

ADDITIONAL AGENDA



GENERAL COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

WEDNESDAY, DECEMBER 5, 2012 - 9:00 AM

COUNCIL CHAMBER, CIVIC CENTRE
300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO L5B 3C1

DEPUTATIONS

M. Item 1 James Craig, Resident

MATTERS TO BE CONSIDERED

6. (Revised) Contract Upset Limit Increase – The Hauling of Waste from City Facilities

A revised Corporate Report dated November 19, 2012 from the Commissioner of Transportation and Works with respect to the hauling of waste from City facilities.

*****Please disregard the report originally distributed.**

RECOMMENDATION

That the Purchasing Agent be authorized to increase the upset limit of the existing Purchase Order No. 4600013458 from \$564,700.80 (excluding tax) to \$750,000 (excluding tax) to enable Rexdale Disposal Ltd., under the Hauling of Waste from City Facilities (Procurement No. FA.49.372-11) to complete the services at the various City of Mississauga facilities to the end the existing contract on March 31, 2013.

17. Implementation of Storm Water Charge Billing System

Memorandum dated December 3, 2012 from the Commissioner of Corporate Services and Treasurer with respect to the implementation of a Storm Water Charge Billing System as referred to in Item #1.

ADVISORY COMMITTEE REPORT

(Revised) Mississauga Accessibility Advisory Committee Report 4-2012 – November 19, 2012
(Recommendation AAC-0028-2012 to AAC-0039-2012)

REMOVAL OF CLOSED SESSION ITEM

- B. A proposed or pending acquisition or disposition of land by the municipality or local board – Sheridan College Hazel McCallion Campus Phase II Update (Ward 4)

*****This item will be considered at the December 12, 2012 Council meeting**

Contact: Sacha Smith, Legislative Coordinator
Office of the City Clerk 905-615-3200 ext 4516 Fax: 905-615-4181
sacha.smith@mississauga.ca



Corporate Report

Clerk's Files

Originator's
Files

FA.49.372-11
MG.23.REP

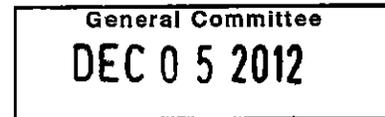
6.

DATE: November 19, 2012

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

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

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



RECOMMENDATION: That the Purchasing Agent be authorized to increase the upset limit of the existing Purchase Order No. 4600013458 from \$564,700.80 (excluding tax) to \$750,000 (excluding tax) to enable Rexdale Disposal Ltd., under the Hauling of Waste from City Facilities (Procurement No. FA.49.372-11) to complete the services at the various City of Mississauga facilities to the end the existing contract on March 31, 2013.

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

Following a competitive procurement process for the Hauling of Waste from City Facilities throughout the City of Mississauga, a two-year contract was awarded to Rexdale Disposal Ltd. from April 1, 2011 until March 31, 2013 at a contract value of \$470,584.00 (excluding taxes). The contracts upset limit was increased by 20% to \$564,700.80 in September 2012.

The year's current forecast for use of the waste bins for the remainder of the contract and the increased use by our facilities due to the low cost for disposal has our quantities significantly higher than what was previously estimated.

The increased use of the Temporary Waste Bins in numerous City Parks and new facilities like the Garry W. Morden Centre has dramatically increased our costs.

Previously, the waste bins used by other City Facilities would be directly charged to their account. For this contract, they are charged to this account and then costs recovered from the appropriate facility account thus increasing our project costs.

COMMENTS:

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

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

Materiel Management have reviewed this report and confirm its acceptance of the recommendation contained herein pursuant to By-law # 374-2006, Section 18, item 2. (d) (i); (d) - "For amendments to High Value Acquisition Commitments, Council approval is required....."; (i) - "greater than 20% of the Original Commitments and greater than \$100,000;".

FINANCIAL IMPACT: The Hauling of Waste from City Facilities contract is largely recoverable from other City Departments, no additional funding is required. A new 2 year contract will be tendered to commence for April 1, 2013 for this service.

CONCLUSION:

The Transportation and Works Department recommends that the upset limit for the Hauling of Waste from City Facilities Contract (Procurement No. FA 49.372-11) be increased from \$564,700.80 (excluding tax) to \$750,000.00 (excluding tax) in order to complete the outstanding waste haulage for the remainder of the existing contract.



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

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

Memorandum



17.

TO: Mayor and Members of General Committee
FROM: Brenda R. Breault, Commissioner of Corporate Services and Treasurer
DATE: December 3, 2012
SUBJECT: **Implementation of Storm Water Charge Billing System**

General Committee
DEC 05 2012

Staff investigated the options of incorporating a new storm water charge into the existing Region of Peel water and waste water bills or the Enersource hydro bills. Both the Region and Enersource were requested to provide an indication as to whether it would be feasible to do this and if so, if this could be completed by July 2013. Both organizations have advised that they are not able to or cannot support the inclusion of the City's storm water charge into their existing bills and that July 2013 is not an achievable date for any other alternatives they have suggested.

Peel staff has advised (see Appendix 1) that consolidation would require major system development and business process changes and would introduce significant risk to their existing legacy system and billing processes and therefore, is not supported. If, however, Regional Council endorsed this work as a priority, Regional staff would endeavour to undertake the major system and business process revisions required. The timeframe for completion of this work would extend well beyond July 2013 and would negatively impact the Region's plans to replace their current billing system.

The Region is working towards replacement of their billing system and anticipate a new system purchase recommendation being finalized in 2013, with implementation being completed in late 2015 or early 2016. Regional staff suggested that the Region and City could look at the feasibility of partnering in this new system acquisition. Such an approach may offer the opportunity to develop a consolidated billing system and integrated business processes which would meet the needs of both the City and the Region.

Owing to regulatory complexities and other reasons, Enersource will not consider including the City's storm water charge on the electricity bills (see Appendix 2). Enersource advised it would be possible to duplicate and reconfigure their existing system to provide the City with a completely distinct and separate billing system but it would require redesign to suit the City's needs. Enersource would provide the system only and the City would continue to provide all

administrative support including billing file updates and revisions, bill production, customer service and collections using either in house or contracted services.

In light of this feedback, staff investigated other solutions in order to implement storm water charge billings.

The tax billing system has the ability to include a separate non-tax charge only on the final tax bill. The interim tax bill is based upon 50% of the previous year's tax charges and modifications would be required to add a specific storm water charge which is not 50% of the previous year's charge to the bill. Legal Services has confirmed that a non-tax charge can be included on the tax bill. There is high risk to modifying the tax system due to its complexity and built in business processes and potential disadvantages from the point of distinguishing City taxes from storm water charges. In addition, the City licenses the tax system to three other municipalities. Modifications to the tax system to meet the billing needs for storm water charges may impact the City's ability to support the tax system as required under the existing license agreements the City has with these other municipalities.

If Council wishes to expedite implementation of a storm water charge billing program as much as possible, and is willing to consider issuance of a separate storm water bill, there is the option of using the City's existing technology. Hansen 8 is the City's current Enterprise application standard for Infrastructure, Asset and Customer Relationship Management. The Hansen billing module could be purchased and implemented to handle the City's storm water billings. This system can integrate with other City business units such as the 311 call centre and engineering and works.

The capital cost of this expedited solution would be \$3.2 million. The capital cost provides for purchase of the Hansen module, staff implementation team, digitization of impervious property area, consultant support and comprehensive communications plan to introduce the new program. The ongoing annual operating cost is estimated to be \$1.1 million. The annual operating cost includes data maintenance, billing, collection and customer service functions and the related postage, paper, mail insertion and payment processing costs assuming two bills per year. There is no funding approved in the capital budget at this time for a new storm water billing system.

Staff contacted Waterloo and Kitchener where storm water charge programs have been implemented to obtain some information on the time it took them to implement their billings. Both Cities had existing billing systems in place and modified these to implement the new storm water charge as indicated below.

The City of Waterloo's storm water charges are integrated into their water bill. In Waterloo, 90% of the individual properties' rates were established prior to modifying their existing water

billing system. The system modifications took about 6 months to incorporate the fees on their existing bills. They are only billing those properties that have an existing water service (i.e. not picking up parking lots etc.).

The City of Kitchener Council approved the concept of storm water charges in January 2010 and rates in February 2010 after about 5 years of study. They modified their existing utility billing system for natural gas, water and wastewater to include the storm water charge. They started adding storm water charges to the bills in January 2011.

In Mississauga, work completed by staff to date on a new storm water management program has focused on determining the feasibility and methodology for implementing a storm water user fee. If Council adopts the concept of a storm water charge, additional work is required to develop policies, business practices and business rules and implement these in the design of a new billing system.

In order to expedite the implementation of a new storm water billing program, a dedicated staff project team would need to be established immediately to develop the storm water policies and business processes. Council approval of capital funding of \$3.2 million and of single sourcing the acquisition of the Hansen billing module would be required in early January. Staff have determined that by using the Hansen billing module, bills could be produced starting in March 2014.

Alternatively, Council may wish to delay the implementation of a separate new storm water billing system and pursue working with the Region to jointly acquire a new system which could accommodate both water/waste water and storm water program needs and to devise budgets and work plans which reflect the cost sharing of the acquisition, implementation and ongoing operation of the new system.



Brenda R. Breault, CMA, MBA

Commissioner of Corporate Services & Treasurer

905-615-3200, Ext. 5395

Attachments: Appendix 1 – November 26, 2012 response from Region of Peel regarding Storm Water Financing Study

Appendix 2 – November 27, 2012 response from Enersource regarding Billing Solution for the Storm Water Financing Study



The Region of Peel is the proud recipient of the National Quality Institute Order of Excellence, Quality; the National Quality Institute Canada Award of Excellence Gold Award, Healthy Workplace; and a 2008 IPAC/Deloitte Public Sector Leadership Gold Award.

November 26, 2012

Ms. Janice Baker
City Manager
City of Mississauga
300 City Centre Drive
Mississauga, ON L5B 3C1

RE: Response to Storm Water Financing Study – High Level Scope Statement for the Assessment of the Peel Billing Solution

Dear Janice:

Thank you for providing the above mentioned document. In order to meet the requirement stated in the document, to respond prior to November 30, 2012, our review has focused on the major aspects of the document and has provided a position based on the review that could be performed within the limited time frame.

To summarize the scoping document, the City of Mississauga is considering:

1. Implementing a charge per property in order to recover the cost of managing Storm Water Infrastructure.
2. The use of the Region of Peel's utility rate billing system to collect this charge for all applicable properties in the Region of Peel.
3. Providing the Region with a data file to facilitate the placement of charges onto the Region of Peel utility bills (for Mississauga clients); and
4. Having the Region of Peel modify the current billing system and manage customer enquiries, collections and other "back office" processes.

Regional staff have reviewed the document and based on estimated work effort and risks I am providing this response.

Our review has indicated that it is not feasible to develop a solution by mid 2013. This is due to the high level of risk and work load associated with changes to the billing system and the required amendments to business processes within that time frame. While the concept of a shared billing service with the Region of Peel makes for reasons of efficiency and cooperation, I cannot recommend that we proceed at this time.

The factors leading to this recommendation include the following:

System Changes - The current billing application was developed using Powerbuilder/Oracle. While the Region of Peel does possess the code for the application, changes and upgrades to the

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system have been minimized over the past years as it was recognized that a new system was to be purchased and that any short term investments would not be recouped in the future. A result of the decision to limit work on the system is that a Powerbuilder developer would need to be hired to undertake the development effort as existing IT staff only support the system for its normal operations. An additional risk is that given that Powerbuilder is a platform that has been phased out of the market, Powerbuilder developers are scarce and a hiring process may add even more time.

The system changes are significant and include the following:

- Development of an interface to accept the data from a data file into AquaPeel.
- Creation of additional fields in AquaPeel to store the uploaded data
- Development of an algorithm to calculate the charge to be applied to each customer account
- Programming of the bill printing function to print the charge and a summary of the calculation of the charge along with contact information to address the charge
- Changes to the account aging and receivable functions to deal with amounts owed due to storm water charges versus utility fees
- Changes to the program and functionality between the connections module and the billing module to allow for creation of "non connection" accounts.

Data Transfer – There is a limited match between the data to be provided by the City of Mississauga and the Region of Peel billing system. The only common component is municipal address and therefore a great deal of effort will be required to match and manage data to ensure that the appropriate account is billed. While owner information will assist in matching it is not an exact fit with Peel's existing system and may require manual intervention. Additional changes to AquaPeel could be considered which would add the MPAC roll number into the system which would provide a better matching. However, the tight timeframes for the system update and the effort for data verification create a high level of risk associated with completing this work on time.

A future system could accommodate this data matching requirement upfront and many off the shelf systems do allow for this feature.

Changes to Business Processes – In order to implement the billing for storm water by mid 2013, significant changes to the business processes are required. Processes such as complaint management protocols, the handling of the appeal process, financial reporting processes, receivable management, and the collection processes will need to be developed or modified. While the document provided by the City of Mississauga provides some high level indication of needs, further review would be required and given the tight time frames a high level of risk exists that the processes would not be put in place in sufficient time to successfully launch the service. In future, business processes could be defined and modified or developed as needed but the timeframe required would again exceed the mid 2013 requirement.

Despite these challenges, should Mississauga Council ask Peel to proceed, I will take the request to Regional Council and ask that it be considered along with other Regional program priorities.

We are currently exploring opportunities to leverage the Enersource billing application. We hope to conclude our due diligence in early 2013. It is our intention at that point to report back to council our findings and recommendations for next steps, including going to the marketplace should our due diligence suggest that Enersource is not a viable partner.

Given these requirements, a preliminary timing estimate of late 2015 or early 2016 for implementation can be made. This is assuming that system requirements will be identified and

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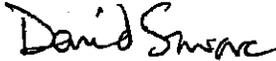
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system acquisition will be made in 2013 and early 2014 with implementation during 2014 and early 2015. As such, I would suggest that there may be some value to continue discussions to establish whether or not we should look at the feasibility of partnering in a new software acquisition, should the city not find other feasible options.

In closing, thank you for considering the Region of Peel as a partner in this exercise and although the timing and risk considerations did not allow for progress on this initiative at this time, I hope we can consider other joint projects in the future.

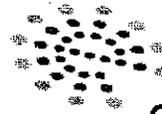
Yours truly,



David Szwarc
Chief Administrative Officer

Executive Office

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REPORT TO CITY COUNCIL – CITY OF MISSISSAUGA

FROM: Norman Wolff, EVP & CFO, Enersource Corporation
DATE: November 27, 2012
RE: Enersource Billing Solution for the Stormwater Financing Study

Purpose:

Enersource Corporation is providing this document to outline its billing system proposal to satisfy the stated requirements for the City of Mississauga (“the City”), as per its Stormwater Financing Study (“SFS”).

Background:

As stated in its SFS, the City is investigating the feasibility of a dedicated funding mechanism to finance its Stormwater Management program, through the implementation of a Stormwater Management Charge. The City would like to assess existing Stormwater billing solution through Enersource.

Synopsis:

Enersource’s billing program and procedures can be adapted to the needs of the City. Implementation would be in the form of a separate and distinct billing system in order to remove any regulatory, technical and procedural complexities. Back office support, including bill printing, mailing, customer service and cash receipts to be provided by the City’s staff and/or outside contractors. Branding will be under the full control of the City. The City has identified July 1, 2013 as the target date for issuing the first Stormwater Management Charge. Enersource believes that this date is at risk.

Analysis:

Enersource’s electricity billing system has the technical capability to address the billing requirements as outlined by the City, but at a significant implementation cost. The current technical structure and configurations have been designed and implemented to meet the complex requirements of current billing and collection regulations prescribed by legislation and regulations.

In order to implement the billing system solution, many, but not all, elements of Enersource’s electricity billing configurations can be leveraged into a separate and distinct billing system. This solution avoids extra and unnecessary programming effort and costs, which would be required to integrate a non-regulated charge on a highly regulated electricity bill. Please see Appendix A for a description of the regulatory, technical and procedural complexities of including the Stormwater Management Charge on Enersource’s electricity bill.

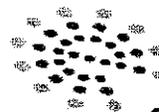
Additional implementation and operating cost synergies can be obtained if the Region of Peel elects to participate in the use of a new billing system.

Due to the lack of specific billing determinant information and processes, it is not possible to provide a cost estimate of this solution at this time.

Next Steps:

1. City Staff to finalize the billing determinant information and processes; and,
2. Enersource to prepare an estimate of the implementation and operating costs.

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enersource

APPENDIX A

Enersource's utility operations must comply with a significant amount of legislation and regulations. Customer billing and collection procedures are highly regulated, given the complexity of the billing requirements and customers' reliance on the supply of electricity. At the time of implementation, our billing system and related procedures were designed to comply with the legislative and regulatory requirements without the consideration of non-regulated charges.

This Appendix outlines a number of regulatory, technical and procedural complexities that will be encountered upon the consolidation of the Stormwater Management Charge on Enersource's electricity bill to customers. It is expected that overcoming these complexities will result in unnecessary costs to revise Enersource's electricity billing system programming and processes.

Regulatory Complexities:

- 1. Enersource's electricity bill presentation is regulated by the Ontario Energy Board (the "OEB") with significant influence from the Ontario Ministry of Energy (the "MoE").**

At present, electricity consumers in Mississauga receive a bill that is printed on legal size paper with both sides fully utilized. The information included on this bill is prescribed by the OEB and is designed to provide customers with extensive and relevant information regarding the electricity charges on the bill, as well as any messages required to provide further explanation regarding rate changes, consumption or energy conservation programs. The MoE requires specific customer messages regarding governmental programs (for example, Ontario Clean Energy Benefit, smart meters and time-of-use billing). In addition, Enersource has been participating in the Electricity Distributors Association Working Group on Bill Presentment. The MoE is actively considering a major bill presentment overhaul as early as December 2012. These anticipated changes would further complicate a potential inclusion of stormwater charges on an electricity bill.

With the full utilization of both sides of our bill, the addition of a separate billing section will require another full page resulting in additional costs. These additional costs would be passed on to the City.

- 2. Enersource's regulated collection procedures will be impacted by the addition of the Stormwater Management Charge.**

Arrears on a customer's account is determined if a bill amount remains outstanding for a specific amount of time. When a customer's account falls into arrears, our billing system immediately and automatically initiates a collection process that, if not fully paid, will ultimately result in the disconnection of that customer. Enersource's billing system does not distinguish between a regulated and a non-regulated charge.

If an amount of the Stormwater Management Charge remains outstanding on a customer bill when the electricity portion has been fully paid, that customer may end up being disconnected for non-payment of an unregulated charge, which is a violation of current regulations.

Technical Complexities:

- 1. Alignment of Enersource's customer billing premise information with City customer billing information.**

In order to place the Stormwater Management Charge on Enersource's utility bill, the electricity billing premise and stormwater charge premise must be identical. Otherwise, separate billings must be sent to account for the discrepancy (an example of this situation may arise from a landlord/tenant billing circumstance). Enersource presently has approximately 200,000 customers in its billing system, identified by individual premises. The customer database used to generate the stormwater billing information must be aligned with Enersource's customer database.

The alignment of Enersource's customer database and the City's stormwater customer database could take a considerable amount of time and generate significant implementation costs.

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2. Enersource's billing system was initially designed and implemented considering only the legislation, regulations and processes in effect at the time of implementation.

At the time of implementation of our customer billing system, non-regulated charges were not considered. In order to permit non-regulated charges within the regulated billing environment, Enersource would have needed to spend more money for the implementation. As such, the current configuration of our system focuses only on regulated billing charges.

In order to adapt the current regulated configuration to permit non-regulated charges, the regulatory based programming code would need to be re-written, which will result in significant and unnecessary costs. These costs would be passed on to the City.

Procedural Complexities:

1. Sharing of customer data may breach privacy laws.

Enersource is required to protect its customer data in compliance with established legislation. If the regulated and non-regulated charges are consolidated, City Staff and other stakeholders may be limited in their ability to view their own customer data due to the potential of access to Enersource's full customer data. Segregating the data for individual viewing will result in additional programming costs.

In order for City Staff to view their own customer data, additional programming costs would be required to segregate the customer information between electricity related information and Stormwater Management Charge information. These additional programming costs would be passed on to the City.

2. Customer payments would be required to be applied to electricity charges before the Stormwater Management Charges.

As mentioned earlier, a disconnect process is initiated for customers who do not pay their electricity bill within the established timelines. As such, any partial payment that is received from a customer would need to be applied to the electricity portion of a consolidated bill prior to any funds being applied to the outstanding Stormwater Management Charge, creating the potential for large amounts of outstanding stormwater charges.

The requirement for a cash application process favourable to Enersource may result in reduced cash flow for the City in collecting its Stormwater Management Charge.

3. Upfront customer service costs would be higher for the City and ongoing costs would be difficult to accurately allocate.

It is expected that the number of customer service representatives required to support the Stormwater Management Charge program would be less than the outsourced team the presently supports Enersource. In a consolidated bill model, Enersource's outsourced team would need training in order to appropriately support the stormwater charge, which would result in additional and unnecessary training.

Our cost allocation process for customer service is through call routing prior to obtaining contact with a live representative. Enersource receives a significant amount of calls from customers that simply state "their bill is too high". In the case of a consolidated bill, it will be difficult to appropriately allocate costs if the reason for the call is generated by the existence of the Stormwater Management Charge.

In the case of a consolidated bill, upfront customer service support training costs would be higher than required and ongoing customer call allocations may result in inequitable cost allocations between Enersource and the City.

This Report and Appendix is respectfully submitted.

**MISSISSAUGA ACCESSIBILITY
ADVISORY COMMITTEE
(REVISED)**

November 19, 2012

REVISED REPORT 4-2012

General Committee
DEC 05 2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

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

AAC-0028-2012

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

(AAC-0028-2012)

AAC-0029-2012

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

(AAC-0029-2012)

AAC-0030-2012

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

(AAC-0030-2012)

AAC-0031-2012

1. That the Draft Corporate Policy and Procedure: Accessibility, dated November 13, 2012, be received for information; and
2. That the Accessibility Advisory Committee supports the Draft Corporate Policy and Procedure: Accessibility; and
3. That staff review the ability for support persons to be admitted free of charge at Meadowvale Theatre and Mississauga Gold courses and report back to the Accessibility Advisory Committee with their findings.

(AAC-0031-2012)

AAC-0032-2012

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

(AAC-0032-2012)

AAC-0033-2012

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

(AAC-0033-2012)

AAC-0034-2012

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

(AAC-0034-2012)

AAC-0035-2012

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

(AAC-0035-2012)

AAC-0036-2012

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

(AAC-0036-2012)

AAC-0037-2012

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

(AAC-0037-2012)

AAC-0038-2012

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

(AAC-0038-2012)

AAC-0039-2012

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

(AAC-0039-2012)