1, 2010 and Adjustments.

RECOMMENDATION

1. That the adjustments to the Capital Works-in-Progress as outlined in the report dated April 5, 2011 from the Commissioner of Corporate Services and Treasurer, including Appendices 1 to 3, be approved.
2. That funding in the amount of \$312,000 be transferred from the Capital Reserve Fund (Account 33121) to the Parkland Dedication Reserve Fund (Account 32121) which represents the proceeds from the sale of a portion of Park 455 lands to the Ministry of Transportation of Ontario.
3. That the Amenities-Cadillac (B) Reserve Fund (Account 35321), the Cadillac Fairview Erin Mills South (B) Reserve Fund (Account 35330), the Markborough Streetsville Amenities (B) Reserve Fund (Account 35336), the Amenities-Mascan Reserve Fund (Account 35325), the Mascan Mississauga Meadows Amenities (B) (Account 35338) and the Mascan Mississauga Valley Amenities (B) (Account 35337) be closed and that any residual balances be transferred to the Capital Reserve Fund (Account 33121).
4. That the funding sources for the Meadowvale Community Centre and Library Renovation project (PN09-430) be revised by returning \$1,997,000 to the Capital Reserve Fund (Account 33121), to be replaced by the transfer of \$1,997,000 from the Library Development Charges Reserve Fund (Account 31325).

- (12.) 5. That the funding source for the Transit Hurontario Corridor Study (PN07-231) be revised by returning \$900,000 to the Mississauga Rapid Transit –Provincial Reserve Fund (Account 35184), to be replaced by the transfer of \$900,000 from the 2020 Move Ontario Reserve (Account 35187).

6. That the necessary by-laws be enacted.

13. Update – City of Mississauga Request to Statistics Canada to Include “Mississauga” in Census Metropolitan Area (CMA) Name

Corporate Report dated April 5, 2011 from the Commissioner of Corporate Services and Treasurer providing an update on a request to Statistics Canada to include Mississauga in the Census Metropolitan Area name.

RECOMMENDATION

1. That the City of Toronto be requested to support the City of Mississauga’s submission to Statistics Canada to be added to the Toronto Census Metropolitan Area (CMA) name in recognition of Mississauga’s significance as a major urban centre and Canada’s sixth largest city; and
2. That the City of Toronto be requested to submit its support to Statistics Canada by May 31, 2011 to ensure that Mississauga is included in the CMA name for the next census to be held this year.

14. New Criminal Record Search Policy

Corporate Report dated April 4, 2011 from the Commissioner of Corporate Services and Treasurer proposing a new criminal record search policy.

RECOMMENDATION

That the proposed Criminal Record Search Corporate Policy, attached as Appendix 1, to the report dated April 4, 2011 from the Commissioner of Corporate Services and Treasurer be approved.

15. Agreement of Purchase and Sale between 2024575 Ontario Limited and The Corporation of the City of Mississauga for the sale of 6375 Airport Road for the relocation of Fire Hall 119 (Ward 5)

Corporate Report dated March 29, 2011 from the Commissioner of Corporate Services and Treasurer regarding an agreement of purchase and sale of 6375 Airport Road for the relocation of Fire Hall 119.

(15.) RECOMMENDATION

1. That a by-law be enacted authorizing the Commissioner of Community Services and the City Clerk to execute an Agreement of Purchase and Sale, and all documents ancillary thereto, between 2024575 Ontario Limited as Vendor and The Corporation of the City of Mississauga as Purchaser, for the conveyance of a parcel of land comprising approximately 8,999.8 square metres (96,873.04 square feet). The purchase price is Two Million Nine Hundred and Seventy-Five Thousand Dollars (\$2,975,000.00), plus applicable taxes.

The subject property, municipally known as 6375 Airport Road, is legally described as Part Lot 7, Concession 7, formerly Toronto Township, described as Parts 3 and 5 on Reference Plan 43R-32158, and is located on the east side of Airport Road, north of American Drive (see Appendix 1) in the City of Mississauga, Region Municipality of Peel, in Ward 5.

2. That additional funding of \$1,935,000 be transferred from the Capital Reserve Fund (Account 33121) to the Land Acquisition - Fire Station 119 project (PN11-252) to cover the additional acquisition costs.
3. That the gross and net budgets of Land Acquisition - Fire Station 119 project (PN11-252) be increased from \$1,200,000 to \$3,135,000.
4. That all necessary by-laws be enacted.

16. Living Arts Centre and Meadowvale Theatre Report and Recommendations

Corporate Report dated April 4, 2011 from the Commissioner of Community Services regarding the Living Arts Centre and Meadowvale Theatre Report and Recommendations.

RECOMMENDATION

That the report titled "Living Arts Centre and Meadowvale Theatre Report and Recommendations" attached to the corporate report dated April 4, 2011 from the Commissioner of Community Services be used to provide guidance to the Living Arts Centre and Meadowvale Theatre management and Boards of Directors for the development of future plans and budget submissions that reflect the recommendations as outlined in the report.

17. 2011 International Indian Film Academy (IIFA) Awards – Mississauga Buzz Events

Corporate Report dated April 4, 2011 from the Commissioner of Community Services regarding the 2011 International Indian Film Academy Awards.

RECOMMENDATION

1. That the Commissioner of Community Services and the City Clerk on behalf of the City of Mississauga be authorized to enter into a funding agreement with Her Majesty the Queen in Right of Ontario as represented by the Minister of Tourism and Culture in a form satisfactory to Legal Services.
2. That the \$300,000 awarded by the Ministry of Tourism and Culture for the purpose of providing Mississauga IIFA Buzz events be deposited to operating account 21115, Culture – Special Projects.
3. That a one-time allocation of up to \$150,000 be transferred from the Arts Reserve 305195 to operating account 21115 Culture – Special Projects to offset expenses as the City's portion of support for the Mississauga IIFA Buzz events.

18. Funding Request for Parkland Dedication Credit Compensation T-m86095, Phase 2 Paradise Homes Cobblestone Inc. – Southeast corner of Bristol Road West and Terry Fox Way (Ward 6)

Corporate Report dated April 8, 2011 from the Commissioner of Community Services regarding a funding request for Parkland Dedication Credit Compensation.

RECOMMENDATION

1. That a new project, Parkland Over Dedication Compensation (PN 11-330), be established with a gross and net budget of \$955,000 in order to compensate the developer for the over dedication of parkland resulting from the registration of application T-M86095, Phase 2.
2. That funds of \$955,000 be transferred from the Parkland Dedication Reserve Fund (Account 32121) into the Parkland Over Dedication Compensation project (PN 11-330).
3. That all necessary by-laws be enacted.

19. Multi-Use Trail Naming – Samuelson Circle Trail (Ward 11)

Corporate Report dated April 8, 2011 from the Commissioner of Community Services regarding a naming request for a multi-use trail and on road cycling route.

RECOMMENDATION

That the following naming request be considered for the period of 30 days:

- The multi-use trail and on road cycling route from the Levi Creek Trail at Samuelson Circle through Samuelson Park to Derry Road be named “**Samuelson Circle Trail**”.

20. Responses to Questions Regarding the Mayor’s Gala

Corporate Report dated April 8, 2011 from the Commissioner of Corporate Services and Treasurer providing responses to questions regarding the Mayor’s Gala.

RECOMMENDATION

That the report dated April 8, 2011 entitled “Responses to Questions Regarding the Mayor’s Gala” from the Commissioner of Corporate Services and Treasurer be received for information.

ADVISORY COMMITTEE REPORTS

- A. Environmental Advisory Committee Report 3-2011 – April 5, 2011
(Recommendations EAC-0005-2011 to EAC-0007-2011)
- B. Mississauga Cycling Advisory Committee Report 3-2011 – April 12, 2011
(Recommendations MCAC-0006-2011 to MCAC-0011-2011)

ITEM FOR INFORMATION

- I-1 Corporate Report dated March 4, 2011 from the Commissioner of Transportation and Works was presented to the Environmental Advisory Committee on April 5, 2011 and is forwarded to General Committee for information as per recommendation EAC-0007-2011.

COUNCILLORS' ENQUIRIES

CLOSED SESSION

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

- A. A proposed or pending acquisition or disposition of land by the municipality or local board - Authority to Negotiate with the Peel District School Board for a Land Exchange of City owned lands located at 1030 McBride Avenue for parts of the Peel District School Board lands located at 3255 Erindale Station Road
- B. Security of the Property – Verbal update on the International Indian Film Academy – Negotiation of Contracts

ADJOURNMENT



Corporate Report

Clerk's Files

Originator's
Files

General Committee

APR 20 2011

DATE: March 29, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Moving Mississauga: From Vision to Action – Mississauga's Draft Interim Transportation Strategy**

RECOMMENDATION: That staff organize a *Moving Mississauga* workshop to present details concerning the specific findings and actions of *Moving Mississauga* to interested Members of Council, key stakeholders and community groups as outlined in the Corporate Report dated March 29, 2011 titled "*Moving Mississauga: From Vision to Action – Mississauga's Draft Interim Transportation Strategy*" from the Commissioner of Transportation and Works.

BACKGROUND: Presently the Ontario Ministry of Transportation (MTO) is developing a Transportation Policy Statement to provide overarching guidance to municipalities on the development of a Transportation Master Plan to support the Metrolinx Regional Transportation Plan (RTP).

Transportation Planning staff, with input from various internal departments, have produced a five year action plan entitled *Moving Mississauga* to serve as an interim transportation strategy as a first step towards the development of a Transportation Master Plan. *Moving Mississauga* also recognizes the changing nature of transportation policy reflected in the City's new Official Plan and Strategic Plan. Until such time that the province releases the Transportation Policy Statement, *Moving Mississauga* will guide transportation decisions, act as a communication piece for internal

and external stakeholders and inform work plan development.

It is expected that a formal Transportation Master Plan, including public consultation, will be prepared once the provincial regulations for such documents are in place.

COMMENTS:

The objectives of this report are to:

- provide an overview of *Moving Mississauga* – Mississauga’s Draft Interim Transportation Strategy
- provide an overview of regional transportation trends that were used to shape the actions in *Moving Mississauga*
- provide an overview of the *Moving Mississauga* consultation process
- highlight key actions staff are working on to advance *Moving Mississauga*

Transportation Trends Impacting Mississauga – A Snapshot

Currently the Greater Toronto and Hamilton Area (GTHA) is the fourth most congested metropolitan region in North America. The average two way commute to work in the GTHA is approximately 80 minutes¹. Metrolinx estimates that the cost associated with this level of congestion to the GTHA economy is \$2.7 billion per year, and this is expected to rise to \$7.2 billion per year by 2031 without a significant level of investment in the region’s transit and road network².

For Mississauga the implications of this level of congestion are profound, as it impacts our ability to move people through the GTHA and goods to major border crossings. Everyday, approximately \$1.5 billion worth of goods move through Peel Region with the majority of these goods travelling by truck along Highways 401, 403 and the QEW enroute to major U.S. markets³. As congestion on the 400-series highways increases from year to year and they become less desirable travel routes, commuters are diverting to Mississauga’s local road network. This has resulted in slower travel times for MiWay buses, longer commute times to travel across the City and increasing delays for goods to get to and from Pearson Airport and surrounding businesses.

¹ IBI Group Report 2007. “Transportation Trends and Outlooks for the GTA/H Needs and Opportunities.”

² Metrolinx, “The Big Move Transforming Transportation in the Greater Toronto and Hamilton Area” page 6

³ Ministry of Transportation Commercial Vehicle Survey, 2008

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If current GTHA commuting patterns continue, the percentage of Mississauga's road network approaching and exceeding capacity is projected to increase significantly. A 2031 snapshot of Mississauga's transportation system is shown below.

	2006 (Base Case)	2031	
Population	698,000	812,000	
Employment	431,000	519,000	
		Do Nothing	Planned Improvements (Metrolinx RTP projects, MTO Highway Projects, Local and Regional Capital Projects)
Percentage of Road Network Approaching and Exceeding Capacity	24%	53%	35%
Mean Speed of Traffic Across the City	50 km/h	35 km/h	47 km/h
Transit Modal Split	11%	11%	18%
Cycling Modal Split	0.3%	0.3%	To be confirmed when more data is collected

The above table provides a summary of the level of performance of the City's transportation network in 2031 after transportation improvements are made as depicted in the Metrolinx RTP, MTO Southern Ontario Highway Program, and Mississauga and Peel Region capital budgets. It is important to note that while the forecasted transit modal split in Mississauga will increase to 18%, the increase in population will result in a higher number of single occupant automobiles on the City's roadways. This explains why the percentage of the City's road network approaching and exceeding capacity increases from 24% to 35%. While the overall decline in speed across the City is minor (3 km/hr), congestion in significant employment areas such as north-east Mississauga will result in traffic on the local roads travelling at approximately 19 km/hr. This will impact the ability of people and goods to move efficiently in this area of the City. Given that the lands surrounding the airport cannot be converted to residential uses, an efficient transportation network is critical for existing and new businesses.

These factors contribute to the City's 2031 transportation network performance:

- Mississauga is a major employment centre and will continue to attract a significant number of single occupant auto trips from the City of Brampton and Halton Region for employment purposes
- Mississauga will experience growth in through traffic as the GTHA experiences an increase in 905-to-905 travel patterns as opposed to the traditional 905-to-416 commuting patterns
- Mississauga's peak period is spreading outside the traditional morning and evening rush hours, and congestion is expected to become a more common occurrence during business hours.

These trends and others impacting transportation supply and demand in Mississauga are discussed in *Moving Mississauga* (see Appendix 1) and form the basis for the Strategy's actions.

Moving Mississauga Overview

Building on the City's Strategic Plan and Official Plan, *Moving Mississauga's* vision is as follows:

The City of Mississauga will have a safe and connected multi-modal transportation system that enhances our environment, supports our economy, connects people to places and moves goods to market.

Moving Mississauga recommends 46 actions geared towards improving the movement of people and goods. Ten key actions include:

- Advance the development of the local and rapid transit network
- Advance cycling and pedestrian opportunities
- Develop a City-wide goods movement network
- Develop road design guidelines to support transit, cycling, pedestrians and goods movement
- Advance the Mississauga BRT connections to the airport and Halton Region
- Develop new performance measures and benchmarks to

- monitor progress of a multi-modal network
- Deploy Intelligent Transportation Systems (ITS) technology
- Undertake a Mississauga South Transportation Strategy to address congestion crossing the Credit River
- Monitor regional transportation initiatives impacting Mississauga
- Pursue partnerships for funding, research and development and pilot projects.

Moving Mississauga Consultation Process

A draft of *Moving Mississauga* has been circulated to internal departments for comment and presentations have been made to:

- Leadership Team
- Planning directors
- Living Green Master Plan Project Team
- Environmental Network Team
- Mississauga Cycling Advisory Committee
- Environmental Advisory Committee
- Region of Peel
- City of Brampton
- Town of Caledon
- Metrolinx
- MTO

Comments on *Moving Mississauga* have been positive, with an acknowledgement that as the City moves forward with infrastructure planning there is a need to monitor and report on regional transportation trends as growth in neighbouring municipalities will have significant impacts on the City's transportation network. Staff will continue to consult with internal departments and external agencies as we move forward with the actions contained in *Moving Mississauga*.

At this time a formal public consultation process for the interim transportation strategy is not recommended, as the document builds on the public comments received through the Strategic Plan, Official Plan, and Cycling Master Plan consultation processes. However, the key messages and actions noted in *Moving Mississauga* can be used to engage community groups and special interest groups (e.g. Mississauga Board of Trade, Peel Goods Movement Task Force) in

dialogue regarding long-range transportation issues.

Staff is prepared to host a workshop on *Moving Mississauga* in the spring/summer 2011. In addition to Members of Council, invitations to the workshop would be sent to community groups, government agencies involved in transportation planning and special interest groups (e.g. Mississauga Board of Trade). The purpose of the workshop will be to educate, discuss the concepts contained in the plan and develop partnerships to advance actions required to address transportation issues in Mississauga.

Current Status

Staff has already started to advance some of the priority actions as noted in *Moving Mississauga*. This work includes:

- Development of a transit strategy for the City Centre that will incorporate elements of the Environmental Assessment for LRT along Hurontario, review the ultimate alignment of the Mississauga BRT through the City Centre and consider future transit needs for transit terminal facilities in the City Centre
- Preparation of road design guidelines that will assist staff with the retrofit of the road network to integrate transit, cycling and goods movement
- Working with the Peel Goods Movement Task Force and the Ministry of Transportation on the Environmental Assessments for the GTA-West Transportation Corridor, the widening of Highway 401 from the Credit River to Trafalgar Road and improvements to the QEW between Mississauga Road and the Hurontario interchange
- Monitoring growth in Halton Region and Brampton to assess the impacts on Mississauga's road network.

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STRATEGIC PLAN:

In the preparation of *Moving Mississauga*, staff undertook a policy gap analysis to align the 46 actions with the various pillars and actions as noted in the Strategic Plan. While the draft Interim Transportation Strategy emphasizes actions that support the pillars of Move and Connect, there are also actions that acknowledge the importance of Belong, Prosper and Green with respect to the City's transportation network.

Appendix B of the Strategy identifies where the actions align with the Strategic Plan and Official Plan and where further work is required.

FINANCIAL IMPACT:

Moving Mississauga has highlighted that a significant amount of investment in both the City's transit system and road network will be required over the next 20 years to achieve a more multi-modal transportation system and minimize the impacts of congestion on our economy, environment and quality of life. Staff will use *Moving Mississauga* to inform the annual business planning and budget review process.

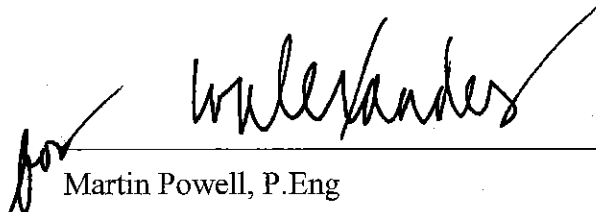
In addition, staff will use the analysis in *Moving Mississauga* to advise Metrolinx as they develop their Investment Strategy scheduled for release by June 2013 or earlier. Staff will report to Council once Metrolinx releases a draft of their investment strategy.

CONCLUSION:

Moving Mississauga lays out a five year action plan to deal with transportation trends and challenges facing the City. Staff will continue to monitor these issues and report to Council on the progress of these initiatives.

ATTACHMENTS:

Appendix 1: Moving Mississauga – From Vision to Action: Mississauga's Interim Transportation Strategy, March 2011 - Draft



Martin Powell, P.Eng
Commissioner, Transportation and Works

Prepared by: Steve Ganesh, MCIP, RPP, Transportation Planner



Corporate Report

Clerk's Files

Originator's
Files

MG.23.REP
RT.10.Z-7

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General Committee
APR 20 2011

DATE: March 9, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **All-way Stop Control**
Atwater Avenue at Northaven Drive
(Ward 1)

RECOMMENDATION: That a by-law be enacted to amend By-Law 555-2000, as amended, to implement an all-way stop control at the intersection of Atwater Avenue and Northaven Drive.

BACKGROUND: The new Hartsdale Elementary School is scheduled to open in September 2011. An increase in the traffic volumes and pedestrian activity is expected due to the change in demographics of the school enrolment. The Transportation and Works Department has completed several operational reviews of Atwater Avenue at Northaven Drive and have determined that additional intersection controls should benefit the overall operation of the intersection.

COMMENTS: The most recent manual turning movement count was used to calculate an all-way stop warrant, which revealed the following values:

2a

Atwater Avenue and Northaven Drive.

		<u>Warrant Value</u>
Part "A"	Volume for All Approaches	100%
Part "B"	Minor Street Volume	67%

In order for an all-way stop to be warranted, both warrants must equal 100%. Based on these results, an all-way stop is not warranted at the intersection of Atwater Avenue and Northaven Drive.

A review of the collision history at the intersection of Atwater Avenue and Northaven Drive revealed two (2) reported collisions in the past 3-year period that are considered correctable by the use of an all-way stop. Therefore, an all-way stop is not warranted based on the collision history.

Although volume warrants were not met in order to justify the installation of an all-way stop at this time, it is anticipated that the increase in the enrolment at the Hartsdale School will potentially impact traffic volumes and volume warrants would eventually be satisfied.

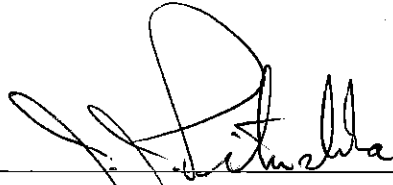
The Ward Councillor supports the proposal for the installation of an all-way stop at the intersection of Atwater Avenue and Northaven Drive.

FINANCIAL IMPACT: Cost for the sign installation can be accommodated in the 2011 Current Budget.

CONCLUSION: To ensure that an acceptable level of safety is maintained at the intersection of Atwater Avenue and Northaven Drive and the likelihood of warrants being met in the near future, the Transportation and Works Department supports the installation of an all-way stop at the intersection of Atwater Avenue and Northaven Drive.

ATTACHMENTS:

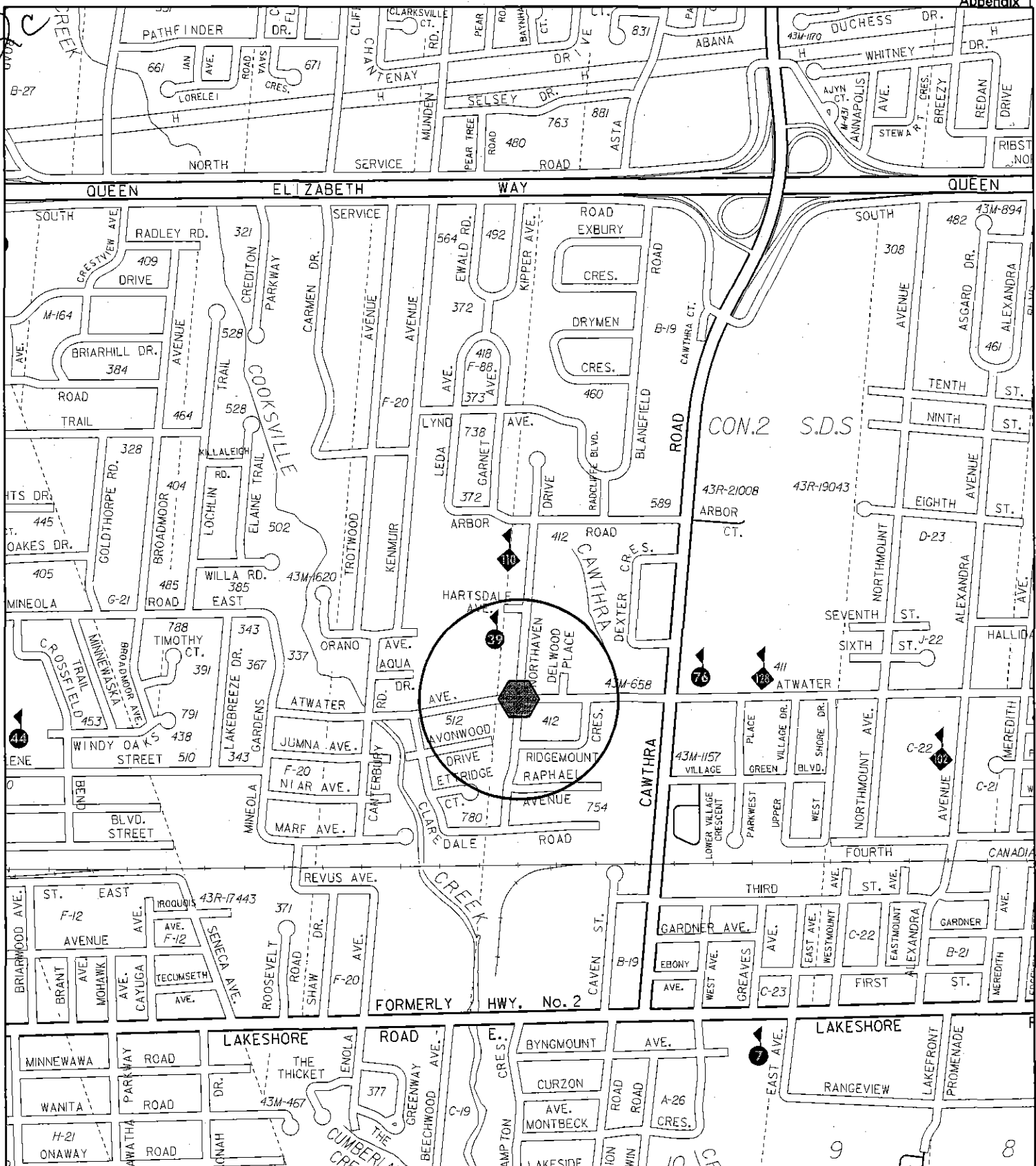
Appendix 1: Location Map – All-way Stop Control – Atwater Avenue at Northaven Drive (Ward 1)



for/

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

Prepared By: Darek Pest, Traffic Technician



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All-way stop control
 Atwater Avenue at Northaven Drive
 (Ward 1)



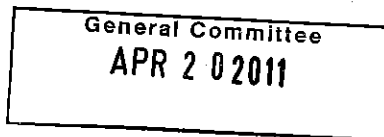


Corporate Report

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3

DATE: March 22, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Parking Prohibition**
Grand Forks Road (Ward 3)

RECOMMENDATION: That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a parking prohibition between 8:00 a.m. and 6:00 p.m., Monday to Friday, on the east side of Grand Forks Road from a point 25 metres north of Bloor Street to Lincove Terrace (south leg).

BACKGROUND: The Transportation and Works Department received a completed petition from an area resident to implement a parking prohibition between 8:00 a.m. and 6:00 p.m., Monday to Friday, on both sides of Grand Forks Road from Bloor Street to Golden Orchard Drive in December 2009. The results of the questionnaire indicated insufficient support for the requested regulation change.

Based on the current location and parking demand resulting from the Apple Hills Medical Centre located on the west side of Grand Forks Road, the Transportation and Works Department is recommending a parking prohibition on the east side of Grand Forks Road from a point 25 metres north of Bloor Street to Lincove Terrace (south leg). This prohibition will ensure that emergency, waste removal and snow clearing vehicles can access Grand Forks Road when required. Potential conflicts will also be eliminated by pedestrians/patrons of the

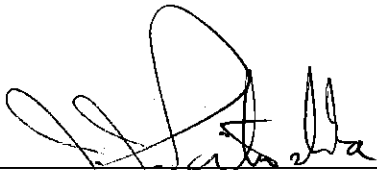
Apple Hills Medical Centre crossing mid-block from the east side of Grand Forks Road. Parking will be permitted on the west side of Grand Forks Road in order to provide safe access to the Apple Hills Medical Centre by all patrons.

COMMENTS: The Ward Councillor supports the above proposal.

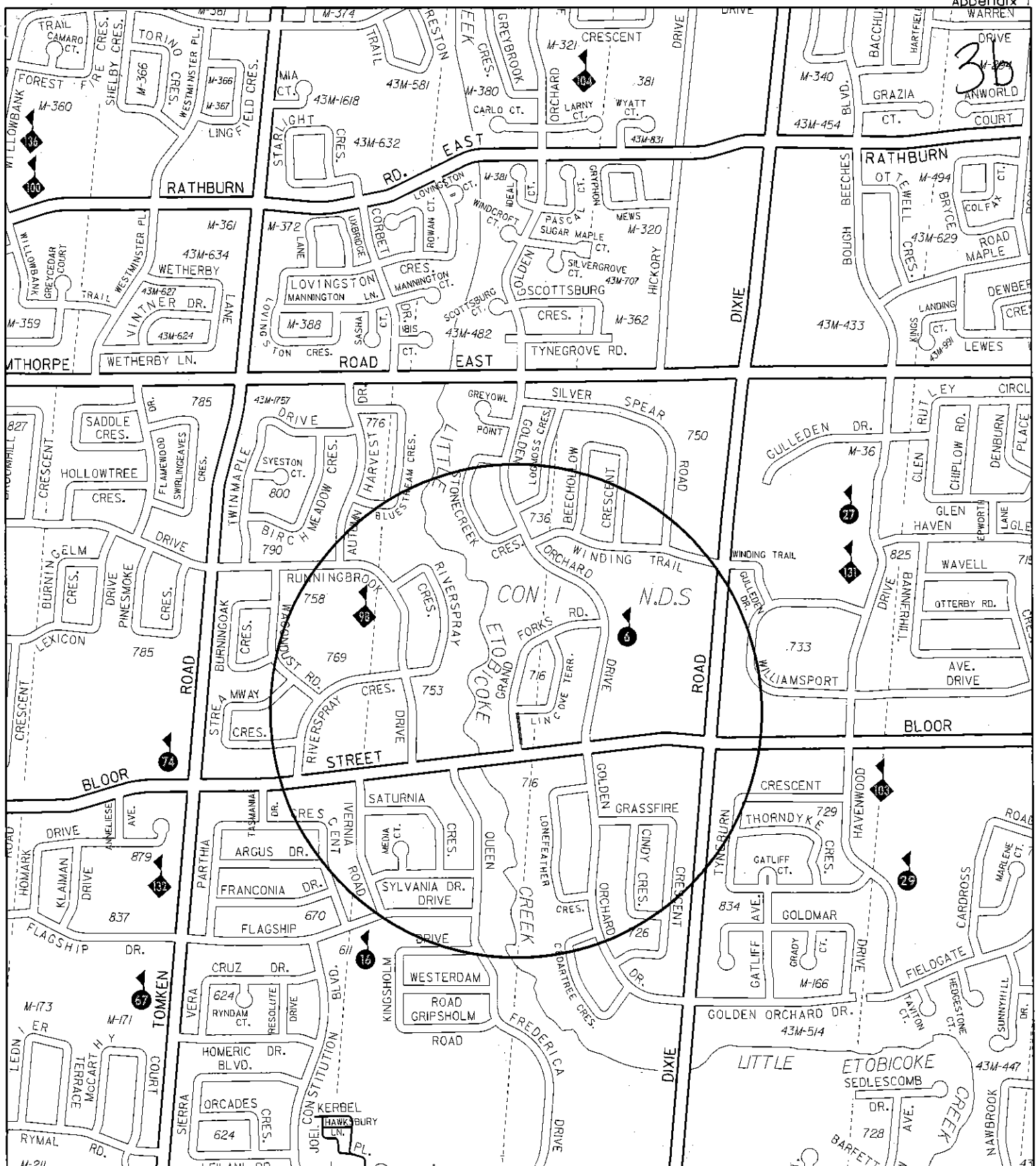
FINANCIAL IMPACT: Costs for the sign installations can be accommodated in the 2011 Current Budget.

CONCLUSION: The Transportation and Works Department recommends a parking prohibition between 8:00 a.m. and 6:00 p.m., Monday to Friday, on the east side of Grand Forks Road from a point 25 metres north of Bloor Street to Lincove Terrace (south leg).

ATTACHMENTS: Appendix 1: Location Map - Parking Prohibition – Grand Forks Road
(Ward 3).



for/ Martin Powell, P. Eng.
Commissioner of Transportation and Works
Prepared By: Dino Castronovo, Traffic Operations Technician



3b
ANWORLD COURT

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T&W-Engineering & Works

**Parking Prohibition 8:00am-6:00pm Monday-Friday on
east side of Grand Forks Road 25m north of Bloor
Street to Lincove Terrace (south leg). Ward 3**

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Corporate Report

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General Committee

APR 20 2011

4

DATE: March 29, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Stopping Prohibition Anytime
Orlando Drive between Airport Road and Viscount Road
(Ward 5)**

RECOMMENDATION: That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a stopping prohibition anytime on both sides of Orlando Drive between Airport Road and Viscount Road.

BACKGROUND: The Transportation and Works Department is in receipt of a traffic concern on Orlando Drive identified by a local area employee. The employee indicated that heavy vehicles are parked/stopped on both sides of Orlando Drive impeding mobility and sight visibility on the street. Heavy vehicle operators park/stop their vehicles in order to access a coffee shop located at the corner of Airport Road and Orlando Drive.

Stopped heavy vehicles were identified as being a safety hazard as the potential for conflict is exacerbated due to the volume of traffic encountered on Orlando Drive.

Presently, parking is prohibited on both sides of Orlando Drive between Airport Road and Northwest Drive.

COMMENTS: A recent site inspection conducted by the Transportation and Works Department revealed the presence of parked/stopped heavy trucks on

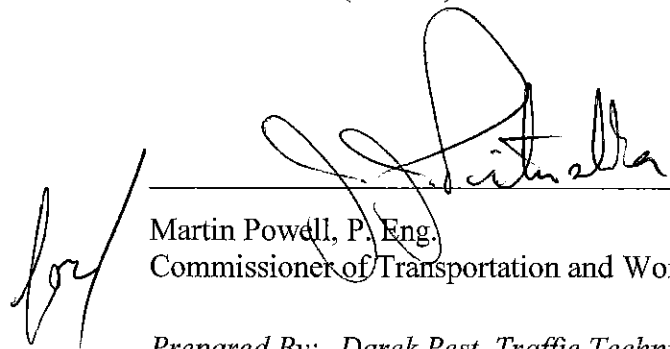
Orlando Drive. Therefore, the Transportation and Works Department supports implementing a stopping prohibition anytime on both sides of Orlando Drive between Airport Road and Viscount Road. The implementation of this stopping prohibition should improve mobility and increase the general level of safety in the area.

The Ward Councillor supports the recommendation for a stopping prohibition anytime on Orlando Drive.

FINANCIAL IMPACT: Cost for the sign installations can be accommodated in the 2011 Current Budget.

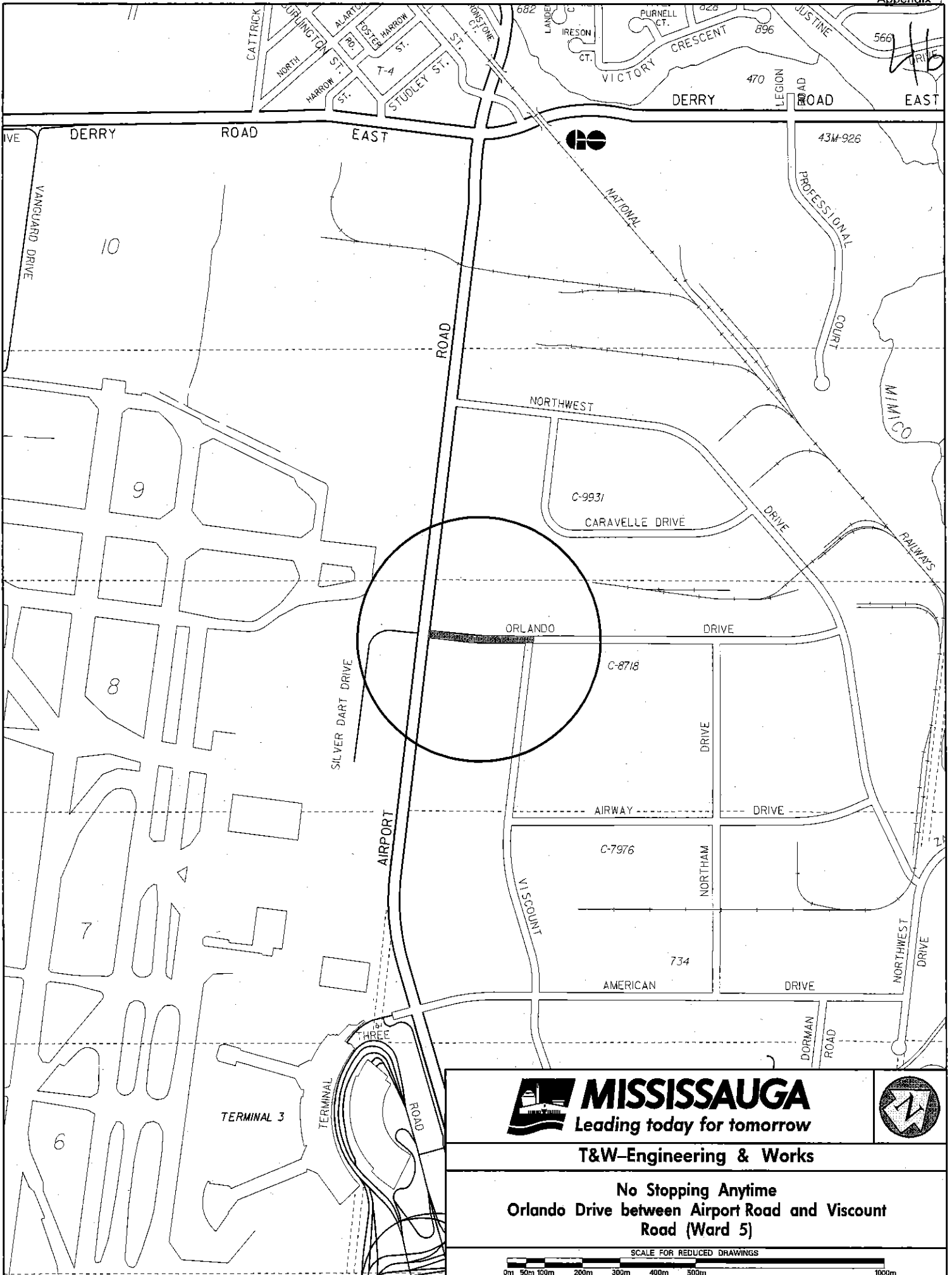
CONCLUSION: The Transportation and Works Department recommends implementing a stopping prohibition anytime on both sides of Orlando Drive between Airport Road and Viscount Road.

ATTACHMENTS: Appendix 1: Location Map: Stopping Prohibition Anytime Orlando Drive between Airport Road and Viscount Road (Ward 5)



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

Prepared By: Darek Pest, Traffic Technician



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T&W-Engineering & Works

No Stopping Anytime
Orlando Drive between Airport Road and Viscount
Road (Ward 5)





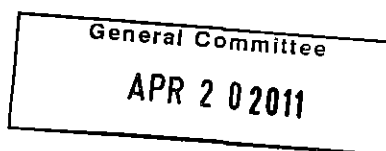
Corporate Report

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5



DATE: March 16, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **40 km/h Speed Limit Zone
Arbor Road
(Ward 1)**

RECOMMENDATION: That a by-law be enacted to amend By-Law 555-2000, as amended, to implement a 40 km/h speed limit zone on Arbor Road between Northaven Drive and a point 220 metres (722 feet) westerly thereof.

BACKGROUND: With the opening of the new Hartsdale Elementary School scheduled for September 2011, and the presence of the existing St. Domenic Elementary School, the Transportation and Works Department has completed an operational review of the adjoining road network (Atwater Avenue, Northaven Drive and Arbor Road) with emphasis on the existing speed limits.

COMMENTS: Currently a 40 km/h speed limit is posted on Atwater Avenue and Northaven Drive in the immediate vicinity of the two elementary schools. Arbor Road has a statutory 50 km/h speed limit. To maintain uniformity with speed limits through existing school zones and to improve the overall level of safety, the Transportation and Works Department recommends that a 40 km/h speed limit be implemented

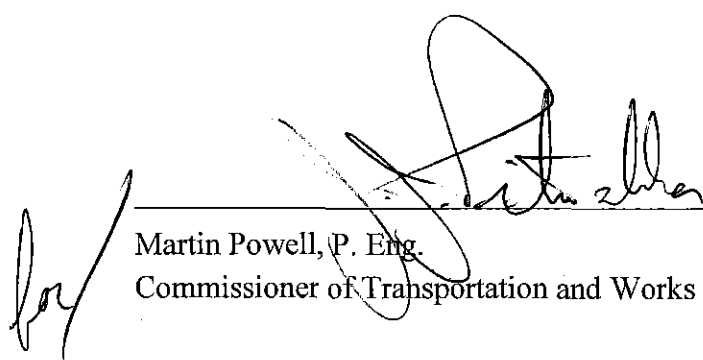
Ba

on Arbor Road.

FINANCIAL IMPACT: Cost for the sign installation can be accommodated in the 2011 Current Budget

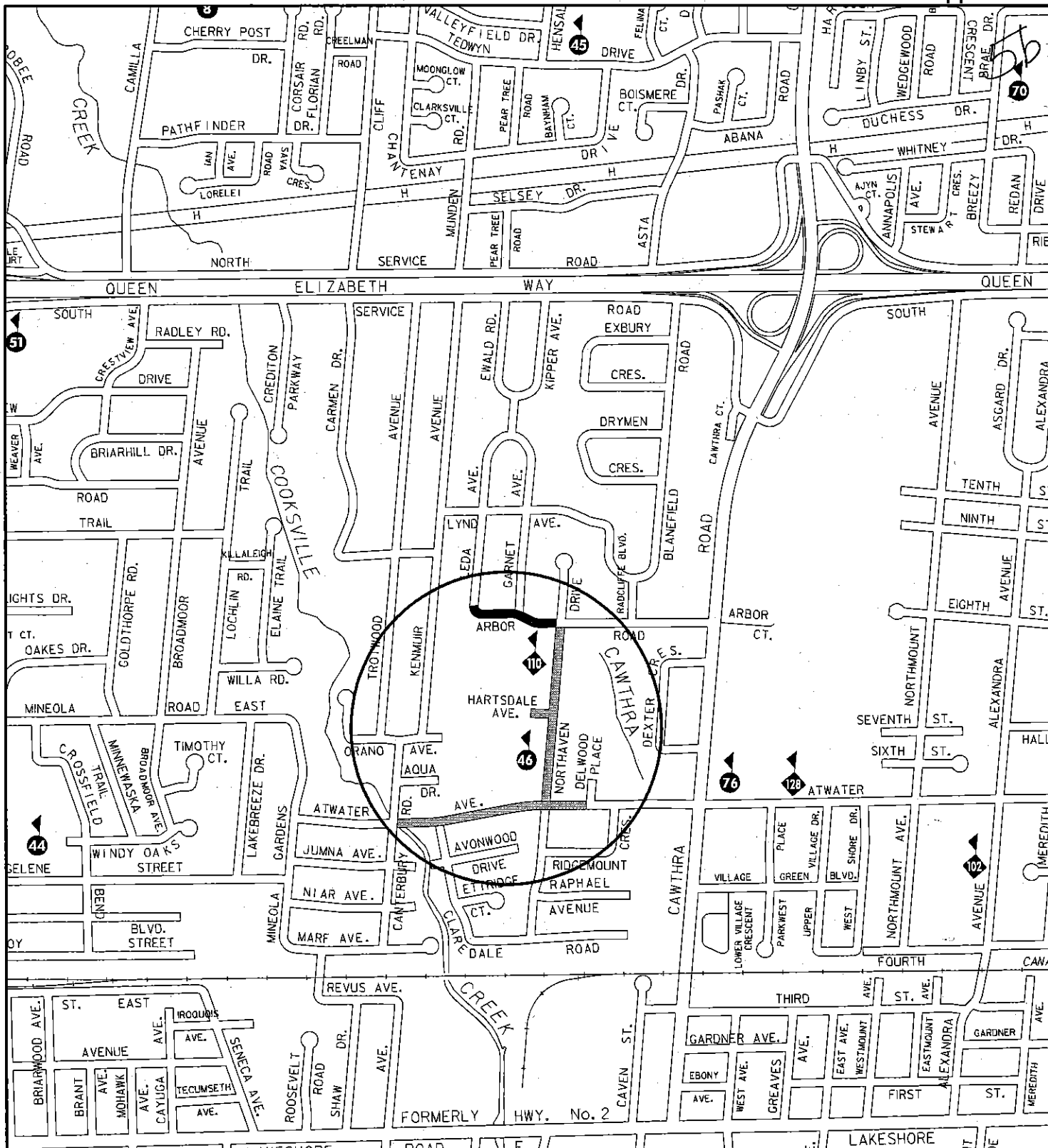
CONCLUSION: The Transportation and Works Department recommends the implementation of a 40 km/h speed limit zone on Arbor Road between Northaven Drive and a point 220 metres (722 feet) westerly thereof.

ATTACHMENTS: Appendix 1: Location Map - 40 km/h School Limit Zone – Arbor Road (Ward 1).



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

Prepared By: Darek Pest, Traffic Technician





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Engineering & Works

Proposed 40kmh Speed limit Zone

Arbor Road

(Ward 1)

Legend

- Proposed 40 kmh Speed Zone
- Existing 40kmh Speed Limit

SCALE FOR REDUCED DRAWINGS





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General Committee

APR 20 2011

DATE: April 4, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **New Initiatives for Animal Licensing**

- RECOMMENDATION:**
1. That the proposed strategies to improve the compliance rate for animal licensing outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing, be endorsed by City Council.
 2. That the City commence with the first phase of the proposed strategy - Neighbourhood Outreach Licensing Campaign - in 2011, and that the net operating budget of \$75,000 required to implement this phase be transferred from the operating reserves.
 3. That the City's full time equivalent (FTEs) complement increase to 4980.1 by hiring one Project Leader (contract) and one Community Awareness Officer (full time permanent), in Regulatory Services.
 4. That the 2012 to 2015 Business Plan and Budget for Animal Services incorporate the remaining phases of the proposed strategy as outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing.

5. That all necessary by-laws be enacted.

BACKGROUND:

The City of Mississauga's Animal Care and Control By-law (98-04) establishes the minimum community standards that dog and cat owners must meet to ensure that these pets are a positive addition to the community and are cared for humanely.

In accordance with the By-law, it is mandatory that all dogs and cats in Mississauga be licensed and/or registered with Animal Services. Licensing allows the City to easily identify the owner of an animal that comes into the care of the City so that pets can be reunited with their owners as soon as possible.

On average, unlicensed dogs and cats spend a significantly longer period of time in the shelter before their owner can be located. Animal Services provides food, clean and disinfected kennels, vaccinations and veterinary care as required. With the help of community volunteers, the animals are groomed, walked and socialized on a regular basis. However, even the best care given at the City's shelter cannot compensate for the avoidable stress created for these animals and their owners with each day that passes.

Although the City has had great success with its adoption programs, every year there are a number of dogs and cats that come into the care of the City that must be euthanized if a new home cannot be found for them in a reasonable period of time.

It is the objective of the Mississauga's Animal Services licensing program to reduce the number of dogs and cats that must endure unnecessary stays in the animal shelter waiting to be reunited with their owners, adopted or euthanized. Being a responsible pet owner means licensing your dog or cat with the City.

Animal licensing is also the primary source of revenue for this service. The licensing fee of \$20 - \$45 per dog or cat licence is in effect, a user fee for the service, helping to off-set the burden of this service from the general tax payer through user fees for those members of the community that choose to have dogs and cats as pets.

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Attached as Appendix 1, is a chart providing a Municipal Comparison of Licensing Fees. It provides licence fee information for the Cities of Brampton, Oakville, Toronto, Ottawa, Edmonton, Winnipeg, Halifax, Calgary and Mississauga.

Mississauga Licence fees for dogs are lower than those charged by the City of Toronto, higher or comparable to those charged by the City of Brampton and lower than those charged by the Town of Oakville. It is interesting to note that our fees are lower than those charged by the City of Calgary, which is seen as a leader in dog licensing across the country.

The information obtained regarding fees for cat licences is more difficult to analyze as Mississauga and Brampton issue lifetime licences while the other municipalities compared issue annual licences. A review of the fees charged by Brampton and Mississauga show that Mississauga has a higher fee for each category of licence.

PRESENT STATUS:

In 2010, only ten percent of the estimated dogs and cats in the City were registered with Animal Services. While animal licensing compliance rates in Mississauga are not notably different from those in neighbouring cities in the GTA, there is significant potential to increase our licensing rates by bringing our results in line with cities in other regions of the country. Cities that have achieved a higher level of compliance with licensing requirements also have much higher return-to-owner rates, substantially shorter stays in the shelter on average, and lower euthanization rates for unclaimed pets.

In 2010, the gross operating cost for the City's Animal Services was approximately \$2.4M. Currently, more than eighty percent of the cost of providing this service in Mississauga is funded through general tax revenues at a cost of approximately \$2M per year. Research has shown that cities that are leaders in compliance rates with pet licensing requirements have been successful in achieving cost recovery rates as high as one hundred percent, with more than eighty percent of revenues from licensing alone.

COMMENTS:

Through the e3 Program, Management Consulting has developed six new initiatives for Animal Services to be implemented over the next

three years that will increase the compliance rate with licensing requirements in Mississauga (Appendix 2). These proposals have been developed based on best practice research and in consultation with management and staff in the Animal Services section.

The six strategies represent a balanced approach and leverage a variety of different tactics to successfully achieve a licensing compliance rate of fifty to seventy five percent for dogs and thirty to forty percent for cats by 2015. With these strategies fully implemented, the City of Mississauga's Animal Services is expected to see a gradual increase in licensing revenues and achieve a revenue-to-cost ratio of between fifty and seventy five percent in five years.

To successfully execute the proposed strategies and achieve the estimated licensing targets for this service, new resource investments, including one temporary Project Leader (3 years), one permanent Community Awareness Officer and resources to develop and produce communication and outreach materials will be required.

The Project Leader will have responsibility for planning, coordinating, executing and monitoring all the necessary activities required to successfully implement the new initiatives and achieve the objectives, including the procurement and management of contractors to develop and design communication materials, working with IT and the 3-1-1 Call Centre to ensure requirements are clear and progress is being made to plan, resolve and/or escalate issues that may emerge and effectively communicate relevant project information to senior staff.

The Community Awareness Officer, a full time position, working closely with the Project Leader, will provide input and support to the development of communication strategies, messages and materials for outreach events and ongoing awareness activities. They will act as the key spokesperson for Animal Services at outreach events and in the media on the benefits of animal licensing, the objectives of these new initiatives and the responsibilities of pet owners under the By-law, as well as be the first point of contact for responding to questions, concerns or complaints from the public. They will develop and manage on-going partnerships with businesses in the City and develop and manage on-going partnerships with veterinarians and pet stores to act as licensing agents on behalf of the City.

As the success of this initiative grows, it is expected that there will be an increased demand placed upon the 3-1-1 Call Centre. Therefore, it is also suggested that funding be provided starting in 2012 for one permanent Call Centre Agent. All these resources are critical to ensure that increases in licensing rates are sustainable in the long-term.

Finally, as a result of the e3 review of Animal Services, items identified by staff and requests by members of Council, work is under way to bring amendments to the Animal Care and Control By-law to assist with the new initiatives identified in this report and as a result of a normal review of the By-law. Matters under consideration and to be addressed include, methods of addressing roaming cats, set fines under the By-law, licence fees, a reduction or elimination of the "late renewal" fee, feeding wildlife, licence renewal dates, the sale of animals by Pet Shops and life time licences. One or more reports will be brought before General Committee with staff recommendations on these matters.

OPTIONS:

The proposed licensing strategies and the expected timing of implementation are summarized as follows:

- 1. Neighbourhood Outreach Licensing Campaign**
Expected Implementation: Fall 2011
- 2. Enforcement Program**
Expected Implementation: Spring 2012
- 3. Community Awareness & Incentive Strategies**
Expected Implementation: Summer 2012
- 4. e-City & 3-1-1 Licensing Options**
Expected Implementation: Fall 2012
- 5. Neighbourhood Outreach License Renewal Campaign**
Expected Implementation: Fall 2012
- 6. Licensing Partnerships with Veterinarians & Pet Stores**
Expected Implementation: Spring 2013

A brief description of each of these initiatives can be found in the report in Appendix 2, pages 9-12.

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FINANCIAL IMPACT: With these strategies fully implemented, the City of Mississauga's Animal Services is expected to increase the number of dogs and cats licensed which is expected to result in a revenue-to-cost ratio of between fifty and seventy five percent in five years.

New resources will be needed to fully implement the proposed strategies in the planned timeline and achieve the expected licensing targets. Required investments include new staff and the cost of communication materials to build awareness of these initiatives within the community. Resourcing costs are estimated at \$150,000 in 2011, \$265,000 in 2012, \$250,000 in 2013, and \$150,000 annually thereafter.

New revenues to the City expected from the full implementation of the proposed strategies are estimated to exceed \$1M annually by the end of 2013, with total net new revenues estimated in the range of \$2.6-\$5.3M over the next five years. In 2011, with the fall launch of the Neighbourhood Outreach Licensing Campaign, new revenues of \$75,000 (minimum scenario) are forecast.

Given the timing of the new staff recruitments, upfront development costs for outreach materials and the Fall launch of the licensing campaign, a net operating budget increase of \$75,000 will be required in 2011 to implement this phase. This operating increase will be offset by transfers from reserves.

CONCLUSION: Animal Services is planning to implement six new strategies to increase the level of compliance with animal licensing requirements from a current level of ten percent to over thirty percent for cats and over fifty percent for dogs by 2015.

The full implementation of these strategies is expected to promote responsible pet ownership in the City of Mississauga through licensing; result in improved return-to-owner rates for lost dogs and cats; reduce the average length of stay in the shelter for animals; reduce the euthanization rate for those animals that cannot be reunited with their owners or placed with a new family through the adoption program; and transition this service from one that is primarily tax

funded to a user pay model.

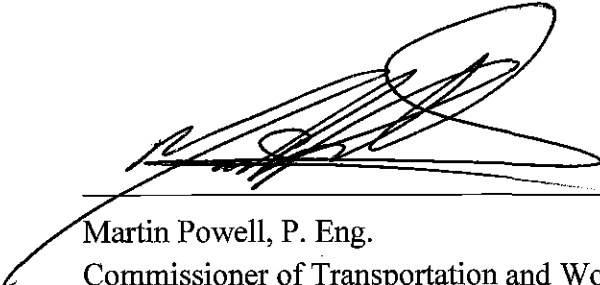
As the proposed strategies get underway, the Director of Enforcement will be returning to Council later this year to request approval for various minor changes to the Animal Care and Control By-law that will be required to fully execute these recommendations, and again early in 2012 to share the proposals for changes to the Enforcement Program and proposed fines for violations involving a failure to license animals as required by the By-law.

Council will also be updated annually by the Director of Enforcement through the budget process on the success of these initiatives, the actual revenue that is realized through increased licensing rates, and any changes in the forecast cost recovery rate for this service.

ATTACHMENTS:

Appendix 1: Municipal Comparison of Dog and Cat Licensing Fees

Appendix 2: Animal Services e3 Review: Cost Recovery Strategies



Martin Powell, P. Eng.

Commissioner of Transportation and Works

Prepared By: Jamie Hinton, Acting Director of Enforcement

JMH:ar

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Appendix 1 – Municipal Comparison of Licensing Fees

Municipal Comparison of Dog Licensing Fees

	Intact or Unaltered Adult Dog	Spayed or Neutered Adult Dog	Intact or Unaltered Adult Dog with Microchip	Spayed or Neutered Adult Dog with Microchip	Seniors Discount
Mississauga	\$45 annually	\$20 annually	\$45 annually	\$20 annually	50-55% off regular fees <i>Intact - \$20/yr</i> <i>Altered - \$10/yr</i>
Brampton	\$20 annually	\$20 annually	\$39 lifetime or \$20 annually	\$39 lifetime or \$20 annually	N/A
Oakville	\$45 annually (\$50 after Feb 11)	\$20 annually (\$25 after Feb 11)	\$45 annually (\$50 after Feb 11)	\$20 annually (\$25 after Feb 11)	50% off <i>Intact - \$22.50/yr (\$25/yr after Feb 11)</i> <i>Altered - \$10/yr (\$12.50 after Feb 11)</i>
Toronto	\$60 annually	\$25 annually	\$60 annually	\$25 annually	50% off regular fees <i>Intact - \$30/yr</i> <i>Altered - \$12.50/yr</i>
Barrie	\$35 annually (\$30 renewal)	\$25 annually (\$20 renewal)	\$35 annually (\$30 renewal)	\$25 annually (\$20 renewal)	N/A
Burlington	\$50 annually	\$25 annually	\$50 annually	\$25 annually	N/A
Calgary	\$52 annually	\$31 annually	\$52 annually	\$31 annually	N/A
Edmonton	\$75 annually	\$34 annually (first year free)	\$75 annually	\$34 annually (first year free)	One altered pet (dog or cat) at 50% off – limit to one per residence <i>Altered - \$17/yr</i>
Halifax	\$50 annually	\$15 annually	\$50 annually	\$15 annually	50% off regular fees <i>Intact - \$25/yr</i> <i>Altered - \$7.50/yr</i>

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	Intact or Unaltered Adult Dog	Spayed or Neutered Adult Dog	Intact or Unaltered Adult Dog with Microchip	Spayed or Neutered Adult Dog with Microchip	Seniors Discount
Markham	\$43 annually	\$27 annually	\$27 annually	\$11 annually	50% off
Ottawa	\$40 annually	\$23 annually	\$23 annually	\$17 annually	N/A
Saskatoon	\$54 annually	\$27 annually	\$54 annually	\$27 annually	N/A
Vancouver	\$70 annually	\$37 annually	\$70 annually	\$37 annually	N/A
Vaughan	\$20 annually	\$20 annually	\$20 annually	\$20 annually	50% \$10 annually
Winnipeg	\$62 annually	\$27 annually	N/A	N/A	N/A

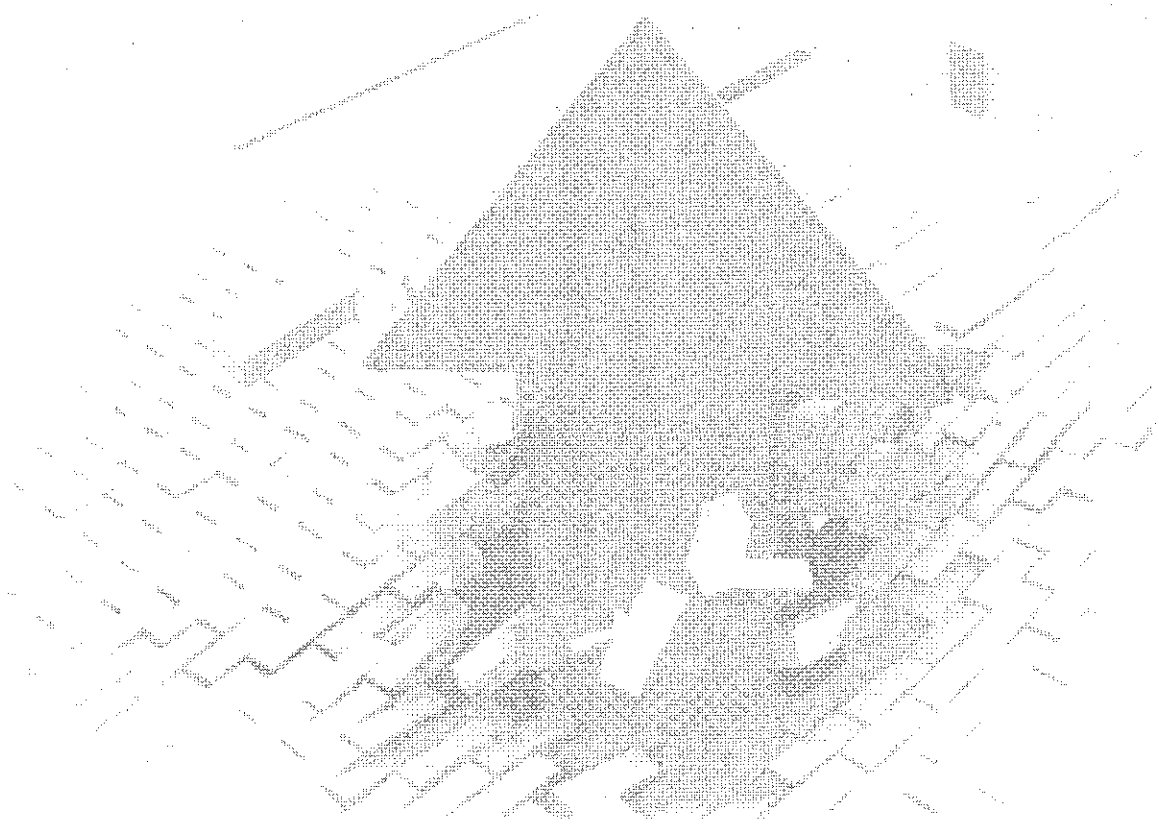
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Municipal Comparison of Cat Licensing Fees

	Intact or Unaltered Adult Cat	Spayed or Neutered Adult Cat	Intact or Unaltered Adult Cat with Microchip	Spayed or Neutered Adult Cat with Microchip	Seniors Discount
Mississauga	\$45 lifetime	\$20 lifetime	\$45 lifetime	\$20 lifetime	50-55% off regular fees
Brampton	\$10 lifetime	\$10 lifetime	\$10 lifetime	\$10 lifetime	N/A
Toronto	\$50 annually	\$15 annually	\$50 annually	\$15 annually	50% off regular fees
Barrie	\$35 annually	\$10 annually	\$35 annually	\$10 annually	Free for altered cats only
Calgary	\$30 annually	\$10 annually	\$30 annually	\$10 annually	N/A
Edmonton	\$75 annually	\$19 annually (first year free)	\$75 annually	\$19 annually (first year free)	One neutered or spayed pet (dog or cat) for 50% off the regular fee (one per residence).
Markham	\$43 annually	\$27 annually	\$27 annually	\$11 annually	50% off
Ottawa	\$40 annually	\$23 annually	\$23 annually	\$17 annually	N/A
Saskatoon	\$32 annually	\$16 annually	\$31 annually	\$16 annually	N/A

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Appendix 2: Animal Services e3 Review - Cost Recovery Strategies



Animal Services e3 Review
Cost Recovery Strategies

Management Consulting
Corporate Strategy & Innovation Division
City Manager's Office
March 31, 2011

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Executive Summary

The City's Animal Care and Control By-law requires all dog and cat owners in Mississauga to register their pet with Animal Services.

In 2010, only ten percent of the estimated dogs and cats in Mississauga were registered with Animal Services. Although licensing rates in Mississauga are not significantly different from those in neighbouring cities in the GTA, research has shown that a licensing rate of thirty percent should be easily achievable with the potential to license over ninety percent of the pet population as in the City of Calgary.

Licensing can give pet owners the peace of mind of knowing that their pets will be quickly returned if they are lost. Licensing allows quick and easy identification, reducing the length of stay in the shelter, reducing the number of animals needing to be adopted or euthanized if a suitable home cannot be found in a reasonable period of time.

Animal licensing is also the primary source of revenue for this service, helping to off-set the burden of this service from the general tax payer by mandating direct contributions from the segment of the community that most benefits from this service, dog and cat owners. The annual fee charged by the City for licensing dogs and cats is in effect a user fee for this service.

In 2010, the cost recovery rate for Animal Services was eighteen percent. Cities that are leaders in compliance rates with pet licensing requirements have been successful in achieving a cost recovery rate as high as one hundred percent, with more than eighty percent of revenues from licensing.

Management Consulting is proposing the launch of six new initiatives to be implemented over the next three years. With each new initiative in place, a substantial increase in the percentage of dogs and cats licensed is expected to be realized each year. The proposed initiatives include:

- Neighbourhood Outreach Licensing Campaign
- Enforcement Program
- Community Awareness and Incentive Strategies
- 311 & e-City Licensing Options
- Neighbourhood Outreach License Renewal Campaign
- Partnerships with Veterinarians & Pet Stores

These strategies represent a balanced approach and leverage a variety of different tactics to successfully achieve a licensing compliance rate of fifty to seventy five percent for dogs and thirty to forty percent for cats. With these strategies fully implemented, the City of Mississauga's Animal Services is expected to achieve a revenue-to-cost ratio of between fifty and seventy five percent in five years.

To successfully execute the proposed strategies, and achieve the estimated licensing targets for this service, new resource investments are critical to ensure a reliable and sustainable revenue stream in the long-term.

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1 Introduction

Management Consulting has undertaken the review of the City's Animal Services through the e3 Program to evaluate the effectiveness, efficiency and economy of this function and recommend a plan of action that will ensure best value for money from this service over the next five years. The interim report on the assessment of opportunities for this service was presented to the Leadership Team (LT) on February 3, 2011 and included the identification of nineteen options to improve service performance in seven core areas, as follows:

- Increase animal licensing & improve cost recovery ratio
- Streamline licensing & renewal processes
- Improve the effectiveness of the Enforcement Program
- Build stakeholder and partner relations & networks
- Improve the value added of technology
- Improved management mechanisms
- Improved cost effectiveness of the cremation function

In response to the recent request of Council to bring forward new options to relieve the pressure on the tax rate, LT has directed Management Consulting to fast-track the development of those options that would improve the cost recovery rate for this service. The purpose of this report is to share the Implementation Plan for those options that will effectively transition this service from one that is primarily tax funded to a user pay model, with a planned timeline that will realize the expected benefits to the Corporation in the shortest period of time possible. The development of plans to improve the performance of this service in other areas continues, and a comprehensive report on the full range of recommendations for performance improvement in this service will be finalized for LT's approval within the next few months.

2 Background

The City of Mississauga's Animal Services function helps to ensure everyone's safe, healthy and peaceful enjoyment of Mississauga neighbourhoods. The core functions of this service include dog and cat licensing, shelter operations, adoptions for stray animals, public education and by-law enforcement. The City of Mississauga Animal Services function is part of the Enforcement Division of the Transportation and Works Department. There are thirty City employees responsible for delivering this service to the public, with access to ten vehicles to patrol City parks and streets and provide public education programs to the community.

2.1 Animal Care & Control By-law

The City of Mississauga Animal Care & Control By-Law 98-04 (the By-law) makes owners responsible for their pets and their pet's actions, outlines the minimum community standards that pet owners must meet in Mississauga, helps to return lost pets to their owners and ensures pets are a positive addition to the community.

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The City's By-law makes provisions for the following:

- mandatory licensing and/or registration of all dogs and cats;
- the humane treatment & keeping of animals;
- leashing of dogs and the removal of excrement;
- menacing behaviour and muzzling of dogs;
- surrender, seizure, impoundment and adoption of animals; and
- payment of fees

2.2 Service Description

Animal Services employees work out of the Animal Services Centre located at 735 Central Parkway West. The Animal Services Centre is where Mississauga's stray and lost pets are taken care of until their rightful owners can be found or until they can be adopted. Approximately 3,400 lost or stray dogs and cats are received at the shelter every year.

Thirteen employees work to maintain the shelter and care for the animals, including managing adoption and foster care programs, and coordinating and managing the SCARF donation program. Employees at the facility are trained to look after the health and wellbeing of all pets in their care by providing food, clean and disinfected kennels, vaccinations and veterinary care as required. Animal euthanization and cremations are also managed at the shelter. Volunteers support the operation of the shelter through dog walking, cat grooming and regular socializing of the animals while they are at the shelter.

There are ten full-time Animal Services Officers that patrol the City's parks and neighbourhood streets from 7:30 a.m. to 9:30 p.m. daily and also provide "on call" response to emergency calls after hours and on holidays. Officers promote responsible pet ownership through education or advice, mediating neighbour disputes, and issuing warnings, notices or violations. Animal Services responds to approx. 8,000 calls from the public annually, with issues ranging from animals at large; picking up abandoned, injured, distressed or dead animals; menacing animal behaviour; animal bites; and, failure to stoop and scoop.

Two full-time Animal Services Officers are responsible for the door-to-door licensing program, in addition to staff at the main desk in the Animal Services Centre that issue licenses at the counter. Dog owners also have the option of renewing their pet's license online.

2.3 Seven Year Financial Trends

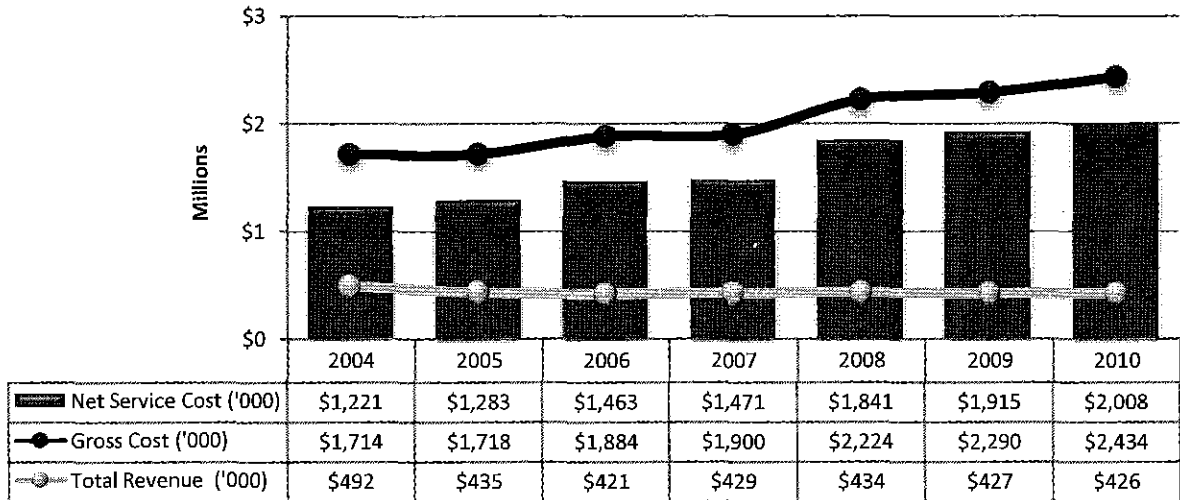
In 2010, the gross operating cost for the City's Animal Services was approximately \$2.4 M. Labour accounts for 85 percent of total expenditures, building and vehicle expenses account for an additional ten percent, and materials and supplies, including veterinarians, food and medication, account for the remaining five percent.

Since 2004, the gross operating cost for this service has increased by forty two percent or \$700,000, with the most significant increase in operating costs in 2008. This increase can be

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primarily attributed to increased fuel costs and the addition of the door-to-door licensing officer, additional Animal Services Officers and a new Shelter Officer.

Cost & Revenue Trends



Animal Services 2010 revenue was approx. \$426,000 and has declined by almost fifteen percent since 2004. The most significant source of revenues for this service is the sale of dog and cat licenses, representing seventy four percent of total revenues in 2010. Shelter fees for impounded animals accounts for twenty three percent of revenues. Adoption fees account for an additional three percent.

In 2010, Animal Services recovered eighteen percent of the total operating cost of providing this service to the community through direct revenues.

Although the overall number of licenses issued at the City has increased marginally over the past five years, a significant portion are accounted for by 'lifetime licenses' which allow citizens to pay a one-time fee to license their pet at a nominally higher fee than an annual license. As a result, there has been a gradual decline in revenue from annual license renewals over the past decade. Although Animal Services has discontinued issuing dog lifetime licenses as of January 2010, existing licenses remain in effect until the owner informs the City that the animal has died or moved out of the City.

All revenue generated through tickets for violations of the By-law, estimated at approximately \$10,000 in 2010, is accounted for separately as part of the POA receipts and is not included in these figures.

In 2009, the City generated an additional \$25,000 by fundraising and donations for the SCARF program, with a total amount in the reserve fund exceeding \$140,000. This fund is designated to benefit rescued or abandoned animals in the shelter and these monies are not accounted for as City revenues, but are held in trust to pay for medications, extra veterinary care, improved

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education programs or non-budgeted improvements to the Animal Services Centre. Reserves in the SCARF Fund were recently used to upgrade the animal cages in the shelter and fund the foster care program.

3 The Importance of Animal Licensing

The City's Animal Care and Control By-law requires all dog and cat owners in Mississauga to register their pet with Animal Services. Dogs and cats are registered in the form of a microchip implantation and/or an annual license for dogs and an identification tag for cats. Pet registration and identification, generally referred to as 'licensing', allows the City to quickly and easily return lost pets to their homes, reducing the resources required to care for unidentified animals and limiting those that must eventually be euthanized because a home cannot be found for them.

Revenue from animal licensing typically generates more than eighty percent of revenue for this service in those municipalities studied. The annual fee charged by the City for licensing dogs and cats is in effect a user fee for this service, helping to off-set the burden of this service from the general tax payer by mandating direct contributions from the segment of the community that most benefits from this service, dog and cat owners.

In 2010, approximately ten percent of the estimated¹ number of dogs and cats in Mississauga were registered with Animal Services. While licensing rates in Mississauga are not significantly different from those in neighbouring cities in the GTA, research has shown that substantially higher licensing rates have been achieved in other regions of the Country. Full benchmarking results for licensing rates of dogs and cats can be found in Addendum 1 of this report. The City of Calgary, clearly the best practice for effectiveness and efficiency in Animal Service from the Canadian cities benchmarked with, has achieved a compliance rate of over ninety percent for dog licensing and fifty percent for cat licensing in their community.

An analysis of the relationship between higher levels of animal licensing and factors, such as the return to owner rate for lost pets, length of stay in the shelter, euthanization rates and the revenue to cost ratio for the service, illustrates significant potential benefits to both the community and the Corporation as a result of a more effective licensing strategy. Benchmarking results for those Cities that are considered leaders in the licensing of dogs, including: licensing compliance rates, return to owner rates and cost recovery rates can be found in Addendum 2 of this report.

3.1 Ability to Return Pets to their Owners

Animal licensing is a valuable service to the public. It gives pet owners the peace of mind of knowing that their pet can be identified if it ever gets lost or finds a way to escape their home

¹ The total dog and cat population in the City of Mississauga was estimated using a rate of 0.1053 dogs per capita and 0.1053 cats per capita. This rate was developed based on research conducted by the City of Calgary and has been adopted within the industry as a standard for estimating the resident dog and cat population in urban areas.

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unnoticed. A license quickly and easily connects a pet with an owner so that Animal Services can safely return pets home.

In 2009, less than fifty percent of dogs and twenty five percent of cats that came into the care of Mississauga Animal Services were returned to their owners. While this is a higher level of performance than experienced in Toronto and Brampton, those cities that have a much higher licensing rate also have a much higher level of success in reuniting pets with their owners. The high number of cats and dogs licensed in the City of Calgary has made a dramatic improvement in the lives of pets in that City. In 2009 Calgary achieved a return to owner rate that is over eighty five percent for dogs and fifty percent for cats. As a result, pets have a shorter stay in the shelter on average and euthanization rates have dropped substantially as the compliance rate for licensing has increased.

3.2 Length of Stay in the Shelter

Pets that come into the care of the City without a license spend a significantly longer period in the shelter on average than licensed animals before their owner can be identified, or as they wait to be adopted. Unlicensed pets that are eventually returned to their owners can spend as long as forty days in the shelter before they are claimed. Those that go up for adoption spend on average twenty nine days in the shelter and some have stayed more than 250 days before they are placed in a home, transferred or euthanized. Each additional day an animal spends in the shelter creates unnecessary stress for the animal, which may create behavioural problems and potentially exposes them to a variety of health conditions that may eventually make them unsuitable for adoption.

The longer animals are cared for by the City, the higher the volume of animals in the shelter at any one time and the operating costs associated with feeding them and cleaning the kennels also becomes much more significant. In 2009, it cost the City of Mississauga Animal Services approx. \$ 1.1M in operating expenses to care for animals in the shelter. Reducing the length of stay as a result of increased compliance with dog and cat licensing requirements in Mississauga would reduce the volume of animals in the shelter at any given time and could potentially result in cost reductions for this function in the long-term.

3.3 Euthanization Rates

While every effort is made to return unlicensed pets to their owners, every year there are a number of dogs and cats in the care of the City's Animal Services that must be euthanized if a new home cannot be found for them in a reasonable period of time. In 2009, eight percent of dogs and thirty percent of cats that came into the care of Animal Services were euthanized. Cities that are successful in maintaining a high level of compliance with licensing requirements for pets in their communities generally have lower euthanization rates. The City of Calgary has reduced the number of animal euthanizations significantly as the result of an effective licensing strategy, with only five percent of dogs and two percent of cats euthanized in 2009.

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3.4 Cost Recovery for the Service

The cost to operate the City's Animal Services functions has a direct relationship to the size of the pet population in the Community. The more cats and dogs there are in the City, the more it costs for by-law enforcement, emergency response, operation of the shelter, administration of adoptions, public education, etc. The \$20 fee to license a spay or neutered cat or dog, and the \$45 fee to license an intact dog or cat, is in effect a user fee for this service. Revenue from licensing helps to off-set the burden of this service from the general tax payer by mandating direct contributions from those that benefit most directly from this service, pet owners within the community.

In 2010, the cost recovery rate for Animal Services was eighteen percent. Cities that are leaders in compliance rates with pet licensing requirements have been successful in achieving a cost recovery rates as high as one hundred percent. The City of Calgary Animal Services is able to fund a \$5.6 M operation that delivers a higher level of service to their community with \$4.6 M in revenues from pet licenses, which is supplemented by an additional \$1.0M from adoptions, care and keep, impound fees and penalties resulting in zero contributions from the tax base.

4 New Revenue Potential

Licensing fees typically comprise the majority of revenue for Animal Services functions across Canada, and represent the greatest potential for new revenue generation for a City with only ten percent of the estimated pet population currently licensed. Therefore, cost recovery strategies are focused on gradually increasing the number of pets that are licensed in the City from a current level of approx. 14,000 animals to an estimated 60,000-90,000 within five years. With an estimated dog and cat population of approx. 150,000, the five year targets for licenses represents a compliance rate of up to forty percent for cats and seventy five percent for dogs.

4.1 Projected Five Year Revenue Stream

Research and analysis of leading practices in comparable cities across Canada for achieving a high level of compliance with animal licensing requirements has helped shape the proposed strategies to improve the cost recovery rate for this service. Management Consulting is proposing the launch of six new initiatives to be implemented over the next three years. With each new initiative in place, a substantial increase in the percentage of dogs and cats licensed is expected to be realized each year.

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	2011	2012	2013	2014	2015
Dogs (% Licensed)	15-25%	30-45%	40-60%	50-70%	50-75%
Cats (% Licensed)	15-20%	20-25%	25-30%	30-35%	30-40%
Projected Licensing Revenue	\$390,000 to \$540,000	\$810,000 to \$1,300,000	\$1,100,000 to \$1,800,000	\$1,400,000 to \$2,000,000	\$1,400,000 to \$2,200,000

Recognizing the uncertainty involved in predicting a significant shift in the licensing behaviour of dog and cat owners in the City, a range has been given for expected compliance rates that can be achieved in each of the next five years. While the proposed strategies are modeled after those that have proven to be successful in other cities, every community is unique and each one presents different challenges for gaining a high compliance rate. As each new initiative is implemented and the actual impact becomes known, future estimates will become more reliable as the strategies are improved to adapt to the level of responsiveness within the Mississauga community.

A licensing compliance rate of fifty to seventy five percent for dogs and thirty to forty percent for cats should be achievable by the end of 2015 with full implementation of the proposed initiatives. If licensing fees remain constant over this period, the expected revenue stream from animal licensing should result in more than \$1M in additional licensing fees over the next five years, with the potential to achieve a \$2.2M target with the realization of the top of the range for estimated compliance rates. These revenue projections take into account discounts, incentives and cost sharing arrangements that may be required to support the successful execution of the recommendations as proposed.

4.2 Requirements for Success

It is important to note that new investments will be required to effectively achieve the projected licensing compliance rates for the City's Animal Services function and create a reliable and sustainable revenue stream from license fees for this service in the long-term. New staff required to support the successful achievement of the revenue targets include:

- Project Leader- temporary (3 yr contract)
- Community Awareness Officer - permanent
- New Call Centre Agent - permanent

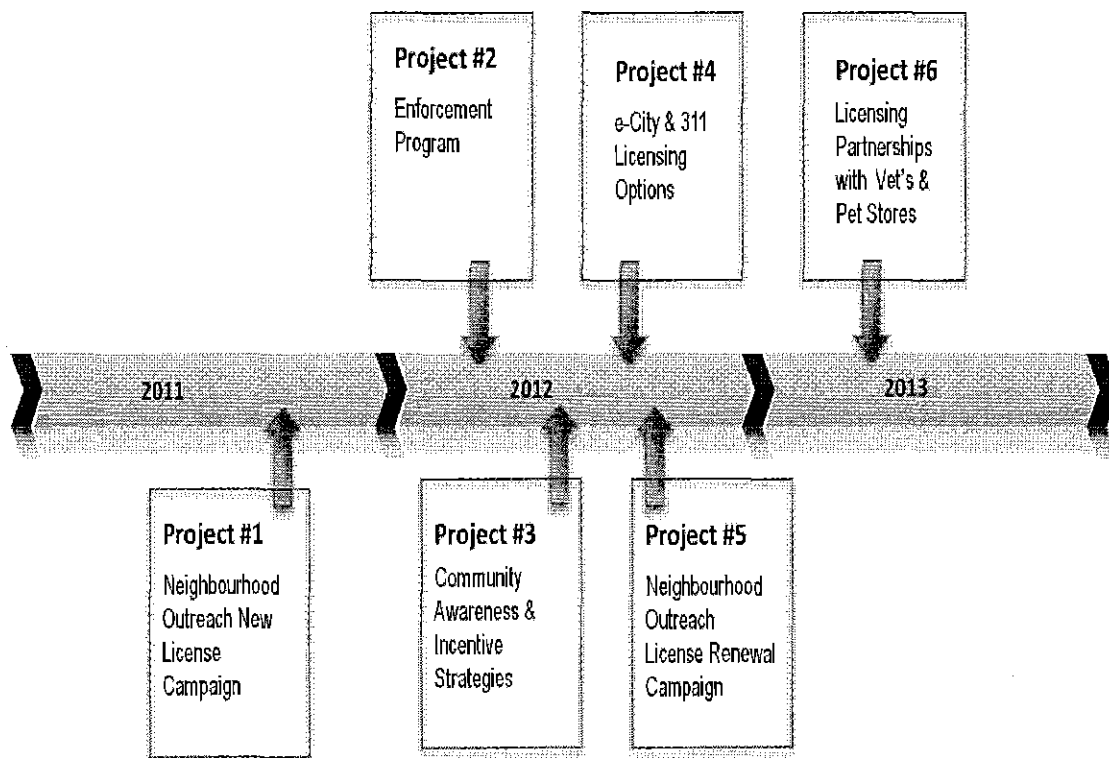
In addition to these resources, funds will be required to develop appropriate and effective outreach messages and materials to build greater awareness within the community of the purpose and benefits of animal licensing. These new resources are essential to the execution of the proposed strategies. The total cost of these resources will off-set gross new revenues by less than 20 - 25% in the first five years, and less than 15% of the long term new revenue stream for this service. The City can expect to recover a total of \$2.6M - \$5.3M of the cost of operating this service as a result of these new initiatives within the next 5 years.

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	2011	2012	2013	2014	2015
New Investments:					
Project Leader	\$85,000	\$100,000	\$100,000	n/a	n/a
CA Officer	\$25,000	\$75,000	\$75,000	\$75,000	\$75,000
Call Centre Agent	n/a	\$30,000	\$65,000	\$65,000	\$65,000
Outreach Materials	\$40,000	\$60,000	\$10,000	\$10,000	\$10,000
TOTAL	\$150,000	\$265,000	\$250,000	\$150,000	\$150,000
Net New Revenues From Investments	-\$75K (min)	\$230K (min)	\$560K (min)	\$955K (min)	\$960K (min)
	\$75K (max)	\$725K (max)	\$1.2M (max)	\$1.6M (max)	\$1.7M (max)

5 Recommendations

Management Consulting is proposing the launch of six new strategies to support the successful achievement of licensing targets for this service. The following proposals have been developed based on best practice research and in consultation with management and staff in the Animal Services section. The overall implementation strategy for these initiatives creates a balanced approach leveraging all of the available tactics for influencing pet owner behaviour. The proposed time line for the individual initiatives is as follows:



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Projects have been planned in sequence to first and foremost encourage willing pet owners to choose to license their dogs or cats by building awareness of the requirements of the By-law, the benefits of pet licensing, and providing easy and convenient access to the licensing process in local neighbourhoods. Next, an incentives program and new convenient options to register pets with Animal Services will be introduced at the same time the City is gradually but deliberately increasing the visibility of the consequences of not complying with the By-law through the Enforcement Program. Finally, partnering with veterinarians and potentially pet stores to promote licensing and act as licensing agents on behalf of the City can be an effective way to capture those pet owners that may be more uncertain about licensing their pets.

5.1 Neighbourhood Outreach Licensing Campaign

Throughout this project, a focussed public education and communication plan will be developed to build awareness about the purpose of pet licensing, including developing a clear public message to increase awareness of the By-law requirement to license dogs and cats, highlighting the benefits to owners of quickly identifying lost dogs and cats, and build awareness of the licensing program and the process for registering pets with the City.

The fall 2011 outreach campaign will involve scheduled events where neighbourhood licensing booths will be set up in Community Centres or other City facilities within different districts of the City every two weeks. These events will create greater public awareness of the purpose and benefits of pet licensing and provide the convenient option to purchase a license at a local neighbourhood location for a limited time. These events will run from 9 a.m. to 9:00 p.m., Monday to Saturday, and be highly publicized throughout the City and within the specific neighbourhoods to encourage pet owners to come out and talk to an Animal Services Officer about the mandate and responsibilities of this service and purchase a license for their pet.

It is expected that members of the public will gain a greater understanding of the purpose of licensing and the value to pet owners and the community in general of having pets that are registered with the City; the cost of providing this service to the community and how licensing revenues are spent; and reinforce the message that it is the City's objective to reduce the number of dogs and cats that must endure unnecessary stays in the shelter until their owner can be located or wait to be adopted because their owner can not be identified. The neighbourhood outreach campaign may include time-limited incentives for new licenses, such as prize draws, promotional give-aways or discounts to get the attention of the community and provide additional motivation to attend the events and purchase a dog or cat license.

Prior to launching the fall 2011 neighbourhood outreach campaign, key licensing processes will be streamlined and improved including establishing a system for owners to easily remember license renewal dates, and thereby promotes license renewals. Using an approach similar to driver's license registrations, license renewal dates can be associated with an owners key date (e.g. birth month, last name, etc.), to act as a continuous reminder to renew pet licenses at the same time every year. The City of Calgary has established a similar methodology which has continued to promote license revenue through regular renewals.

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5.2 Enforcement Program

The City of Mississauga's Animal Care and Control By-law requires all dogs and cats within the City to be licensed. It is expected that compliance levels will gradually increase over the next five years if the City takes a more deliberate and visible approach to the enforcement of these requirements of the By-law. In the past five years, the number of tickets issued for failure to license a dog or cat has declined, with only thirteen tickets issued in 2009. Animal Services Officers currently take a passive approach to enforcement by giving pet owners multiple warnings in most cases and issuing tickets only in exceptional circumstances. Research in cities with a high rate of compliance to licensing requirements reveals that active enforcement of the By-law is an important part of their strategy to encourage pet owners to license their pets.

Understanding that the objective of the Enforcement Program is to incent a higher level of compliance with licensing requirements, and not to generate increased revenues through fines, strategies can be developed to ensure an appropriate approach is taken to the enforcement program to ensure that the consequences of not licensing your pet are clearly, consistently and frequently communicated to the public with appropriate and fair criteria established for when a ticket will be issued for an unlicensed pet.

A gradual but deliberate approach should be taken to increase the perception within the community of the certainty of being fined if they do not comply with the licensing requirements of the City, and the amount of fines for non-compliance should provide an adequate incentive to license pets to avoid costly penalties. Increasing the visibility of the Enforcement Program should be coordinated with the neighbourhood outreach events to reinforce the message that the City's objective is to encourage pet owners to license their dogs and cats, not increase revenues from fines.

5.3 Community Awareness & Incentive Strategies

After developing targeted neighbourhood outreach events to promote a better understanding of the value of obtaining a pet license, a more comprehensive community messaging program will be launched to deliver clear and consistent messages to the public on an on-going basis, thereby promoting responsible pet ownership and the value of having pets licensed with the City. Regular public messages using a variety of communication channels, including regular news stories on local television channels, radio and web based messages, posters in City facilities, information to residents in tax bills and other print materials, occasional reminders to residents when they call into the 311 line, and on-street advertising including buses, bus shelters, mobile boulevard signs and signs in city parks and dog parks specifically, will be employed to continue to increase public awareness and responsible pet ownership.

A key feature of this awareness program will include the implementation of a new promotion to incent and reward pet owners that license their dogs and cats. A loyalty or rewards program offered in partnership with businesses located in Mississauga will be developed to continue to incent license purchase and renewal by providing all registered pet owners with a rewards card. Presenting the annual rewards card to participating businesses will provide card holders with discounts as determined by each individual business. Generally, discounts received through the rewards program quickly off-set the annual license fee. The City of Calgary has recently

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implemented a similar rewards program, which has been successful in supporting a high level of annual license renewals.

5.4 311 & e-City Licensing Options

Most municipalities, including Calgary, Edmonton and Ottawa have introduced new convenient self-serve options for pet licensing through an online and telephone channel to improve the accessibility of this service and reduce the processing cost for licensing transactions as the volume of animal registrations increase. Making the buying process more simple and convenient for owners to purchase or renew a license will continue to grow the license base.

At this time, the City only offers the option to renew a dog license online, not the purchase of a new license. The online channel will be expanded to allow all types of license purchases on a 24/7 basis. Further, a telephone channel will be implemented through the 311 Call Centre to provide increased convenient access for citizens to purchase a new pet license or renew an existing license without having to travel to the Animal Services Centre for this purpose.

5.5 Neighbourhood Outreach License Renewal Campaign

Implementing a second Neighbourhood Outreach Campaign in the fall of 2012, with the focus on new licenses, as well as the importance of annual renewals, will build on the momentum achieved through the 2011 campaign allowing pet owners a second chance to come out and obtain a license for their dog or cat at a convenient neighbourhood location.

The events for the 2012 Outreach Campaign will be planned and conducted in the same way as the first, with neighbourhood licensing booths set up in Community Centres or other City facilities within different districts of the City every two weeks to create greater public awareness of the purpose and benefits of pet licensing and provide the convenient option to purchase a license at a local neighbourhood location for a limited time. These events will run from 9 a.m. to 9:00 p.m. Monday to Saturday, be highly publicized throughout the City and within the specific neighbourhoods.

The timing of the 2012 Outreach Campaign will allow Animal Services to incorporate information and promotion of the convenient new 311 and online licensing options, the newly launched rewards card, as well as improving the understanding of the role of licensing enforcement in the community. Increasing the visibility of the By-law requirements, the role of enforcement, and awareness of the fines for having an unlicensed pet are expected to be good incentives for pet owners to choose the more cost effective option of buying a pet license.

5.6 Partnerships with Veterinarians & Pet Stores

Despite best efforts, a segment of pet owners may only be encouraged to purchase a license on advice from a trusted source such as a veterinarian or a neighbourhood pet store. By actively engaging and developing partnerships with veterinarians and pet stores to act as licensing agents on behalf of the City, using a revenue sharing arrangement, the City will enhance the existing

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options for obtaining a license and enlist professionals who work with pet owners on a daily basis to promote the requirements and benefits of licensing pets with the City. This approach is expected to encourage pet owners that would otherwise be difficult to convince to purchase a license for their pet, thereby continuing to grow the license base and renewal revenue for the City.

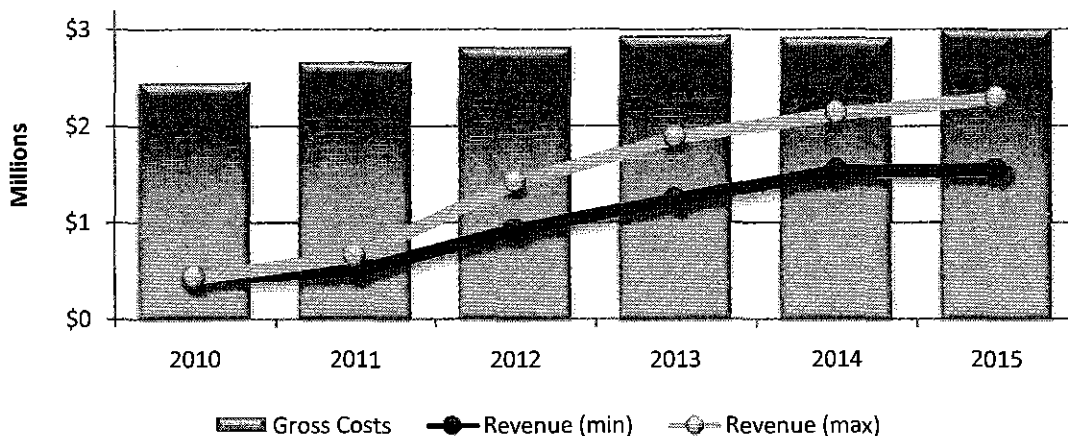
6 Conclusions

The City's Animal Care and Control By-law requires all dog and cat owners in Mississauga to register their pet with Animal Services. Licensing can give pet owners the peace of mind of knowing that their pets will be quickly returned if they are lost. Licensing allows quick and easy identification, reducing the length of stay in the shelter, reducing the number of animals needing to be adopted or euthanized if a suitable home cannot be found in a reasonable period of time.

The license fee of \$20 - \$45 per dog or cat license is in effect a user fee for the service, helping to recover the cost of providing a service that is directly attributed to the segment of the Mississauga population that choose to have dogs and cats as pets. However, with only ten percent of the estimated pet population in the City currently registered, more than eighty percent of the cost to provide this service in Mississauga is funded through general tax revenues at a cost of \$2M per year.

Management Consulting is proposing six high impact strategies to increase the level of compliance with animal licensing requirements that have the potential of generating \$1M - \$2M in new revenue for this service annually by 2015. These strategies represent a balanced approach and leverage a variety of different tactics to successfully achieve a licensing compliance rate of fifty to seventy five percent for dogs and thirty to forty percent for cats. With these strategies fully implemented, the City of Mississauga's Animal Services is expected to achieve a revenue-to-cost ratio of between fifty and seventy five percent in five years.

Projected Cost Recovery



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Projected Impact on Net Service Cost

		2010	2011	2012	2013	2014	2015
Projected Service Expenditures		\$ 2,434	\$ 2,657	\$ 2,812	\$ 2,933	\$ 2,913	\$ 3,001
Projected Revenue	Min	\$ 426	\$ 501	\$ 921	\$ 1,236	\$ 1,531	\$ 1,583
	Max	\$ 426	\$ 651	\$ 1,416	\$ 1,878	\$ 2,123	\$ 2,282
Net Cost (Tax Base)	High	\$ 2,008	\$ 2,156	\$ 1,891	\$ 1,697	\$ 1,382	\$ 1,418
	Low	\$ 2,008	\$ 2,006	\$ 1,396	\$ 1,055	\$ 790	\$ 719

To successfully execute the proposed strategies, and achieve the estimated revenue targets for this service, new resource investments, including one temporary employee, two permanent employees, and resources to develop and produce community messaging materials will be required. These resources are critical to achieve the expected increases in animal licensing in the City and ensure a reliable and sustainable revenue stream for this service in the long-term.

² Assumes a 3% increase in operating cost per year and includes the additional operating costs to implement the proposed new initiatives

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Addendum 1

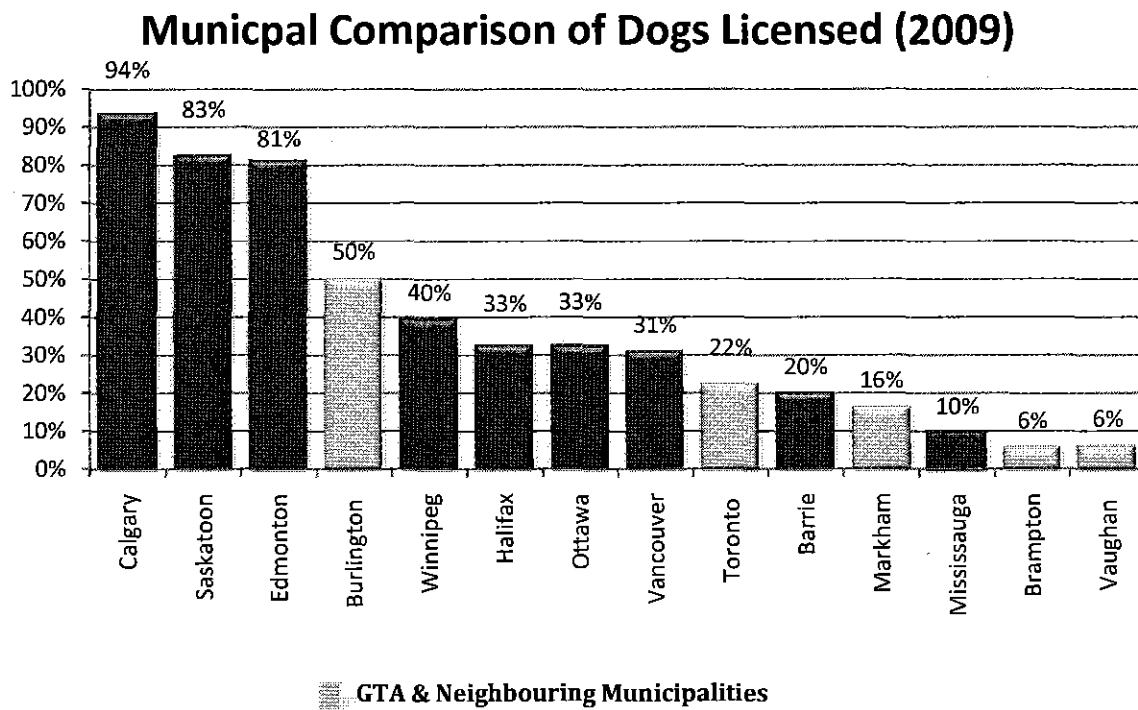
Table 1: Municipal Comparisons of Dogs Licensed (2009)

	Population Estimate (2009)	Number of Dogs Licensed (2009)	Estimated Dog Population ³ (2009)	Estimated Percentage of Dogs licensed (2009)
Calgary	1,065,455	105,000	112,000	94%
Saskatoon	223,200	23,000	19,000	83%
Edmonton	782,439	66,660	82,000	81%
Burlington	172,400	9,052	18,000	50%
Winnipeg	675,100	28,061	71,000	40%
Halifax	395,994	13,782	42,000	33%
Ottawa	898,150	31,000	95,000	33%
Vancouver	630,000	20,200	66,000	31%
Toronto	2,694,000	63,878	284,000	22%
Barrie	189,200	4,000	20,000	20%
Markham	304,060	5,244	32,000	16%
Mississauga	729,000	7,356	77,000	10%
Brampton	487,230	2,925	51,000	6%
Vaughan	283,886	1,875	30,000	6%

³ The total dog population in the City of Mississauga was estimated using a rate of 0.1053 dogs per capita. This rate was developed based on research conducted by the City of Calgary and has been adopted within the industry as a standard for estimating the resident dog population in urban areas.

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Figure 1:



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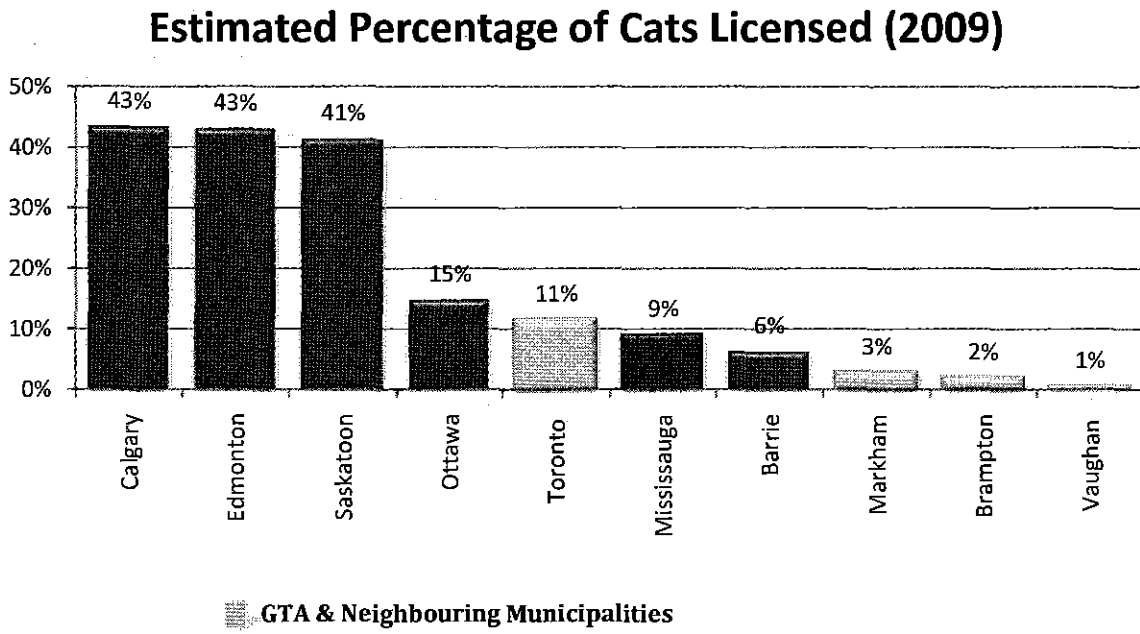
Table 2: Municipal Comparison of Cats Licensed (2009)

	Population Estimate (2009)	Number of Cats Licensed (2009)	Estimated Cat Population⁴ (2009)	Estimated Percentage of cats licensed (2009)
Calgary	1,065,455	48,500	112,000	43%
Edmonton	782,439	35,230	82,000	43%
Saskatoon	223,200	9,500	19,000	41%
Ottawa	898,150	14,000	95,000	15%
Toronto	2,694,000	32,643	284,000	11%
Mississauga	729,000	7,000	77,000	9%
Barrie	189,200	1,256	20,000	6%
Markham	304,060	906	32,000	3%
Brampton	487,230	963	51,000	2%
Vaughan	283,886	157	30,000	1%

⁴The total cat population in the City of Mississauga was estimated using a rate of 0.1053 cats per capita. This rate was developed based on research conducted by the City of Calgary and has been adopted within the industry as a standard for estimating the resident cat population in urban areas.

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Figure 2:



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Addendum 2

Cities with a high level of compliance with animal licensing results in a higher Return to Owner Rate and better cost recovery ratios.

Figure 1:

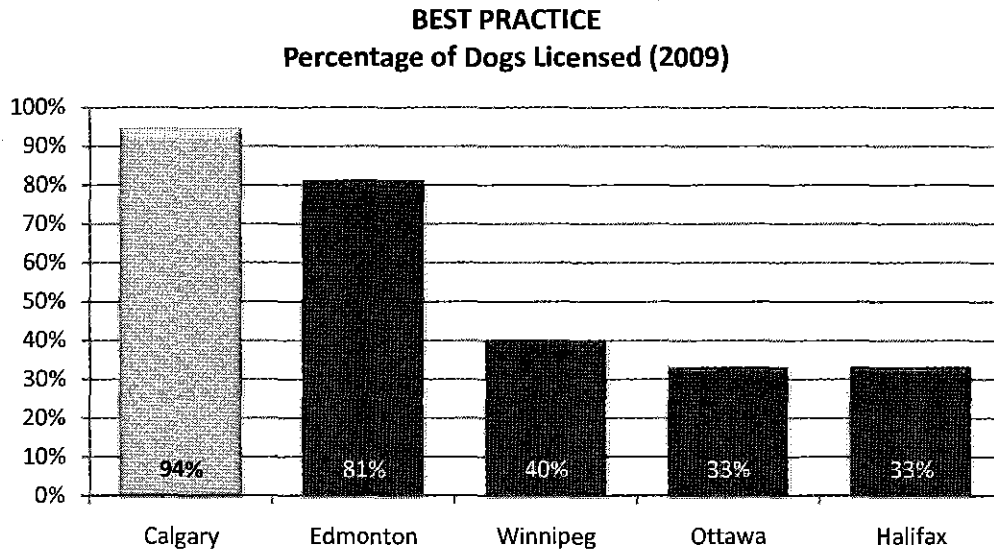
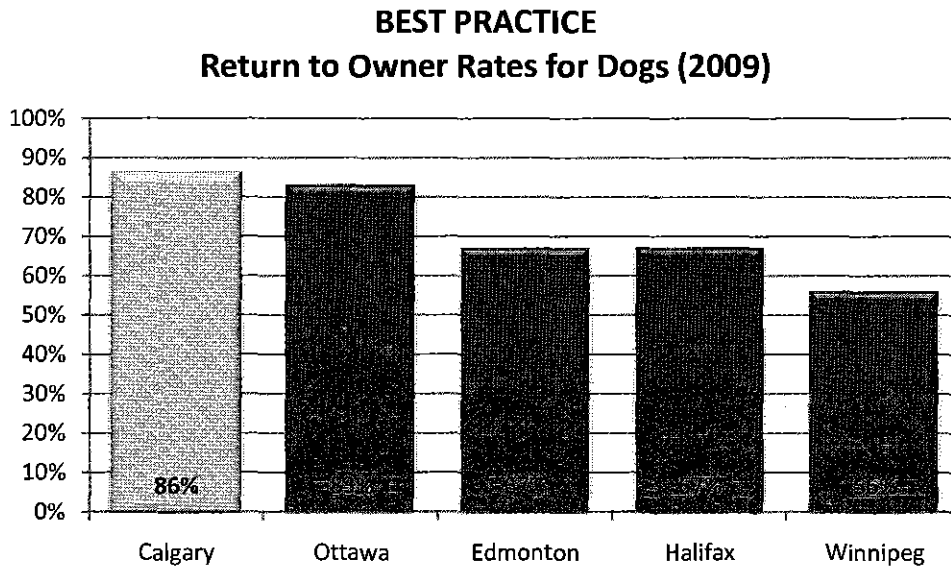
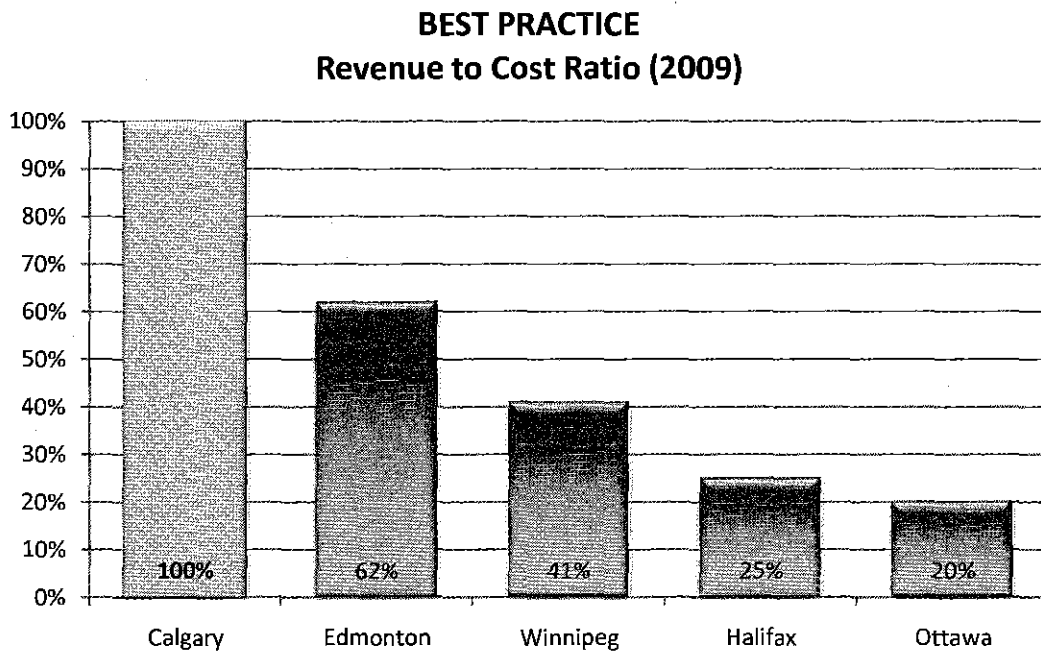


Figure 2:



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Figure 3:





Corporate Report

General Committee
APR 20 2011

Clerk's Files

Originator's
Files

DATE: April 4, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Minor Encroachment Agreement Process**

RECOMMENDATION: That Council enact a by-law to amend By-law 0057-2004, being a by-law regulating encroachments on public lands, similar in form and content to the draft amending by-law included in the report to General Committee dated April 4, 2011, titled "A by-law to amend By-law 0057-2004, being a by-law regulating encroachments on public lands".

BACKGROUND: The current By-law 0057-2004, (Encroachment By-law) defines an encroachment as follows:

- (e) "encroachment" means any type of vegetation, man-made object or item of personal property of a person which exists wholly upon, or extends from a person's premises onto, public lands and shall include any aerial, surface or subsurface encroachments;
- (i) "aerial encroachment" means an encroachment that is located at least .304 meters (12 inches) above the surface of public lands;

1a

- (ii) *“surface encroachment” means an encroachment that is located anywhere between the following: the surface of public lands to a height less than .304 metres (12 inches) and beneath the surface of public lands to a depth of not more than 2.54 centimetres (1 inch).*
- (iii) *“sub-surface encroachment” means an encroachment that is located beneath the surface of public lands to a depth exceeding 2.54 centimetres (1 inch);*

An Encroachment Agreement is defined as:

- (f) *“encroachment agreement” means an agreement prepared by the City for execution by the City and a person granted authorization to erect, place or maintain an encroachment.*

It also states in section 3(1) the following:

No person shall erect, place or maintain, or cause to be erected, placed or maintained, an encroachment of any kind on public lands, or on any right-of-way or easement in favour of the City, except where permitted to do so in accordance with this by-law.

Details regarding the process to obtain an Encroachment Agreement are contained in Section 4 to the By-law.

APPLICATION FOR ENCROACHMENT

4. (1) *Any person requesting authorization to erect, install or maintain an encroachment on public lands shall be required to submit an application to the City seeking permission to do so, along with payment of the non-refundable application fee.*
- (2) *The form and content of the application shall be as prescribed by the Commissioner from time to time, and a copy may be obtained from the City's Realty Services section.*
- (3) *Where an application to erect, install or maintain an encroachment has been approved, the City Solicitor shall prepare an encroachment agreement, and once the applicant has been notified in writing that the encroachment agreement is ready for execution, the applicant shall have thirty (30) calendar days to*

1b

execute same and pay the applicable fees.

- (4) *Where an applicant fails to pay the applicable fees or fails to execute an encroachment agreement, within the thirty (30) calendar days as prescribed in subsection 4(3), the applicant shall be deemed to have abandoned his application.*

REGISTRATION OF AGREEMENT

5. *Where the Commissioner deems it appropriate, an encroachment agreement may be registered against title to the applicant's property with the land registry office and all expenses in doing so shall be paid for in advance by the applicant.*

AUTHORITY OF COMMISSIONER

6. *The Commissioner shall have delegated authority to:*
- (a) *approve or reject any application submitted for an encroachment agreement; and*
 - (b) *impose such terms and conditions to any application and/or encroachment agreement as the Commissioner may deem appropriate; and*
 - (c) *determine whether any encroachment agreement expiring on a date after the date of enactment and passage of this by-law shall be renewed and/or extended.*

The By-law also contains the following provision in Section 3. 2(d):

ENCROACHMENTS PROHIBITED

3. (2) *Notwithstanding subsection 3(1), the provisions of this by-law do not apply to the following classes of encroachments:*
- (d) *"encroachments permitted as a result of a written and signed agreement with the City, other than an encroachment agreement;"*

However, there is neither a process nor existing procedure to allow for this type of agreement.

COMMENTS:

As an action under the Strategic Pillar of Living Green, and to provide a simpler more user friendly process for residents and staff to follow in respect to minor encroachments on public property, staff from Legal Services, Engineer and Works and Enforcement have prepared amendments to the Encroachment By-law (Appendix 1) and developed a process to be utilized to facilitate a method for residents to enter into a written agreement other than a formal Encroachment Agreement for those encroachments that are deemed minor in nature.

The necessary amendments to the Encroachment By-law include an expanded definition of Commissioner, from the existing, which only references the Commissioner of Corporate Services to include the Commissioners of Transportation and Works and Community Services as well as an expanded definition of Encroachment Agreement and the introduction of a definition of minor encroachment as follows:

“Commissioner means:

- (i) for lands under the jurisdiction of the Community Services Department, the Commissioner of Community Services;*
- (ii) for lands under the jurisdiction of the Transportation and Works Department, the Commissioner of Transportation and Works;*
- (iii) in all instances other than those listed in 2(c)(i) and (ii) above, the Commissioner of Corporate Services.”*

“encroachment agreement means a document prepared by the City allowing an encroachment on public lands and shall take either of the following forms: (i) a permit for all minor encroachments on highway lands and (ii) an agreement for all other types of encroachments, each of which shall be signed by the applicable Commissioner or his/her authorized delegate;”

“minor encroachment means an encroachment on a public highway deemed by the Commissioner to be of minor size and significance.”

7d

Also included are minor housekeeping changes.

Enforcement of the existing Encroachment By-law for lands under the jurisdiction of the Transportation and Works Department occurs as a result of a complaint being received by Transportation and Works staff. It is not anticipated to change to a proactive approach.

What will change is the process whereby the approach taken to resolve the issue will include an assessment of the encroachment to determine if it is minor or major in nature by Works Operations staff.

Where it is considered major in nature, the existing process will be followed. Where it is considered minor in nature, the person(s) or company responsible for the encroachment will be afforded an opportunity to enter into a Minor Encroachment Agreement with the City, as delegated to the Commissioner of Transportation and Works.

To be considered minor in nature, staff will evaluate the encroachment to ensure none of the following are present:

- 1) Encroachments that interfere with sight line triangles as established by Traffic Operations staff.
- 2) Elevated encroachments within one (1) metre (39 inches) of the edge of pavement, road curbs or edges of sidewalks.
Vegetation with a maximum height of one (1) meter (39 inches) above effective grade level may be permitted beyond the one (1) metre restriction provided there is no impact on pedestrian access or volume.
- 3) Elevated rocks, bricks, concrete slabs, light fixtures, pillars, furniture, signage or similar object that may create a safety hazard.
- 4) Trees not planted by the City.
- 5) Sharp or dangerous items.

1e

- 6) Landscaping materials over the portion of an adjacent highway, or an adjacent driveway or sidewalk which may create a safety hazard.
- 7) Plants that impair drainage or contain vegetables or grains.
- 8) Plantings that inhibit or obstruct snow removal operations.

Should the encroachment be deemed minor in nature, the responsible party will have the opportunity to enter into a written agreement with the Commissioner, which among other things requires that party to be responsible for the maintenance of the encroachment.

They will also be responsible for any repairs to the encroachment regardless of how or who caused the damage.

Further, they will agree to save the City harmless for all costs, expenses, fees and damages required to be paid by the City should any legal action be brought against the City as a result of the encroachment. Finally, the City will reserve the right to revoke any Minor Encroachment Agreement at any time without prior notice.

Pictures of the permitted minor encroachment will be taken and filed by staff to ensure that over time that which was agreed to, does not change which would nullify the agreement.

FINANCIAL IMPACT: At the present time, staff are not in a position to establish a dollar figure for the cost of time and resources necessary for the issuance of an average Minor Encroachment Agreement and therefore are not recommending a fee for the permit at this time.

Once staff have had enough experience with this new process, they will report back to General Committee with a recommended fee.

CONCLUSION: To provide a simpler more user friendly process for residents and staff to follow in respect to minor encroachments on public property, staff from Legal Services, Engineer and Works and Enforcement have developed a process to be utilized to facilitate a method for residents

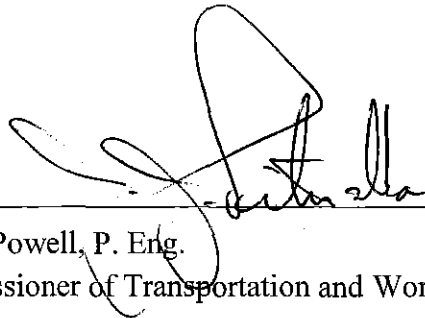
7f

to enter into a written agreement other than a formal Encroachment Agreement for those encroachments that are deemed minor in nature.

To enable this process to come into practice, certain amendments to By-law 0057-2004, a By-law regulating encroachments on public lands are necessary. Staff have prepared what they consider the necessary amendments and have attached a draft By-law for the Committee's consideration.

ATTACHMENTS: Appendix 1: Draft by-law to amend By-law 0057-2004

for/



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

Prepared By: Jamie Hinton, Acting Director, Enforcement

JMH:jmk

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Appendix 1

A by-law to amend By-law 0057-2004, being a by-law regulating encroachments on public lands

WHEREAS By-law 0057-2004 authorized The Corporation of the City of Mississauga to regulate encroachments on public lands and highways;

AND WHEREAS the Council of the City of Mississauga is desirous of effecting an amendment to By-Law 0057-2004, by adding approval and execution authority in regard to permits for minor encroachments on highways, including other miscellaneous matters.

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

1. That By-Law 0057-2004 be and is hereby amended as follows:
 - (a) the definition of Commissioner in subsection 2(c) shall be deleted and replaced with the following:

“(c) Commissioner means:

 - (i) *for lands under the jurisdiction of the Community Services Department, the Commissioner of Community Services;*
 - (ii) *for lands under the jurisdiction of the Transportation & Works Department, the Commissioner of Transportation & Works;*
 - (iii) *in all instances other than those listed in 2(c)(i) and (ii) above, the Commissioner of Corporate Services.”*
 - (b) the definition of “encroachment agreement” in subsection 2(g) shall be deleted in its entirety and replaced with the following:

“encroachment agreement” means a document prepared by the City allowing an encroachment on public lands and shall take either of the following two forms: (i) a permit for all minor encroachments on highway lands and (ii) an agreement for all other types of encroachments, each of which shall be signed by the applicable Commissioner or his/her authorized delegate;”

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- (c) in subsection 2(g) the acronym GST in the third line shall be replaced with the new acronym "HST".
- (d) a definition for minor encroachment shall be added as the new subsection 2(i), to read as follows:
" 2(i) minor encroachment means an encroachment on a public highway deemed by the Commissioner to be of minor size and significance."
- (e) existing subsections 2(i), 2(j), 2(k), 2(l), 2(m), 2(n) and 2(o) shall respectively be renumbered to read as: *"2(j), 2(k), 2(l), 2(m), 2(n), 2(o), 2(p)."*

ENACTED AND PASSED this _____ day of _____, 2011.

MAYOR

CLERK



Corporate Report

Clerk's Files

General Committee
APR 20 2011

Originator's
Files

MG.23.REP
SP 10/121

8

DATE: March 24, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Warning Clause Agreement Between
the City of Mississauga and Andrew Stephen Pinchak
Site Plan Application SP-10/121 (Ward 1)**

RECOMMENDATION: That a by-law be enacted to authorize the Commissioner of Transportation and Works and the City Clerk to execute and affix the Corporate Seal to the Warning Clause Agreement between Andrew Stephen Pinchak and The Corporation of the City of Mississauga to the satisfaction of the City Solicitor.

BACKGROUND: Andrew Stephen Pinchak is the owner of a parcel of land located at 51 Troy Street, Mississauga, Ontario, L5G-1S6, described as Lot 177, Registered Plan C - 20, in the City of Mississauga (the 'Development Lands'). Mr. Pinchak has submitted a Site Plan Application to construct a two storey dwelling on the above-noted Development Lands.

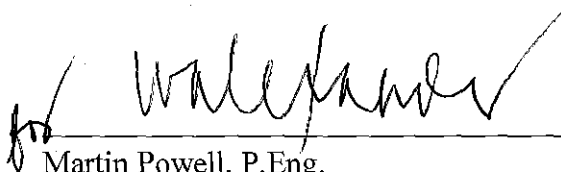
COMMENTS: The proposed development is located within the floodplain for Mary Fix Creek; therefore an agreement will be required to advise the owners of the Development Lands of the potential for flooding from Mary Fix Creek, and to save the City harmless from any acts, actions, damages or costs which may arise in future as a result of the approval of the application and location of the Development Lands within the floodplain. This agreement will be registered on title.

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FINANCIAL IMPACT: Not applicable.

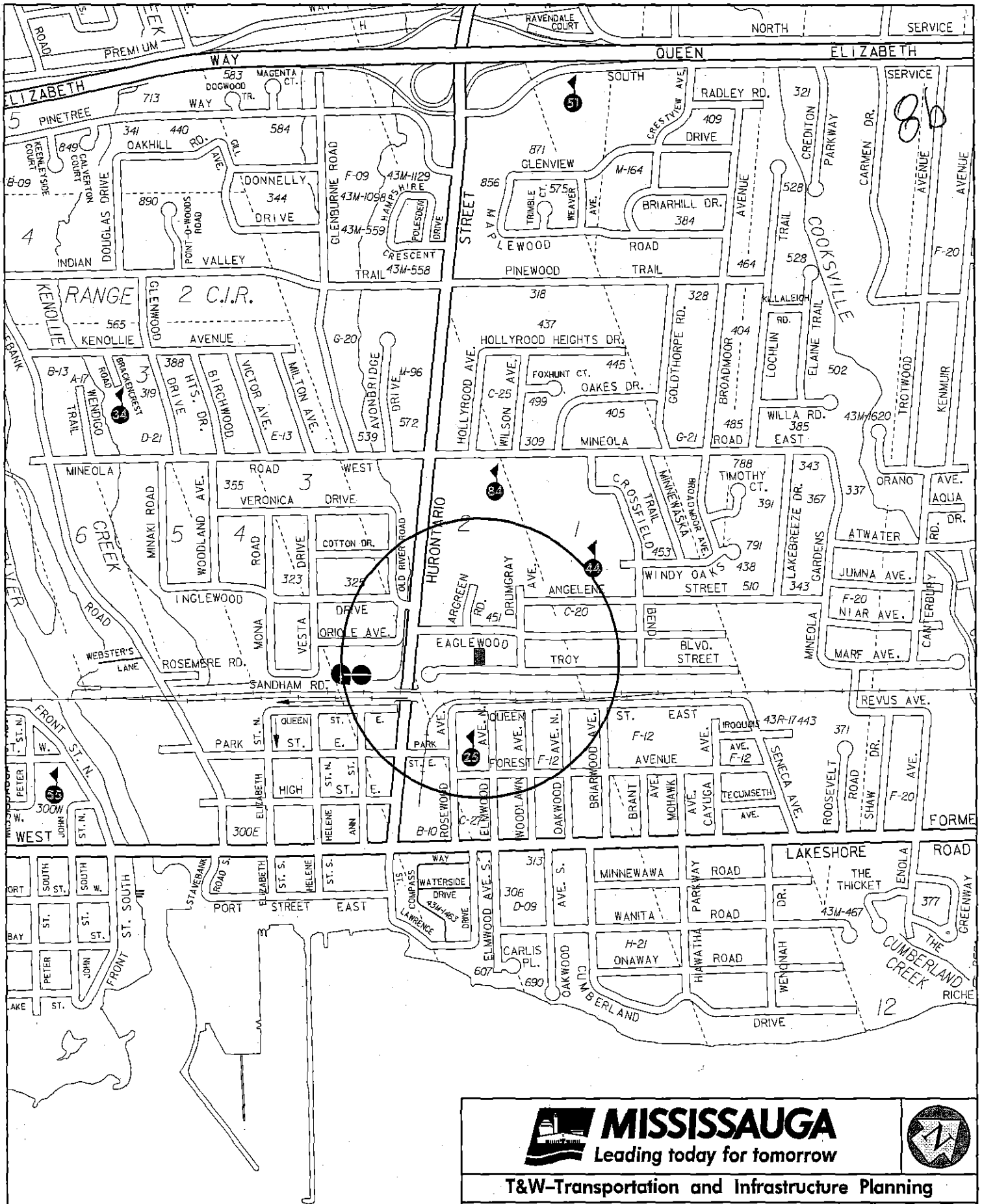
CONCLUSION: The Warning Clause Agreement between The Corporation of the City of Mississauga and Andrew Stephen Pinchak will advise the owners of the potential for flooding from Mary Fix Creek, and will save the City harmless. The Warning Clause Agreement has been approved by Legal Services.

ATTACHMENTS: Appendix 1 – Site Location Map – 51 Troy Street



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

*Prepared By Kealy Dedman, P.Eng.
Manager, Development Engineering*



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T&W-Transportation and Infrastructure Planning

Andrew Stephen Pinchak
Lot 177, Registered Plan C-20
Appendix 1

SCALE FOR REDUCED DRAWINGS





Corporate Report

Clerk's
Files

Originator's Files 43M-1726,
CD.06.SUN,
OZ-083/88

General Committee

APR 20 2011

DATE: March 30, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: Assumption of Municipal Services (Wards 3 & 10)

RECOMMENDATION: That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1726, Sundance Vintage Developments Inc., (lands located north of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive, in Z-57, known as Sundance Vintage Developments Subdivision – Phase 2) and that the security in the amount of \$201,500.00 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.

43M-1726 (Ward 10)

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Only Servicing Agreement for CD.06.SUN, Sundance Vintage Developments Inc., (lands located north of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive, in Z-57, known as Sundance Vintage Developments Subdivision – Phase 3) and that the security in the amount of \$76,207.80 be returned to the developer. The portion of Sunlight Street associated with this development has been established as a public highway pursuant to By-Law 0429-07.

CD.06.SUN (Ward 10)

0/0

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Only Servicing Agreement for OZ-083/88, 678604 Ontario Inc. (De Zen Construction Company Limited), (lands located at the south-west corner of Eglinton Avenue East and Tomken Road, in Z-27, known as De Zen Developments) and that the security in the amount of \$72,078.45 be returned to the developer.

OZ-083/88 (Ward 3)

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 Sundance Vintage Developments Subdivision – Phase 2 (43M-1726), the City will now be required to provide maintenance of the newly constructed storm sewers and 0.634 lane kilometres (2094 feet) of roadway.

With the assumption of Sundance Vintage Developments Subdivision – Phase 3 (CD.06.SUN), the City will now be required to provide maintenance of the newly constructed storm sewers and 0.085 lane kilometres (281 feet) of roadway.

With the assumption of De Zen Developments (OZ-083/88), the City will now be required to provide maintenance 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).

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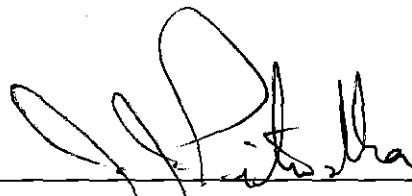
ATTACHMENTS:

Appendix 1: Table of Assumption

Appendix 2: Approximate location of Sundance Vintage Developments Subdivision – Phase 2, (43M-1726).

Appendix 3: Approximate location of Sundance Vintage Developments Subdivision – Phase 3, (CD.06.SUN).

Appendix 4: Approximate location of De Zen Developments, (OZ-083/88).



for /

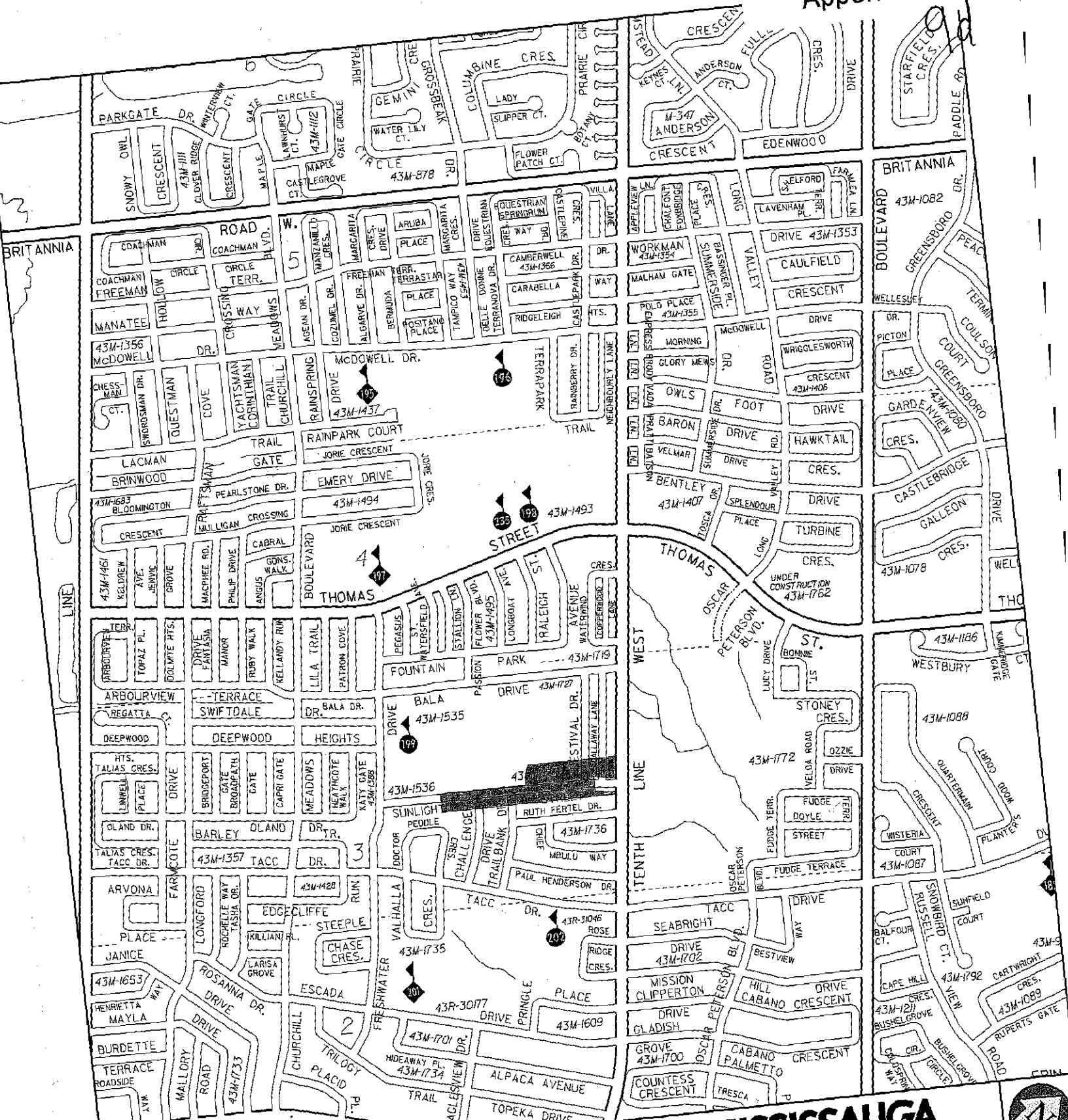
Martin Powell, P. Eng.
Commissioner of Transportation and Works

*Prepared by: Scott Holmes, C.E.T.,
Manager, Development Construction*

OC

TABLE OF ASSUMPTIONS

PLAN/FILE REFERENCE #	LOCATION	DEVELOPERS ADDRESS	SERVICING AGREEMENT DATE	SECURITIES TO BE RELEASED
43M-1726	North of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive (Z-57)	Sundance Vintage Developments Inc. 3190 Steeles Avenue East, Suite 304 Markham, ON L3R 1G9 Attn: Mr. Alon Szpindel	September 13, 2006	\$201,500.00 (Cancel Insurance)
CD.06.SUN	North of Ruth Fertel Drive, east of Freshwater Drive, west of Tenth Line West and south of Bala Drive (Z-57)	Sundance Vintage Developments Inc. 3190 Steeles Avenue East, Suite 304 Markham, ON L3R 1G9 Attn: Mr. Alon Szpindel	September 28, 2007	\$76,207.80 (Cancel Insurance)
OZ 083/88	South-west corner of Eglinton Avenue East and Tomken Road (Z-27)	678604 Ontario Inc. 23 Windsor Street Toronto, ON M8Y 2V9 Attn: Mr. John De Zen	April 14, 2004	\$72,078.45

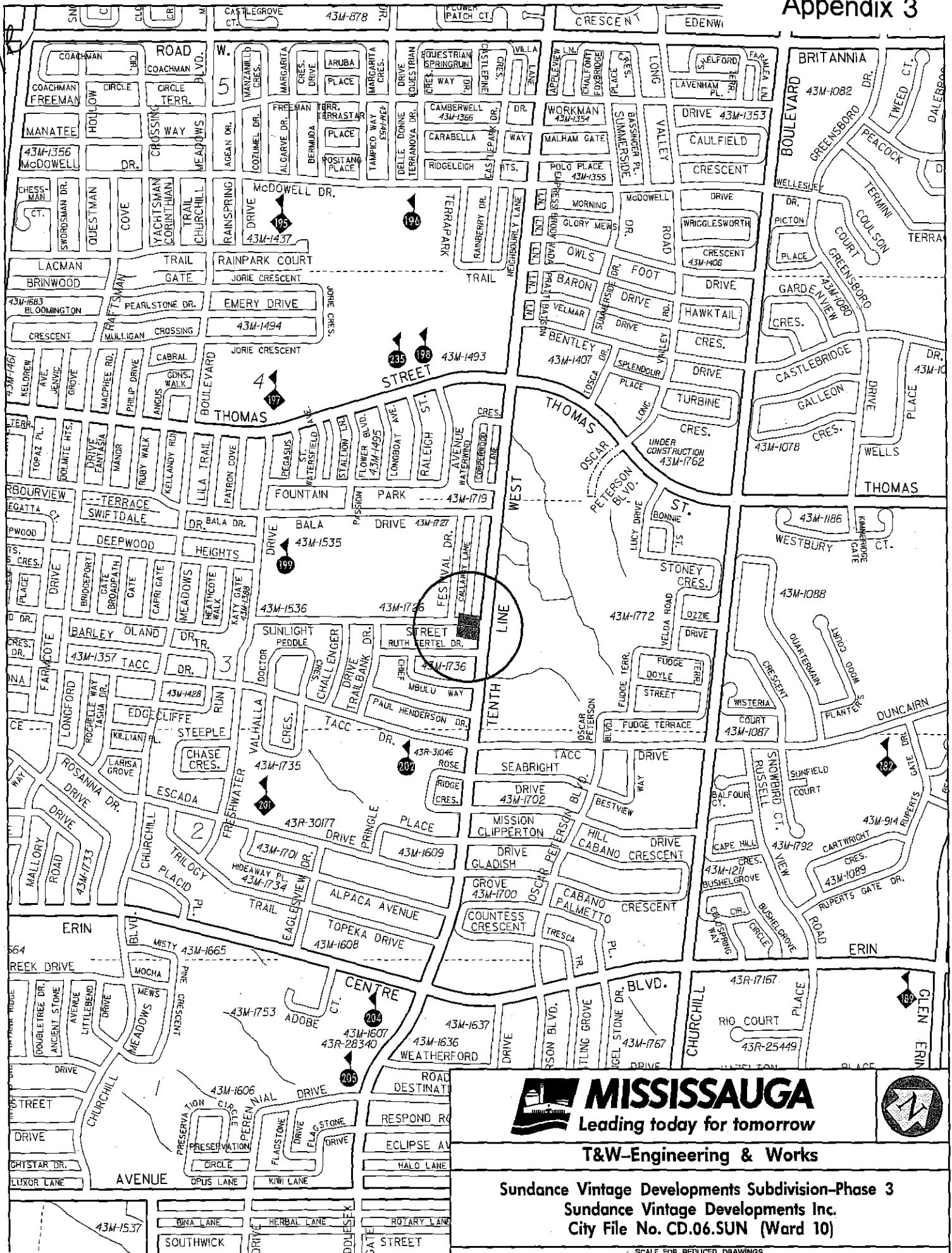


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T&W-Engineering & Works

Sundance Vintage Developments Subdivision-Phase 2
 Sundance Vintage Developments Inc.
 Registered Plan 43M-1726 (Ward 10)

SCALE FOR REDUCED DRAWINGS



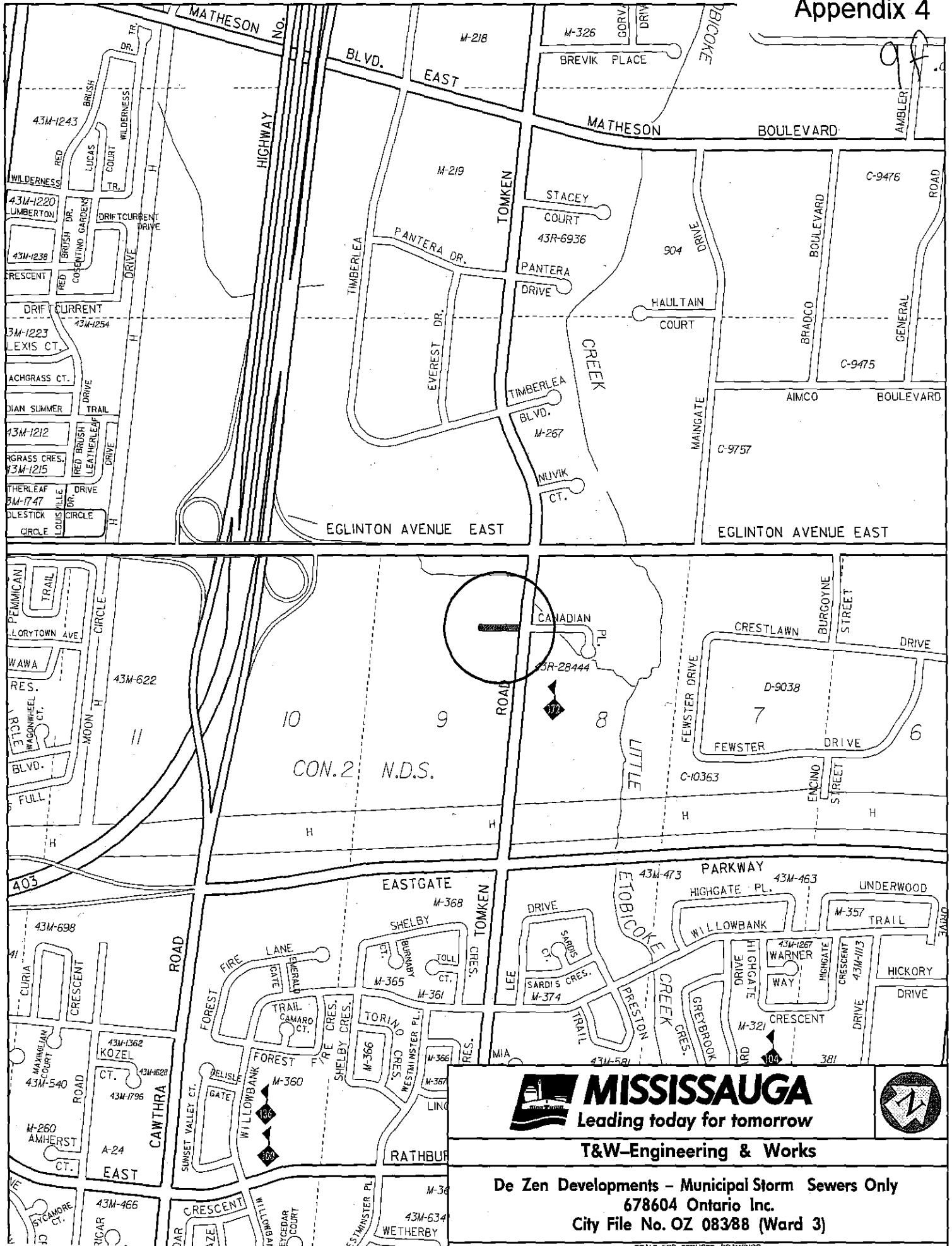
MISSISSAUGA
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T&W-Engineering & Works

Sundance Vintage Developments Subdivision-Phase 3
Sundance Vintage Developments Inc.
City File No. CD.06.SUN (Ward 10)

SCALE FOR REDUCED DRAWINGS



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T&W-Engineering & Works

De Zen Developments - Municipal Storm Sewers Only
 678604 Ontario Inc.
 City File No. OZ 08388 (Ward 3)

SCALE FOR REDUCED DRAWINGS



Corporate Report

Clerk's Files

Originator's Files

10

General Committee
APR 20 2011

DATE: April 5, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

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

SUBJECT: **Security Incidents in City Facilities, 2010 Semi-Annual and Annual Summary**

RECOMMENDATION: That the Corporate Report entitled Security Incidents in City Facilities, 2010 Semi-Annual and Annual Summary, from the Commissioner of Corporate Services and Treasurer dated April 5, 2011, be received for information.

BACKGROUND: Further to the initial semi-annual report dated November 8, 2010 from the Commissioner of Corporate Services and Treasurer summarizing the security incidents in City Facilities from January through June, 2010, which report was received at the November 17, 2010 General Committee meeting, the information contained herein summarizes all reported incidents at City facilities for the second half of 2010. An annual statistical roll-up summary is also provided.

COMMENTS: All incidents to which Corporate Security respond to are documented as Special Occurrence Reports (SORs), for the purposes of providing a written account of events. SORs document potential evidence and identify potential dangers, hazards, and liabilities to City staff and patrons. Following the reporting strategies utilized in the initial bi-annual report, this report will capture a comparison between the second half of 2009 and that of 2010. The focus of the report is to

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identify those areas where the type and frequency of incidents warranted a greater application of resources.

Appendix 1 provides a comparison for the second six months of 2009 and 2010. Appendix 2 outlines the number and reason for bans imposed under the *Trespass to Property Act* for the same period. Appendix 3 provides a list of Corporate Security occurrence definitions that are used to assist the front line Security Officers categorize the incident that is being reported for consistency and ease of comparisons. Appendix 4 is a full year comparison of 2009 and 2010.

Overall, the number of reported incidents for the second half of 2010, as compared to the same period in 2009 is down 19% (from 5324 in 2009 to 4338 in 2010). This reduction can be explained in part by the large number of facilities closed during the reporting period due to ISF funded renovations underway. This is particularly true for the Civic Centre and outdoor pools.

A marked decrease has been observed in the following occurrence types; Alarms, Alcohol and Drugs, Arrest, Disturbance, Mischief, Theft and Vandalism. To better understand the underlying causes for the decrease, a summary of each affected occurrence type is provided below.

In the category of Alarms, a 52% decrease (from 1473 to 712 incidents) has been noted. The most significant sub-category decrease is that of motion sensor alarms. There has been a 68% decrease in alarms related to outdoor pools as a result of the redevelopment closures. In addition, an initiative to place spring-loaded plexi-glass covers over the emergency duress stations at the City's bus terminal and transit loops, has greatly decreased the number of accidental activations and public mischief.

In the Alcohol & Drugs category, a decrease is noted overall, however, in Ward 3 there is a considerable increase attributed to patrolling of Applewood Hills Park where late night alcohol and drug use was being reported by residents. A joint security – police operation resulted in the arrest of 10 adult males. A decrease from 47 to 32 incidents is noted in the area of drunkenness on City buses. The

Transit Enforcement team has adopted a more customer service based approach in dealing with intoxicated persons found on Transit property. While the physical well-being of the individual is foremost in the minds of Transit Enforcement staff, the practice of re-direct and assist is being applied to those intoxicated persons who do not pose an imminent danger to themselves or other riders. Such incidents are now considered routine, and are no longer reported.

In the category of Arrests, there has been a significant decrease (from 86 to 9 incidents). The shut-down of the Civic Square and the Jubilee Gardens has greatly impacted the number of arrests made during the latter part of 2010 as indicated by the comparative number of arrests in Ward 4 in 2009 and 2010. In the category of arrests on City buses, the decrease can be attributed to the adoption of a more proactive approach of an on board patrol program. As disturbances abate, banning and subsequent arrests have dropped.

In the category of Mischief, a sharp decline has been noted in the sub-category of 'mischief endangering life' (from 35 to 7 incidents). These types of occurrences are prevalent on City transit vehicles that drive through school zones, and are subjected to objects being thrown at the windshield of the bus. As a proactive measure the Transit Enforcement Team established a 'School Runs' outreach program whereby during the month of September, Officers attend a number of local high schools educating the students on bus safety.

In the category of Theft, an overall 29% decrease in reported incidents (from 168 to 120 incidents) was noted. However, 120% increase (from 5 to 11 incidents) in 'robberies' was observed. The robbery incidents transpired on Transit property; on moving buses, at the City Centre Transit Terminal and at the South Common Mall transit loop. In all cases, theft of personal electronic equipment, desirable clothing and other valuables was the target. Peel Regional Police has identified this crime wave as 'punk offs' and report a proliferation of these occurrences across the City.

Vandalism incidents are down by 53% (from 164 to 77 incidents) overall. Damage to City property as a result of vandalism has decreased by 66%. The reason for this decrease is that 'graffiti' type incidents have been removed from the vandalism category so that they

100
can be tracked separately.

Some occurrences/categories have shown substantial increases as outlined below.

In the category of Graffiti, a 110% increase (from 314 to 660 incidents) in reported incidents was noted. While the traditional hotspots for such activity, i.e., Wards 4 and 6, enjoyed a significant decrease in incidents, a significant increase was noted overall in the number of incidents found in the 'Other' sub-category. Due to collaborative efforts with Peel Regional Police, the City began reporting in August, 2009 on graffiti incidents at not only City-owned properties but also at locations such as hydro and cable boxes, school board properties, railway lands and private property. These are captured in the 'Other' sub-category and hence the apparent increase in the second half of 2010 (full reporting period) versus 2009 (partial reporting period).

In the Lost or Found Persons category, there was a 300% increase (from 2 to 8 incidents) in the category of 'found persons'. Through shared information from Peel Regional Police bulletins, and through Corporate Security/Transit Enforcement information bulletins, staff were successful in locating several missing Alzheimer patients and disoriented persons. In one remarkable case an autistic child was found wandering a City park by City Mobile Security Officers. The child was returned safely to his parents.

In the Physical/Verbal Altercation category, it is important to note the 62% increase (from 13 to 21 incidents) in 'uttering threats' category. This increase from 2009 to 2010 includes those incidents where City staff were threatened with physical harm or harassed by residents or patrons. The new corporate Workplace Violence policy developed in response to Bill 168 has required Corporate Security's involvement in such cases where more detailed documentation of events is required, and where a higher degree of staff protection is warranted.

FINANCIAL IMPACT: Not applicable.

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CONCLUSION:

The latter part of 2010 showed an overall decrease in the number of reported incidents. Potentially violent occurrences such as arrests, incidents involving alcohol and drugs, and general disturbances are down. Through the efforts of the Mobile Patrol unit, their site visits and continued security awareness training, facility staff are more proactive in maintaining order in their respective locations. Potential altercations are headed off by staff willing to take ownership of their facilities, establish ground rules of conduct and follow through with firm supervision.

Appendix 4 presents a comparison of incidents for the year 2010 as compared with 2009. This full year roll-up confirms the clear downward trend for most of the more troublesome security incident types. The primary categories of Arrest, Indecent Behaviour, Mischief and Theft are all down dramatically from the year prior.

ATTACHMENTS:

- Appendix 1: 2009-2010 Second Half Occurrences Comparison
- Appendix 2: 2009-2010 Second Half Bans imposed under the *Trespass to Property Act*
- Appendix 3: Corporate Security Occurrence Definitions
- Appendix 4: 2009-2010 Full Year Occurrences Comparison



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

*Prepared By: Cathie Evans, Security Area Manager, Central,
Facilities & Property Management*

Corporate Security Reports

Second Half of 2009 and 2010 Occurrences Comparison



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Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total 2nd Half 2009	Total 2nd Half 2010	% Change		
2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010			

1. ACCESS	5	8	1	4	2	0	61	53	0	7	16	22	7	4	2	1	3	2	0	0	1	3	0	0	0	1	98	105	7
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2. ACCIDENT	5	0	1	1	1	0	16	23	13	12	5	6	3	1	2	1	0	1	0	1	1	0	3	0	4	3	54	49	-9
Personal Injury (Non-EMS)	0	0	0	0	1	0	5	6	3	7	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	11	14	27
Vehicle (Personal Injury)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	2	n/a
Vehicle (Property Damage)	3	0	0	1	0	0	6	14	9	4	2	4	2	0	2	0	0	1	0	1	0	0	2	0	4	0	30	25	-17
Property Damage	2	0	1	0	0	0	5	3	1	1	2	2	1	1	0	0	0	0	0	0	1	0	0	0	0	1	13	8	-38

3. ALARMS	133	78	102	35	100	31	336	154	218	97	249	135	165	80	20	5	41	33	5	5	45	37	0	0	59	22	1473	712	-52
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4. ALCOHOL & DRUGS	7	8	6	1	3	13	32	42	12	3	3	3	6	3	5	3	3	2	0	0	1	1	33	20	8	4	119	103	-13	
Liquor Offence	4	4	3	1	1	11	12	8	7	0	2	1	1	1	1	0	2	0	0	0	0	1	1	1	1	1	0	35	28	-20
Drunkenness	2	2	0	0	1	1	8	15	4	0	1	2	2	0	3	2	1	0	0	0	1	0	31	19	6	4	60	45	-25	
Drug Use	1	1	3	0	1	0	11	14	0	3	0	0	3	1	1	0	0	2	0	0	0	0	1	0	1	0	22	21	-5	
Drug Possession	0	1	0	0	0	1	1	5	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	9	350	

5. ARREST	3	0	1	0	0	1	50	5	3	2	0	0	0	1	3	0	0	0	0	0	0	0	20	0	6	0	86	9	-90	
Assault	0	0	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	5	2	-60	
Disturbance	1	0	0	0	0	1	11	1	1	1	0	0	0	1	2	0	0	0	0	0	0	0	7	0	3	0	25	4	-84	
Theft	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trespass	2	0	0	0	0	0	37	2	2	1	0	0	0	0	1	0	0	0	0	0	0	0	12	0	2	0	56	3	-95	

6. COMPLAINT	9	8	1	2	1	10	23	23	12	6	2	12	7	15	8	6	4	8	2	2	4	4	1	0	7	7	81	103	27
Facilities	1	2	0	2	0	1	11	11	1	0	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	16	18	13
Parks	1	1	0	0	0	5	2	4	2	2	0	4	1	1	3	3	0	4	1	2	2	1	0	0	0	0	12	27	125
Public	7	5	1	0	1	4	10	8	9	4	1	8	5	13	8	3	4	4	1	0	1	3	1	0	7	6	56	58	4

7. DISTURBANCE	3	3	6	3	2	1	46	34	26	13	1	1	1	2	6	7	6	1	0	5	1	3	14	18	5	3	117	94	-20	
Counterfeit Currency	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	n/a	
Forced Entry	2	1	5	2	0	0	0	0	2	0	1	1	1	1	2	0	0	0	0	3	1	1	0	0	1	0	15	9	-40	
Loitering	0	0	0	0	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	6	1	-83
Harassment	0	2	0	0	1	1	11	18	2	2	0	0	0	1	2	0	2	1	0	0	0	1	14	12	1	0	33	38	15	
Soliciting	0	0	1	0	1	0	25	14	21	10	0	0	0	0	0	3	4	0	0	2	0	1	0	6	2	3	54	39	-28	

	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total	Total	% Change		
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	% Change

Skateboarding	1	0	0	0	0	0	5	1	1	1	0	0	0	0	2	4	0	0	0	0	0	0	0	0	0	0	9	6	-33
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8. EMERGENCY	7	14	9	10	3	7	95	118	42	39	32	25	20	25	12	7	18	9	1	4	1	5	10	5	6	3	256	271	6
Bomb Threat	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	n/a
Fire Smoke Report	0	1	1	0	0	0	3	0	1	0	0	1	1	1	0	0	0	1	0	0	0	0	0	0	1	1	7	5	-29
Gas Leak	0	0	0	0	0	0	1	0	2	0	0	0	4	0	0	0	0	0	0	0	0	1	0	0	0	0	7	1	-86
Medical	3	4	3	5	2	4	21	39	17	18	6	4	2	3	7	6	7	4	0	2	0	1	10	5	1	2	79	97	23
Power Failure	1	0	0	0	0	0	1	3	1	0	1	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	7	4	-43
911 Calls	6	13	8	10	3	7	90	115	37	39	30	24	12	24	12	7	18	7	1	4	0	4	10	5	0	2	227	261	15
Fire Watch	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	5	0	-100

9. GENERAL	12	7	12	5	2	5	91	65	16	19	27	29	14	8	9	9	8	5	1	1	9	9	18	7	13	14	232	183	-21	
Assist	12	6	10	3	0	4	54	37	13	14	23	21	12	6	9	3	7	3	0	0	6	5	18	6	11	10	175	118	-33	
Security Suggestion	0	0	1	0	2	0	26	10	1	1	1	2	2	1	0	1	0	1	0	0	2	2	0	0	1	0	36	18	-50	
Information	0	1	1	2	0	1	11	18	2	4	3	6	0	1	0	5	1	1	1	1	1	2	0	1	1	4	21	47	124	
Contractor Supervision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

10 GRAFFITI	14	17	5	8	3	2	18	5	9	3	13	0	2	2	6	3	7	2	3	3	11	8	1	0	222	607	314	660	110
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11. HAZARDS	2	7	2	3	0	5	20	14	2	8	3	6	5	1	1	2	7	3	2	0	4	1	0	0	1	3	49	53	8
Health	1	1	0	0	0	0	3	6	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	6	9	50
Safety	1	5	2	3	0	5	15	6	1	5	2	3	5	1	1	2	5	3	1	0	4	1	0	0	1	3	38	37	-3
Chemical/Liquid	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fire	0	0	0	0	0	0	2	2	1	2	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	5	6	20
Dangerous Materials	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	n/a

12. INDECENT BEHAVIOUR	0	0	0	0	0	1	0	3	2	0	2	0	1	0	2	2	1	0	0	0	0	0	3	1	1	0	12	7	-42
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13. INSECURE PROPERTY	4	4	4	3	0	1	37	11	3	5	6	4	1	1	0	0	2	1	0	1	4	1	0	0	0	0	61	32	-48
Cash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Door(s)	3	0	2	2	0	0	35	9	3	2	5	2	1	1	0	0	1	1	0	1	1	0	0	0	0	0	51	18	-65
Gate	0	3	2	1	0	1	2	2	0	3	0	2	0	0	0	0	1	0	0	0	3	1	0	0	0	0	8	13	63
Vehicle	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	n/a
Display Cabinet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Computer Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roof Hatch	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Window/ Skylight	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Confidential Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

14. LOST OR FOUND PERSON	0	0	0	0	0	0	8	12	2	1	0	0	0	0	0	0	2	0	0	0	0	0	1	3	0	2	13	18	38
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109

	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total	Total	% Change					
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010

Lost Person	0	0	0	0	0	0	7	7	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	0	1	11	10	-9
Found Person(s)	0	0	0	0	0	0	1	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	2	8	300

15. LOST & FOUND PROPERTY	1	0	2	1	2	1	164	142	1	2	2	1	0	1	0	1	0	0	0	0	2	4	1	2	1	0	176	155	-12
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16. MAINTENANCE	28	18	16	11	9	6	353	255	44	29	44	48	41	43	7	4	19	13	3	5	12	12	0	0	20	20	596	464	-22
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17. MISCHIEF	2	1	2	1	3	0	3	1	4	0	2	1	0	0	1	0	2	0	0	0	2	1	38	12	0	3	59	20	-66
Mischief Endanger Life	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	32	5	0	2	35	7	-80
Mischief Interfere with Property	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	5	6	0	0	9	7	-22
Mischief Under \$5000	2	1	1	0	1	0	2	1	3	0	1	1	0	0	1	0	1	0	0	0	2	0	1	1	0	1	15	5	-67
Mischief Over \$5000	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	n/a

18. MOTOR VEHICLE	13	15	9	9	3	5	12	9	7	5	13	18	2	3	3	0	2	1	0	4	9	6	0	0	9	3	82	78	-5	
Abandoned	2	0	0	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	5	67	
Dangerous Operation	0	0	0	0	0	1	1	1	2	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	6	2	-67	
General Assist	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	1	-50	
Parking	9	12	7	8	1	3	8	4	2	2	4	14	1	2	2	0	2	1	0	3	5	5	0	0	2	1	43	55	28	
Suspicious	2	0	1	0	0	0	1	1	0	1	3	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2	10	6	-40	
Unauthorized	0	3	1	0	1	1	2	1	3	2	4	0	1	1	0	0	0	0	0	0	1	4	0	0	0	2	0	18	9	-50

19. PHYSICAL/VERBAL ALTERCATION	2	1	1	1	1	3	19	21	16	16	1	4	4	1	2	2	5	2	2	2	2	1	29	26	5	6	89	86	-3
Assault Bodily	0	0	0	0	0	0	1	1	1	1	0	0	0	0	1	0	1	0	1	0	0	0	2	9	0	0	7	11	57
Assault Common	0	1	0	0	0	0	5	1	5	1	0	1	0	0	0	2	2	1	0	0	1	0	12	7	3	2	28	16	-43
Assault Sexual	0	0	0	0	0	1	1	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	3	3	1	0	7	5	-29
Assault Weapons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	n/a
Fighting	2	0	1	1	1	1	8	10	7	11	0	2	4	0	0	0	1	1	1	2	0	0	9	3	0	0	34	31	-9
Uttering Threats	0	0	0	0	0	1	4	8	3	3	0	1	0	1	0	0	1	0	0	0	1	1	3	2	1	4	13	21	62

20. PROHIBITED ACTIVITY	50	37	14	15	30	23	96	100	72	37	39	59	34	31	6	20	30	26	7	13	30	37	8	34	2	9	418	441	6
Prohibited Activity	40	34	13	12	30	21	63	73	54	30	36	56	29	31	4	18	21	22	3	7	24	31	5	33	2	8	324	376	16
Noise	6	2	0	0	0	1	6	7	2	2	0	0	2	0	2	1	6	0	2	6	3	3	3	1	0	1	32	24	-25
Violation of Facility Rules	4	1	1	3	0	1	27	20	16	5	3	3	3	0	0	1	3	4	2	0	3	3	0	0	0	0	62	41	-34

21. SUSPICIOUS ACTIVITY	14	5	7	6	7	10	63	50	9	10	8	4	12	13	8	5	4	7	1	1	5	4	15	14	11	5	164	134	-18
Activity	8	3	4	1	3	7	26	25	6	7	3	2	9	8	4	3	3	3	0	1	2	3	4	8	3	2	75	73	-3
Person	6	2	3	5	4	3	36	24	3	2	4	2	3	5	4	2	1	4	1	0	3	1	11	6	8	3	87	59	-32
Item	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0

Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total	Total	% Change					
2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010

22. THEFT	3	5	3	1	7	2	46	27	42	19	18	18	11	11	7	8	3	11	6	4	1	1	15	10	6	3	168	120	-29		
Attempted	0	0	0	0	0	0	2	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	2	1	8	1	-88		
Fraud	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Possible	0	0	0	0	0	0	6	5	3	1	3	2	0	0	0	0	0	0	2	2	0	1	0	1	0	0	14	12	-14		
Robbery	0	0	0	0	0	0	1	2	2	2	0	0	0	0	0	3	0	0	0	0	0	0	2	4	0	0	5	11	120		
Under \$5000	2	2	3	1	5	2	18	13	22	7	6	8	5	2	3	5	1	3	1	1	1	0	12	5	4	2	83	51	-39		
Over \$5000	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	4	300		
Locker	0	0	0	0	0	0	9	5	4	3	3	8	5	7	3	0	1	7	0	0	0	0	0	0	0	0	25	30	20		
Bicycle	1	0	0	0	1	0	9	2	9	5	5	0	0	2	0	0	1	0	2	1	0	0	0	0	0	0	28	10	-64		
Motor Vehicle	0	0	0	0	1	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	-75		

23. TRANSIT OFFENCE	0	0	2	2	0	0	167	221	6	5	0	0	0	1	76	20	4	4	0	0	0	0	158	77	12	12	425	342	-20
Bus Operation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	2	1	-50
Fare Offence	0	0	2	1	0	0	9	20	0	3	0	0	0	0	2	4	0	2	0	0	0	0	53	27	0	8	66	65	-2
Public Nuisance	0	0	0	0	0	0	32	18	2	1	0	0	0	0	2	2	0	0	0	0	0	0	100	27	7	3	143	51	-64
Bring Unauthorized Vehicle on Transit Property	0	0	0	0	0	0	126	180	3	1	0	0	0	0	72	10	4	2	0	0	0	0	0	0	1	0	206	193	-6
Obstruction	0	0	0	1	0	0	0	3	1	0	0	0	0	1	0	3	0	0	0	0	0	0	3	23	4	1	8	32	300

24. TRESPASS	1	0	0	0	1	3	8	14	1	1	0	1	0	1	0	0	0	0	0	0	0	0	2	0	3	0	16	20	25
Caution Issued	1	0	0	0	1	2	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0
Trespasser on Site	0	0	0	0	0	1	7	13	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	3	0	12	16	33

25. VANDALISM	19	7	20	2	10	4	49	15	4	8	7	9	9	11	8	6	10	9	4	0	11	3	0	0	13	3	164	77	-53
City Property Damage	14	4	13	2	9	3	31	5	2	2	3	3	7	5	4	3	4	5	3	0	5	1	0	0	5	1	100	34	-66
Non City Property Damage	2	0	3	0	0	1	10	1	0	0	2	3	0	2	3	0	5	0	1	0	5	0	0	0	8	1	39	8	-79
Motor Vehicle	0	2	3	0	0	0	4	3	2	4	1	2	2	3	1	1	1	3	0	0	0	1	0	0	0	0	14	19	36
Litter	3	1	1	0	1	0	4	6	0	2	1	1	0	1	0	2	0	1	0	0	1	1	0	0	0	1	11	16	45

26. WEAPONS	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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6 Month Totals	5324	4338	-19
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Corporate Security Reports

Second Half of 2009 and 2010 Ban Comparison

Cause of Ban	Description	2nd Half 2009 Under 18	Total 2nd Half 2009	2nd Half 2010 Under 18	Total 2nd Half 2010	% Change
Alcohol	Unauthorized possession, consumption of an alcoholic beverage, under the influence, disorderly	20	57	5	48	-16
Assault	Violent physical or verbal attack	0	9	2	8	-11
Disturbance	Cause commotion, scuffle, detracting from normal use and enjoyment of the property	3	23	0	4	-83
Drugs	Possessing illegal substance under the Ontario "Controlled Drugs and Substance Act"	9	26	5	23	-12
Fare Offence	Failure to present proper bus fare	0	0	0	0	0
Fighting	Engaging in an intensive verbal dispute or physical conflict between two or more people	3	7	5	12	71
Indecent Behaviour	A public act, activity or gesture considered offensive to established public standards of decency	0	5	1	2	-60
Loitering	Linger aimlessly with suspected criminal intent e.g. gang activities, soliciting drugs, prostitution, etc	0	1	0	3	200
Mischief	Activity, or conduct which renders City property useless, interferes with the use of property	4	8	0	1	-88
Noise	Sound that is loud, unpleasant, unexpected, or undesired	0	8	0	0	-100
Prohibited Activity	Conduct which contravenes City facility/park rules and regulations	43	118	13	58	-51
Skateboarding	The act of riding on a skateboard in an area where the activity is not allowed	8	9	0	0	-100
Soliciting	Making requests or pleas by attempting to draw somebody into purchasing or participating in an illegal or unauthorized act.	0	1	0	4	300
Suspicious Activity	Unusual behaviour leading to a belief that an unlawful activity is about to be committed	1	6	2	3	-50
Trespass	Entry where entry prohibited, fail to leave when directed	20	59	2	6	-90
Theft	Unlawful taking, removing, carrying away property of another	1	9	3	5	-44
Threats	Communicated intent to inflict harm or damage to a person or City property	0	4	3	10	150
Vandalism	Wilful or malicious act which damages, defaces, alters, or destroys City property	2	2	0	7	250
Weapons	Any instrument designed to be used in causing death or injury to any person; or for threatening	2	2	0	0	-100
Total		116	354	41	194	-45

Corporate Security Reports

Corporate Security Occurrence Definitions

103

1. Access to Property:

Entry and use of property without a mandatory permit.

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

Injury that does not require emergency medical services.

Vehicle (Personal Injury)

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

Vehicle (Property Damage)

Property damage caused by a non-city vehicle.

Property Damage

Accident resulting in city property damage.

3. Alarms:

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

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

Found consuming alcohol on city property.

Drunkenness

Drunken Person(s).

Drug Use

Found using narcotics.

Drug Possession

Found in possession of illicit drugs.

5. Arrest:**Assault**

Violent physical or verbal attack.

Disturbance

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

Theft

Unlawful taking of property.

Trespass

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

6. Complaint:**Facilities**

Complaint concerning city facilities.

Parks

Complaint concerning city parks.

Public

Complaints concerning patrons violating bylaws.

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7. Disturbance:**Forced Entry**

A secure facility that has been forcibly entered.

Loitering bylaw infraction

Linger aimlessly or with suspected criminal intent.

Harassment

Individual found disturbing others persistently.

Soliciting

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

Skateboarding bylaw infraction

Skateboarding where prohibited.

Counterfeit Currency

The discovery of counterfeit money.

8. Emergency:**Bomb Threat**

Threat of a bomb on city property.

Report Fire/Smoke

The discovery of smoke or a fire.

Gas Leak

A natural gas leak found at facility.

Fire Watch

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

Power Failure

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

911 Calls

Any call to 911 requiring immediate emergency response.

9. General:**Assist**

Aiding or assisting the public.

Unauthorized Use of Computer

Individual found using a computer without authorization.

Security Suggestion

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

Information

General information regarding security operations.

10. Graffiti:

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

11. Hazards:**Health**

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

Safety

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

Dangerous Materials

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

102.

12. Indecent Behaviour:

Behaviour that is not keeping with acceptable or appropriate standards.

13. Insecure Property:**Cash**

Cash observed left insecure and accessible.

Door(s)

Door(s) observed left insecure and accessible.

Gate

Gate observed left insecure and accessible.

Vehicle

City vehicle observed left insecure and accessible.

Display Cabinet

Display cabinet left insecure and accessible.

Computer Equipment

Computer equipment left insecure and accessible.

Roof Hatch

Roof Hatch left insecure and accessible.

Window/ Skylight

Window or skylight left insecure and accessible.

Confidential Information

Confidential Information left insecure and accessible.

14. Lost or Found Person:**Lost Person**

Missing person reported.

Found Person

Missing person located.

15. Lost or Found Property:

Any item that is reported missing or recovered.

16. Maintenance:

Any equipment or structure that requires servicing.

17. Mischief:**Mischief Endanger Life**

Reckless activity or conduct which endangers life.

Mischief Interfere with Property

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

Mischief Under \$5000

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

Mischief Over \$5000

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

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

Abandoned motor vehicle found on city property.

Dangerous Operation

Reckless and hazardous operation of motor vehicle on city property.

General Assist

General motor vehicle assistance (Jump start, gasoline).

Parking

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

Suspicious

A vehicle found on city property with a suspicious presence.

Unauthorized

Motor vehicle found in prohibited area.

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

Assault causing bodily harm.

Assault Common

Assault where no serious injury is evident.

Assault Sexual

Physical assault of a sexual nature on another person.

Assault Weapons

Assault with a firearm, sharp object or blunt object.

Fighting

Consensual altercation between two or more individuals.

Uttering Threats

Display of intent to cause physical harm.

20. Prohibited Activity:**Prohibited Activity**

Conduct which contravenes City facility/park rules and regulations.

Violation of Facility Rules

An infringement of facility/park rules.

Noise

Excessive sound causing a disturbance to others.

21. Suspicious Activity:**Activity**

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

Person

Individual without a clear purpose on the site.

Item/Package

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

22. Theft:**Attempted**

Failed attempt at theft.

Fraud

False identity or Counterfeit passes/money.

Possible

Item reported as likely stolen.

Robbery

Theft with a threat to cause physical harm.

Under \$5000

Theft of any property under \$5000 in value.

Over \$5000

Theft of any property over \$5000 in value.

Locker

Theft from a locker.

Bicycle

Theft of a bicycle.

Motor Vehicle

Motor Vehicle Theft.

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23. Transit Offence:**Bus Operation**

Incident deterring from regular bus operation.

Fare Offence

Failure to present proper fare.

Public Nuisance

Nuisance deterring the public from use of transit system.

Bring unauthorized vehicle on transit property

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

Obstruction

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

24. Trespass:**Caution Issued**

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

Trespasser on site

Banned individual observed on facility property.

25. Vandalism:**City Property Damage**

Damage of property belonging to the city.

Litter

Objects strewn or scattered about.

Non-city Property Damage

Damage of property not belonging to the city.

Motor Vehicle

Vandalism in which a motor vehicle is damaged or defaced.

26. Weapons:**Possession of Weapon**

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

Corporate Security Reports

2009 and 2010 Full Year Occurrences Comparison



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	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total 2009		Total 2010		% Change
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	
1. ACCESS	6	13	6	9	5	5	101	92	6	12	28	49	20	8	3	3	3	4	0	0	5	6	0	0	0	1	183	202	10		
2. ACCIDENT	7	0	3	2	1	2	33	44	17	20	10	19	3	3	5	2	3	4	0	2	1	1	4	1	5	11	92	111	21		
Personal Injury (Non-EMS)	1	0	2	0	1	0	10	16	4	7	1	1	0	0	0	0	1	0	0	0	0	0	1	1	1	1	22	26	18		
Vehicle (Personal Injury)	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	3	0	6	n/a			
Vehicle (Property Damage)	4	0	0	2	0	1	16	22	12	10	4	11	2	2	5	1	2	3	0	2	0	1	3	0	4	5	52	60	15		
Property Damage	2	0	1	0	0	1	7	6	1	2	5	6	1	1	0	0	0	1	0	0	1	0	0	0	2	18	19	6			
3. ALARMS	263	178	162	65	148	54	501	424	402	267	427	281	340	159	40	14	70	77	15	10	91	53	0	0	86	75	2545	1657	-35		
4. ALCOHOL & DRUGS	11	12	9	7	6	21	72	71	25	12	4	7	12	8	13	8	9	5	0	0	3	5	51	36	13	7	228	199	-13		
Liquor Offence	6	5	5	2	2	16	22	14	14	1	2	3	5	5	2	1	6	0	0	0	1	2	2	2	1	0	68	51	-25		
Drunkenness	3	2	0	4	2	4	18	23	7	4	2	3	2	0	6	4	1	0	0	0	1	0	47	32	11	7	100	83	-17		
Drug Use	2	3	4	1	1	0	25	29	2	6	0	1	4	2	5	2	1	4	0	0	1	2	1	2	1	0	47	52	11		
Drug Possession	0	2	0	0	1	1	7	5	2	1	0	0	1	1	0	1	1	1	0	0	0	1	1	0	0	0	13	13	0		
5. ARREST	3	2	1	0	0	1	87	33	8	5	3	0	1	1	3	0	0	0	0	0	0	1	32	5	7	0	145	48	-67		
Assault	0	0	1	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	6	2	-67		
Disturbance	1	1	0	0	0	1	17	8	2	2	1	0	1	1	2	0	0	0	0	0	0	1	16	3	4	0	44	17	-61		
Theft	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trespass	2	1	0	0	0	0	67	23	6	3	2	0	0	0	1	0	0	0	0	0	0	0	15	2	2	0	95	29	-69		
6. COMPLAINT	12	17	3	8	2	16	44	43	20	15	7	18	15	25	10	12	10	20	6	4	16	12	1	2	10	9	156	201	29		
Facilities	1	4	1	2	0	2	22	19	1	1	2	0	2	1	0	0	2	2	0	0	1	1	0	0	0	1	32	33	3		
Parks	1	2	0	3	0	7	2	5	2	2	0	5	1	1	3	4	0	8	1	2	2	1	0	0	0	0	12	40	233		
Public	10	11	2	3	2	7	20	19	17	12	5	13	12	23	10	8	6	10	5	2	13	10	1	2	10	8	113	128	13		
7. DISTURBANCE	9	5	13	11	7	4	130	66	50	55	1	2	2	3	14	21	12	8	0	6	5	3	21	24	8	85	272	293	8		
Counterfeit Currency	0	0	3	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	-50		
Forced Entry	6	1	8	4	0	1	0	2	2	1	1	1	1	1	4	2	1	0	0	4	1	1	0	0	1	0	25	18	-28		
Loitering	1	0	0	0	0	0	25	3	4	1	0	0	0	0	0	0	1	0	0	0	2	0	0	0	1	2	34	6	-82		
Harassment	0	3	1	0	6	2	26	25	7	2	0	0	0	1	5	1	6	3	0	0	0	1	21	18	1	0	73	56	-23		
Soliciting	1	1	1	5	1	1	47	31	34	50	0	1	1	1	1	10	4	5	0	2	0	1	0	6	5	83	95	197	107		

	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total 2009	Total 2010	% Change		
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	% Change
Skateboarding	1	0	0	0	0	0	31	5	3	1	0	0	0	0	4	8	0	0	0	0	2	0	0	0	0	0	41	14	-66		
8. EMERGENCY	18	28	17	16	11	7	213	214	89	91	66	59	43	54	22	16	29	14	1	4	5	8	13	11	12	4	539	526	-2		
Bomb Threat	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0		
Fire Smoke Report	1	3	1	0	0	0	8	3	2	1	0	3	1	1	0	0	0	3	0	0	1	0	0	0	1	1	15	15	0		
Gas Leak	0	0	0	0	0	0	1	0	2	0	1	0	4	0	0	0	0	0	0	0	0	1	0	0	0	0	8	1	-88		
Power Failure	1	0	0	0	0	0	8	4	3	2	1	0	4	0	0	0	0	1	0	0	0	0	0	0	0	0	17	7	-59		
911 Calls	16	22	16	16	11	7	196	206	81	87	63	56	34	53	22	16	29	10	1	4	3	7	13	11	4	3	489	498	2		
Fire Watch	0	3	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	5	0	7	4	-43		
9. GENERAL	33	21	20	20	13	9	155	148	37	48	47	42	23	12	15	19	20	11	3	7	24	15	29	18	26	30	445	400	-10		
Assist	29	17	14	12	8	6	85	76	24	25	39	33	17	6	13	8	14	8	1	5	19	6	29	16	23	22	315	240	-24		
Security Suggestion	1	0	4	1	3	0	41	35	6	6	5	2	5	4	0	3	2	1	1	0	4	4	0	0	1	0	73	56	-23		
Information	3	4	2	7	2	3	28	37	7	17	3	7	1	2	2	8	4	2	1	2	1	5	0	2	2	8	56	104	86		
Contractor Supervision	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	n/a		
10 GRAFFITI	14	33	5	10	3	10	18	50	9	8	13	12	2	14	6	13	7	17	3	8	11	10	1	1	222	931	314	1117	256		
11. HAZARDS	4	9	8	5	2	9	30	32	4	12	5	11	6	4	6	2	10	6	2	1	9	4	1	1	3	4	90	100	11		
Health	1	1	1	0	2	0	7	13	0	1	0	1	0	0	1	0	1	1	1	1	0	1	0	0	0	0	14	19	36		
Safety	3	7	5	5	0	9	19	14	2	9	4	7	6	4	4	2	8	4	1	0	9	3	0	0	2	4	63	68	8		
Chemical/Liquid	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a		
Fire	0	0	2	0	0	0	4	4	2	2	1	3	0	0	1	0	1	1	0	0	0	0	0	0	1	0	12	10	-17		
Dangerous Materials	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	3	200		
12. INDECENT BEHAVIOUR	0	0	0	0	0	1	4	5	3	0	2	0	1	0	2	2	2	2	0	0	0	0	1	7	2	1	0	22	13	-41	
13. INSECURE PROPERTY	12	9	5	7	1	1	68	36	7	11	15	12	4	3	0	0	3	4	0	1	5	3	0	0	0	0	120	87	-28		
Cash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a		
Door(s)	11	4	3	4	0	0	64	33	6	3	13	8	3	3	0	0	2	2	0	1	1	0	0	0	0	0	103	58	-44		
Gate	0	3	2	2	1	1	2	3	0	7	1	4	1	0	0	0	1	2	0	0	4	3	0	0	0	0	12	25	108		
Vehicle	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	-100		
Display Cabinet	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	-100		
Computer Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a		
Roof Hatch	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	n/a		
Window/ Skylight	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	n/a		
Confidential Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
14. LOST OR FOUND PERSON	1	0	0	0	0	0	15	24	3	2	0	0	0	0	2	2	0	0	0	0	0	0	4	7	2	2	27	37	37		
Lost Person	1	0	0	0	0	0	12	12	3	0	0	0	0	0	2	2	0	0	0	0	0	0	2	4	1	1	21	19	-10		

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	Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total 2009	Total 2010	% Change	
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010		
Found Person(s)	0	0	0	0	0	0	3	12	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	3	1	1	6	18	200	
15. LOST & FOUND PROPERTY	4	0	6	2	4	2	378	375	9	5	2	3	5	1	1	2	0	1	0	0	5	6	5	10	2	4	421	411	-2	
16. MAINTENANCE	58	28	24	29	19	19	721	572	72	54	98	113	70	86	15	11	32	32	8	9	24	25	0	0	29	44	1170	1022	-13	
17. MISCHIEF	2	1	2	2	5	1	11	2	5	1	5	2	2	1	2	0	4	4	0	1	2	2	60	25	2	3	102	45	-56	
Mischief Endanger Life	0	0	0	0	2	1	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	52	11	0	2	57	14	-75	
Mischief Interfere with Property	0	0	1	1	0	0	6	0	2	1	0	0	0	0	0	0	3	0	0	1	0	1	6	10	1	0	19	14	-26	
Mischief Under \$5000	2	1	1	0	3	0	4	2	3	0	3	2	2	1	1	0	1	4	0	0	2	1	1	4	0	1	23	16	-30	
Mischief Over \$5000	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	3	1	-67	
18. MOTOR VEHICLE	28	38	21	29	15	8	27	27	14	14	31	42	9	8	4	3	5	11	2	4	19	18	1	2	12	8	188	212	13	
Abandoned	3	0	1	1	2	0	0	2	1	0	0	1	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	8	6	-25
Dangerous Operation	1	0	0	0	0	1	2	4	2	1	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	2	0	9	8	-11
General Assist	1	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	2	-50
Parking	16	28	15	24	4	4	17	14	3	3	12	34	4	5	2	0	3	8	0	3	7	13	0	0	3	2	86	138	60	
Suspicious	7	3	3	1	1	0	5	2	2	3	9	4	2	1	0	0	1	0	0	0	1	1	1	2	3	3	35	20	-43	
Unauthorized	0	7	2	3	8	3	3	5	6	7	7	1	3	2	1	1	0	3	2	1	11	2	0	0	3	3	46	38	-17	
19. PHYSICAL/VERBAL ALTERCATION	3	1	1	4	1	7	33	32	38	30	1	5	6	1	8	4	10	6	2	3	4	5	57	53	8	8	172	159	-8	
Assault Bodily	0	0	0	1	0	1	1	2	3	1	0	0	0	0	2	0	1	0	1	0	1	1	5	16	1	0	15	22	47	
Assault Common	1	1	0	0	0	0	10	1	6	2	0	1	1	0	0	3	2	1	0	0	1	0	23	9	4	3	48	21	-56	
Assault Sexual	0	0	0	0	0	1	1	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	4	4	1	0	9	6	-33	
Assault Weapons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	1	2	100	
Fighting	2	0	1	3	1	4	17	19	21	21	0	3	5	0	4	1	4	4	1	3	1	1	17	13	0	0	74	72	-3	
Uttering Threats	0	0	0	0	0	1	4	9	7	6	0	1	0	1	0	0	3	1	0	0	1	3	8	9	2	5	25	36	44	
20. PROHIBITED ACTIVITY	129	90	41	48	61	35	197	170	165	96	98	115	78	65	22	38	67	56	12	25	107	82	12	50	5	13	994	883	-11	
Prohibited Activity	115	81	38	41	58	29	139	123	125	72	86	109	69	62	15	33	48	48	7	15	94	69	7	45	5	12	806	739	-8	
Noise	8	8	0	0	0	3	12	10	9	9	2	0	4	1	6	2	13	0	2	9	8	7	5	5	0	1	69	55	-20	
Violation of Facility Rules	6	1	3	7	3	3	46	37	31	15	10	6	5	2	1	3	6	8	3	1	5	6	0	0	0	0	119	89	-25	
21. SUSPICIOUS ACTIVITY	22	16	15	11	12	12	118	126	44	31	18	13	21	19	34	12	15	15	2	1	10	11	55	33	16	10	382	310	-19	
Activity	14	9	11	6	5	8	62	67	28	18	12	7	13	13	22	7	8	8	1	1	7	9	13	16	5	4	201	173	-14	
Person	8	6	4	5	6	4	54	50	16	11	5	5	8	6	12	5	6	7	1	0	3	2	42	17	11	6	176	124	-30	
Item	0	1	0	0	1	0	2	9	0	2	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	5	13	160	
22. THEFT	8	8	5	6	12	6	69	56	83	41	27	28	18	21	17	11	9	14	7	5	2	3	35	20	6	5	298	224	-25	

Ward 1		Ward 2		Ward 3		Ward 4		Ward 5		Ward 6		Ward 7		Ward 8		Ward 9		Ward 10		Ward 11		Buses		Other		Total 2009	Total 2010	% Change		
2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	

Attempted	0	1	0	0	0	0	3	3	2	2	0	0	0	0	1	0	0	0	1	0	0	0	5	0	2	1	14	7	-50
Fraud	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	n/a
Possible	1	0	2	1	1	0	7	7	5	2	5	5	1	0	1	0	0	0	2	2	0	1	3	2	0	0	28	20	-29
Robbery	0	0	0	0	0	0	1	4	3	3	0	0	0	0	0	3	0	0	0	0	0	0	3	7	0	2	7	19	171
Under \$5000	6	4	3	4	9	4	36	27	49	20	12	12	9	9	9	8	5	4	2	2	2	1	24	11	4	2	170	108	-36
Over \$5000	0	3	0	0	0	1	0	0	2	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	5	67
Locker	0	0	0	1	0	0	10	11	6	5	4	11	7	9	4	0	2	8	0	0	0	0	0	0	0	0	33	45	36
Bicycle	1	0	0	0	1	1	11	3	12	7	5	0	0	2	1	0	2	0	2	1	0	1	0	0	0	0	35	15	-57
Motor Vehicle	0	0	0	0	1	0	1	1	4	2	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	7	5	-29

23. TRANSIT OFFENCE																														
Bus Operation	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	8	1	0	0	8	4	-50
Fare Offence	0	1	2	1	0	0	15	40	0	6	0	0	0	0	3	6	0	5	0	0	0	0	132	70	4	13	156	142	-9	
Public Nuisance	0	3	0	0	0	0	55	44	3	5	0	0	0	0	3	5	2	3	0	0	0	0	183	77	10	9	256	146	-43	
Bring Unauthorized Vehicle on Transit Property	0	0	0	0	0	0	182	303	3	5	0	0	0	0	86	111	4	6	0	0	0	0	0	0	2	0	277	425	53	
Obstruction	0	0	0	1	0	0	3	4	1	0	0	1	0	1	0	4	0	0	0	0	0	0	11	26	4	1	19	38	100	

24. TRESPASS																													
Caution Issued	1	0	0	0	1	3	22	33	7	14	0	1	0	1	0	1	1	0	0	1	3	0	5	1	4	0	44	55	25
Trespasser on Site	1	0	0	0	1	2	2	7	4	5	0	0	0	1	0	0	1	0	0	0	2	0	0	1	1	0	12	16	33
	0	0	0	0	0	1	20	26	3	9	0	1	0	0	0	1	0	0	0	1	1	0	5	0	3	0	32	39	22

25. VANDALISM																													
City Property Damage	55	13	42	5	30	6	108	35	26	16	34	14	35	16	39	9	46	17	10	1	35	8	2	1	22	12	484	153	-68
Non City Property Damage	49	7	26	3	28	4	83	10	18	8	24	3	26	5	33	5	35	9	7	0	23	1	2	1	12	7	366	63	-83
Motor Vehicle	3	3	7	0	0	1	14	6	2	0	4	3	3	2	4	1	8	0	2	0	8	0	0	0	10	2	65	18	-72
Litter	0	2	3	0	1	1	6	11	6	5	3	5	2	7	2	1	1	3	0	0	0	1	0	0	0	1	24	37	54
	3	1	6	2	1	0	5	8	0	3	3	3	4	2	0	2	2	5	1	1	4	6	0	0	0	2	29	35	21

26. WEAPONS																													
	0	0	0	0	0	0	3	2	0	4	0	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0	5	9	80

Annual Totals	10154	9229	-9
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