Wednesday, May 18, 2016
9:30 a.m. – Regular Meeting

Closed Session (See Item 19) – Following Regular Business
(Under Section 239 of the Municipal Act, 2001)

Council Chambers – 4th Floor – City Hall

Members:
Regional Councillor G. Gibson – Wards 1 and 5 (Chair)
Regional Councillor E. Moore – Wards 1 and 5
(Vice-Chair, Service Brampton and Facilities)
Regional Councillor M. Palleschi – Wards 2 and 6
(Vice-Chair, Fire Services)
Regional Councillor M. Medeiros – Wards 3 and 4
Regional Councillor G. Miles – Wards 7 and 8
Regional Councillor J. Sprovieri – Wards 9 and 10
(Vice-Chair, Transit Services)
City Councillor D. Whillans – Wards 2 and 6
City Councillor J. Bowman – Wards 3 and 4
City Councillor P. Fortini – Wards 7 and 8
City Councillor G. Dhillon – Wards 9 and 10
(Vice-Chair, Recreation and Culture)

For inquiries about this agenda, or to make arrangements for accessibility accommodations for persons attending (some advance notice may be required), please contact:
Chandra Urquhart, Legislative Coordinator.
Phone: 905-874-2114 or TTY 905-874-2130 or cityclerksoffice@brampton.ca

Note: Some meeting information may also be available in alternate formats, upon request
Note: Please ensure all cell phones, mobile and other electronic devices are turned off or placed on non-audible mode during the meeting. Council Members are prohibited from sending text messages, e-mails and other electronic messaging during the meeting.

1. **Approval of Agenda**

2. **Declarations of Interest under the Municipal Conflict of Interest Act**

3. **Consent**
   * The following items listed with an asterisk (*) are considered to be routine and non-controversial by the Committee and will be approved at this time. There will be no separate discussion of any of these items unless a Committee Member requests it, in which case the item will not be consented to and will be considered in the normal sequence of the agenda.
   
   (10.4, 10.5)

4. **Announcements**

5. **Delegations**

5.1. Possible Delegations, re: **Surplus Declaration of Easement Rights over City Lands for Regional Municipality of Peel Water and Sewer Infrastructure – Ward 7.**

   See Item 10.2

   Note: Notice regarding this matter will be given on May 12, 2016.

6. **Staff Presentations**

6.1. Presentation by Dale Pyne, Manager, Facility Support Services, Public Services, re: **Energy Management.**

7. **Recreation and Culture**

7.1. Report from Bernice Morrison, Manager, Arts and Culture, Public Services, dated April 15, 1016, re: **Update on Transition of the Brampton Arts**
Council (BAC) Programming and Services to the Recreation and Culture Division, Public Services Department.

To be received

8. **Fire Services**

9. **Transit Services**

10. **Service Brampton and Facilities**

10.1. Report from Rhonda Tsingos, Director, Service Brampton, dated April 20, 2016, re: *City of Brampton 311 Joint Multi-Channel Review Update*.

To be received


See Item 5.1

*Recommendation*


*Recommendation*


*Recommendation*


To be received
11. **Minutes**

12. **Other/New Business**

13. **Referred Matters**

14. **Deferred Matters**

15. **Notices of Motion**

16. **Correspondence**

17. **Councillors’ Question Period**

18. **Public Question Period**
   15 Minute Limit (regarding any decision made at this meeting)

19. **Closed Session**
   
   Note: A separate package regarding this agenda item is distributed to Members of Council and senior staff only.

19.1. Report from Ann Pritchard, Manager, Realty Services, dated April 19, 2016, re: **Disposal of Surplus Easement Rights over City Lands for Regional Municipality of Peel Water and Sewer infrastructure** – Ward 7 – a proposed if pending acquisition or disposition of land by the municipality or local board

20. **Adjournment**
   
   Next Regular Meeting: Wednesday, June 1, 2016 – 9:30 a.m.
Energy Management – May 18, 2016

Presented by Dale Pyne, Manager, Facility Support Services
Facility Support Services

- Energy Management
- Accommodations Planning
- Outside Service Contracts
- Facility Support Services
Corporate Sustainability Initiatives

• Environmental Master Plan – approved May 28, 2014

• 2016-2018 Strategic Plan
  • Good Government
  • Move & Connect
  • Smart Growth
  • Strong Communities

• Conservation & Demand Management Plans ON Reg 397
  • July 1st Reporting
Elements of the Energy Program

• Tracking, Profiling & Performance
• Procurement of Electricity & Natural Gas
• Commissioning of Existing Buildings Programs & Audits
• Building Automation System (BAS) Management
• Project Business Cases and Justifications
• Capital Project Delivery
  • Retrofits (lighting)
  • Renewable Energy Projects
• Energy Management Training for Staff
• Measurement and Verification
• Rebates and Incentives
• Consulting
External Partnerships

- Partners in Project Green
- Mayors Megawatt Challenge
- Energy Advisory Committee – Association of Municipalities of Ontario
- Clean Air Council
- Hydro One Brampton – Presentations and workshops
- Enbridge
- Region of Peel
COB Utilities Consumption Profile
Year Ending December 2015
Cost Breakdown for 2015

- Electricity: $16,565,110.42 (82%)
- Gas: $2,710,988.57 (14%)
- Water & Sewage: $894,573.79 (4%)

Energy Consumption Breakdown for 2015

- Electricity: 100,205,312 ekWh (55%)
- Gas: 81,043,126 ekWh (45%)

Utility Rates

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<thead>
<tr>
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<td>Gas</td>
<td>$0.42/m³</td>
<td>$0.37/m³</td>
<td>$0.33/m³</td>
<td>$0.31/m³</td>
<td>$0.32/m³</td>
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<td>Electricity</td>
<td>$0.09/kWh</td>
<td>$0.12/kWh</td>
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<td>Water</td>
<td>$0.76/m³</td>
<td>$0.78/m³</td>
<td>$0.90/m³</td>
<td>$0.97/m³</td>
<td>$1.02/m³</td>
<td>$1.14/m³</td>
<td>$1.26/m³</td>
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<td>Sewer</td>
<td>$0.56/m³</td>
<td>$0.56/m³</td>
<td>$0.69/m³</td>
<td>$0.78/m³</td>
<td>$0.82/m³</td>
<td>$0.88/m³</td>
<td>$0.95/m³</td>
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</table>
Utility Cost

2015 vs. 2014
- Energy used increased by 1%
- Buildings area increased by 7% (West Tower, William Parkway Campus)
- 3% increase in street lights – New Subdivisions
- Rate Increase:
  - Electricity 14%
  - Gas 12%
  - Water 13%
Consumption and Emissions – 2010 to 2015

Energy Consumption (ekWh)

- 2010: 149,665,183
- 2011: 157,621,643
- 2012: 155,959,750
- 2013: 166,516,478
- 2014: 179,242,816
- 2015: 181,248,438

Greenhouse Gas Emissions (Mega Tonnes)

- 2010: 24.3
- 2011: 22.1
- 2012: 21.6
- 2013: 20.5
- 2014: 22.3
- 2015: 22.4
Water Consumption – 2010 to 2015

Water & Sewage Consumption (m³)

Water & Sewage Cost

Brampton
Grow Green
Utility Cost Projection for 2016

Projected 2016 Utility Cost: $22.4M (not including carbon tax).
2015 Achievements Highlights

- Energy saving of $708,000 resulted from our projects/retrofits/programs
- Accumulative savings of $5.0M since 2010
- Completion of LED Lighting Retrofit Phase in 6 arenas and Sandalwood Transit
- 2016 last phase will wrap up lighting projects in all arenas
- Anticipated additional saving of $1 M for 2016
2015 Achievements Highlights

- Completion of building envelope assessment and implementation of Citywide building envelope upgrade programs
- Fully implemented new utility database (for over 600 accounts)
- $103,000 of Incentives received/awarded for 2015 energy capital projects
2015 Achievements Highlights – Cont.

- Installation of Electric Vehicle stations at Flower City Community Campus 2, Civic Centre, Rose Theatre, City Hall
- $120,000 funding for the water rebate program
- $28,000 in revenue from the solar installations
- $26,000 recovered for utilities from tenants in City facilities
- Energy awareness training for staff
2015 Achievements Highlights – Cont.

- Upgrade pathway lighting to LED in 6 parks along with installation of Solar Powered LED lights in four parks/pathways
- Continuation of Retro-Commissioning program of City buildings
- Hire external consultants to review our energy procurement practice
- Continue to act as subject matter experts consultants for: Facilities Operation, Building Design & Construction, Accommodations Planning and Recreation
## Cost Savings Summary since 2009

<table>
<thead>
<tr>
<th>Year</th>
<th>No Cost/Low Cost Initiatives</th>
<th>Capital Project Saving</th>
<th>LAS Rebate - Gas Procurement</th>
<th>Cost Avoiding Billing Errors</th>
<th>Water Rebate</th>
<th>Incentive</th>
<th>Renewable Energy Generation</th>
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<tr>
<td>2009</td>
<td>$21,322</td>
<td>$51,600</td>
<td>$0</td>
<td>$9,833</td>
<td>$1,000</td>
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<td>2010</td>
<td>$112,742</td>
<td>$53,000</td>
<td>$708,400</td>
<td>$50,823</td>
<td>$55,000</td>
<td>$0</td>
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<td>2011</td>
<td>$260,782</td>
<td>$53,000</td>
<td>$6,200</td>
<td>$73,186</td>
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<td>2012</td>
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<td>$326,540</td>
<td>$63,800</td>
<td>$22,600</td>
<td>$105,413</td>
<td>$102,400</td>
<td>$62</td>
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<td>2013</td>
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<td>$394,174</td>
<td>$60,000</td>
<td>$0</td>
<td>$92,694</td>
<td>$12,200</td>
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<td>2014</td>
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<td>$481,857</td>
<td>$67,968</td>
<td>$0</td>
<td>$116,695</td>
<td>$23,376</td>
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<td>2015</td>
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<td>$786,446</td>
<td>Awaiting</td>
<td>$0</td>
<td>$120,238</td>
<td>$103,000</td>
<td>$28,483</td>
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<td>2016 Q1*</td>
<td>$6,826</td>
<td>$249,600</td>
<td>Awaiting</td>
<td>$0</td>
<td>$3,407</td>
<td>$190,000</td>
<td>$5,449</td>
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<td>Total</td>
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<td>$2,633,464</td>
<td>$349,368</td>
<td>$737,200</td>
<td>$572,289</td>
<td>$568,600</td>
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<td>Grand Total</td>
<td></td>
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<td>$5,027,555</td>
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EVOC – Electric Vehicles Chargers Ontario

- December 8, 2015, The Province announced that it is investing $20 million from Ontario's Green Investment Fund to build nearly 500 electric vehicle (EV) charging stations at over 250 locations in Ontario by the end of 2017.
- On February 12th, 2016, Energy Management submitted an application to construct four level 2 charging stations at the Soccer Centre costing $90K (100% cost of construction).
- On April 28th, the Province approved our project along with 26 others (Public & Private sector) out of a total of 200 plus applicants.
Sheridan College District Energy Project

- Opportunity to connect South Fletchers to the campus district heating loop first initiated in 2015
- Presentation and motion tabled at the April 20th, 2016 Community & Public Services Committee to permit city staff to undertake due diligence and report back to Committee
- Letter exchanged with Sheridan College to confirm the city’s interest to continue discussions, feasibility and financial impacts
- Anticipate a 2017 capital submission for funding
Date: 2016-04-15

Subject: Update on Transition of Programming and Services of the Brampton Arts Council (BAC) to the Recreation and Culture Division, Public Services Department

Contact: Bernice Morrison, Manager, Arts and Culture, Public Services 905.874.3542

Recommendations:

1. That the report from Bernice Morrison, Manager, Arts and Culture, Recreation and Culture Division, dated April 15, 2016 to the Community and Public Services Committee meeting of May 18, 2016 re: Update on Transition of Brampton Arts Council (BAC) Programming and Services to the Recreation and Culture Division, Public Services Department, be received.

Overview:

- The Public Services Department is committed to collaborating with the arts community and key external partners such as the Brampton Library and PAMA in partnership with other City departments to effectively transition and appropriately align programs and services. This is being achieved through managing and where possible minimizing impacts to the arts community of the closure of the Brampton Arts Council while monitoring financial implications to the City of Brampton.

- Staff will continue to collaborate with other City departments involved with the arts community. Staff will have regard for the City’s strategic plan and be mindful of the implications of the outcomes of major initiatives including the Arts Panel, the creation of the Arts and Culture Strategy and the development of the Central Area Master Plan.

- The Recreation and Culture Division continues to make progress in the transition of certain programs and services previously delivered by the former BAC. Outcomes to date have been constructive and positive.

- Division staff is monitoring and assessing the resource and financial impacts on the Division of the new lines of business being assumed related to the closure of the BAC. Financial and resource considerations will be included in the City’s 2017 budget process.
Background:

At the July 8, 2015 Council meeting, staff presented a report entitled: Close out of the Brampton Arts Council (BAC); Transition of the Brampton Arts Council Programming and Services to the Recreation and Culture Division, Public Services Department. The report was received and Council directed staff to support the arts community as recommended until an Arts and Culture Strategy can be completed.

Staff was also directed to continue assessing the impacts of the closure and to support the arts community by integrating a number of programs and services previously delivered by the BAC into the Division business. This is being accomplished through a pragmatic and phased approach.

Current Situation:

The Recreation and Culture Division continues to work with the arts community to strengthen the relationship and provide support where appropriate and to integrate programs and services. Progress in a number of areas has occurred since July 2015. Efforts have focused on relationship building, outreach and dialogue with the arts community.

One key concern expressed by former BAC members during meetings with staff last summer and fall was the ongoing need to strategically communicate and collaborate within the community, with the City and with the broader community. They asked that mechanisms be put in place to facilitate ongoing communication. They also asked that their works continue to be promoted broadly. Progress to date is as follows:

Administration and Operations:

- **Arts and Culture Affiliation Policy:** Staff is drafting an Arts and Culture Group Affiliation Policy based on the interests of the arts community that is consistent with related City policies and with the Sport Affiliation Policy. A report on the Arts and Culture Affiliation Policy is currently scheduled for the Community and Public Services Committee in Q3-2016.

- **Office Equipment and Intellectual Property:** The former BAC space (24a Alexander Street) was officially vacated at the end of June 2015. Upon inspection of the premises by Faculty Services and Recreation and Culture staff, no intellectual property was found. Some office equipment was left behind such as empty filing cabinets, a few desks and telephones. Some very dated technical equipment was found in the basement. Facility Services is assessing whether the HVAC system can be repurposed. Staff continues to pursue legal advice regarding other close-out details including disposition of intellectual property and other sensitive materials.

- **Rental Rates and Leases:** Leases and licences for current arts groups renting City property have been renewed. The community rate for facility rentals
remains consistent with the 2015 rates. Leases/Licences for tenants at 115 Orenda and 74 Main Street North (Beaux Arts) have been reviewed and renewed as appropriate. Independent “key access” has been granted on a pilot basis for six months to facilitate access by groups to their spaces. This will be reviewed after the pilot period to determine the feasibility of continuing this practice.

- **Grant Program:** The former BAC Community Art Grant Program (CAP) of $30,000 that funded individual artists and groups was discontinued in 2015 by the BAC. Community groups are eligible for funding under the City’s Community Grant-Making Program and a number of artists and groups have attended grant application process information sessions and have availed themselves of that program. Arts and Culture staff continues to support and work closely with interested parties on the application process.

- **Insurance:**
  - In consultation with the City’s Risk Management and Insurance team it was determined that insurance coverage would cease for groups formerly receiving coverage through the City as a member of the BAC under the following conditions: where a group carries its own insurance; or where a group does not require insurance; or where a group does not meet the current criteria for coverage under any existing City affiliation policy. Where a group was receiving coverage under any of these conditions coverage was terminated as of December 31, 2015.
  - Insurance coverage under the draft Arts and Culture Group Affiliation Policy will continue until December 31, 2016 for groups that qualify for affiliate status and do not carry their own insurance. Eligibility for affiliate status is consistent with other City affiliation policies.

**Programs and Services**

The following is an update on programs and services where noteworthy progress is being made:

**Public Art Program:**

- City staff previously managed the Public Art Program providing coordination, administration and program implementation. The City partnered with the BAC on the Public Art Task Force. Staff has now assumed full responsibility for the entire program.

- Work has been completed on revisions to the Public Art Policy and Program and recommendations will be included in a report to Community and Public Services Committee in Q2-2016. The report will also include recommendations on an, evaluation process and on projects previously approved by the former Council.
Artists Marketplace (formerly “Art in the Open”):

- Staff has assumed responsibility for the former BAC program “Art in the Open” now re-named - “Artists’ Marketplace”. This program is part of the Farmers’ Markets in downtown Brampton (14 booths) and at Mount Pleasant (6 booths).

- Applications are available through an on-line process. Marketing and promotion of this opportunity has been communicated via direct email, social media, COB website, and Brampton Guardian with a deadline of April 30, 2016.

Strengthening Relationships and Community Development

During the summer and fall of 2015 staff met with the former BAC members to strengthen the City’s relationship within the arts community, identify trends and issues from the community’s perspective, and to offer support where appropriate based on available resources. These discussions yielded ideas on potential opportunities to collaborate and work more strategically with the arts community. Two key themes emerged from the initial dialogue. These are outlined below.

Collaborate, Network and Communicate

In support of this activity, workings with the arts community staff have achieved the following:

- Established a more direct and ongoing relationship with the board of directors of Beaux-Arts;

- Established a bi-monthly “Creative Exchange” networking forum to foster collaboration and inspire ideas within the arts community and between the community and the City. The first meeting was held on Friday, February 12, 2016. There were approximately 45 people in attendance with both individual artists and arts group members represented. The Creative Exchange was positively received and feedback from attendees has been favourable. A second meeting was held on April 20 with the same number of participants. The next networking forum is June 21, 2016 at the Rose Theatre.

- Launched a pilot e-newsletter also called the Creative Exchange. Artists and artisans can submit events and “good news” items. The newsletter also includes information about the City’s arts and culture programs and those of key partners like PAMA and the Brampton Library. This e-newsletter is being distributed to former BAC membership as well as to other members of the broader Brampton community. Previously, the arts community relied on the former BAC’s “News Flash” provided to its members.

- Networking more purposefully at local arts and cultural events to create connections with a broader range of arts and culture organizations.
Marketing and Promotion Opportunities:

Staff has taken the following steps to support artists and arts groups to promote their activities:

- Promotion of activities on Garden Square’s LED Program Screen during the “Community Connections” segment
- Promotion of shows, events and good news featured in the monthly Creative Exchange e-newsletter to Brampton residents and other arts groups.
- Display of professional rack cards for upcoming events by arts groups in the tourism kiosk at City Hall.
- Promotion of affiliated arts groups at the tourism kiosk at City Hall
- Continue to distribute show and event posters through the City’s internal mail system to all recreation facilities for arts groups eligible for affiliation
- Continue to display arts groups and artist flyers and brochures in the Rose Theatre parking lobby and at the Arts and Culture tent at the Downtown Farmers’ Market. Plans are underway to expand this program to the Mount Pleasant Market this spring.
- Continue to provide opportunities to local artists to perform in Garden Square during the City’s movie nights.
- Continue to provide opportunities to local groups to promote their shows and sell tickets directly through the Rose Theatre box office.

Award Programs

The BAC award programs and ceremonies included: the Brampton Arts Person of the Year Award; the Leon Argamasilla Bacardi Award for Excellence; the Harry Dale Literary Award, and the Bravo Awards.

Former BAC awards programs and ceremonies are being reviewed to determine the potential value of and best approach should the City wish to continue to offer some or all of these awards programs. Consideration is being given to the cost-benefit and value of establishing one Arts and Culture award program. The assessment will include the potential for alignment with other existing City award programs.

Corporate Implications:

Staff will continue to collaborate with other City departments involved with the arts community. Staff will have regard for the City’s strategic plan and be mindful of the implications of the outcomes of major initiatives including the Arts Panel, the creation of the Arts and Culture Strategy and the development of the Central Area Master Plan.

Financial Implications:

The Recreation and Culture Division will continue to advance the work as outlined in the July 8, 2015 report to the Community and Public Services Committee and approved by Council. This will be undertaken while assessing and monitoring
resource impacts of assuming these additional responsibilities over 2015 and 2016. Assessment of the financial impacts of the overall experience will be included for consideration through the 2017 budget process.

**Strategic Plan:**

This report achieves the City’s Strategic Plan priority of Strong Communities:
- Celebrate citizens and create partnerships through arts, culture and social interaction.
- Create connected spaces in the heart of the city for people to live, work and play.
- Support diversity and enable wellness through health and recreation.

**Conclusion:**

The Recreation and Culture Division continues to make progress in the transition of certain programs and services previously delivered by the former BAC. Outcomes to date have been constructive and positive.

The Public Services Department is committed to collaborating with the arts community and key external partners such as the Brampton Library and PAMA in partnership with other City departments to effectively transition and appropriately align programs and services. This is being achieved through managing and where possible minimizing impacts to the arts community of the closure of the Brampton Arts Council while monitoring financial implications to the City of Brampton.

Original approved by: Bernice Morrison, Manager, Arts and Culture

Original approved by: Donna-Lynn Rosa, Director, Recreation and Culture

Report authored by: Bernice Morrison, Manager, Arts and Culture
Date: 2016-04-20

Subject: City of Brampton 311 Joint Multi-Channel Review Update

Contact: Rhonda Tsingos
Director, Service Brampton
905.494.6190

Recommendations:

Whereas this report provides Council with an update on the 311 Joint Multi-Channel Review and next steps;

- Therefore be it resolved that the report from Rhonda Tsingos, Director, Service Brampton, Public Services Department, dated April 27, 2016, to the Community and Public Services Committee of Council Meeting of May 18, 2016, re: City of Brampton 311 Joint Multi-Channel Review Update, be received.

Overview:

- As directed by Regional Council (Resolution RCB-2015-20), a 311 Joint Multi-Channel Review was conducted in 2015 by a consulting firm, in collaboration with staff from the Region of Peel and three area municipalities.

- A number of differences across the four municipalities were identified that would impact the feasibility of recommending consolidation of the existing call centres as a cost savings. However, a number of achievable opportunities were identified, including digital self-service for service improvement and savings as the lowest cost service channel, and channel of preference for many residents.

- This aligns with the City of Brampton’s Customer Service Strategy which includes progressively introducing online and other customer service enhancements services for residents, and implementing the first phase of a full-circle online customer service request solution.

- Other opportunities identified that would further simplify customer service access for citizens include consolidating more City of Brampton lines of business toward 311 (phone, email and web/online), and expanding efforts to promote 311.

- More details and plans for implementation of the achievable opportunities identified will be included in a City of Brampton Customer Service Strategy Update to Council at an upcoming Community and Public Services Committee Meeting.
Background:

In 2008, the Region of Peel, City of Brampton, City of Mississauga, and Town of Caledon collaborated on a consistent operating model for 311 (an abbreviated telephone number to simplify non-emergency access to municipal government) within Peel. In 2009, the Cities of Brampton and Mississauga coordinated with the Region to introduce the 311 telephone service using that model, still in place today. The 311 service has not been introduced in Caledon, but the Town works in partnership with the Region and Cities to coordinate customer service needs.

To ensure 311 runs smoothly, the four municipalities have continued to work collaboratively over the years to review the service and any future impacts to service.

In 2015, Regional Council approved a motion that, “each municipality be requested to complete a joint review of the 3-1-1 multi-channel (e.g. phone, web, mobile) service delivery experience, with a view to identify if there may be cost efficiencies if the 3-1-1 call centres were consolidated”.

This report is to provide Council with a City of Brampton update on the 311 Joint Multi-Channel Review and next steps.

Current Situation:

In 2015, the four municipalities participated in a review conducted by a consulting firm. Municipal service data was gathered and reviewed against leading practices in the private and public sectors. The review identified a number of differences across the four municipalities that would impact the feasibility of recommending consolidation of the call centres as a cost savings. However, a number of opportunities were identified as achievable to improve customer service and continue moving the municipalities closer to some of the leading practices.

Digital self-service was identified as the best opportunity for service improvement and savings, as it is the lowest cost service channel, and channel of preference for many residents. While the individual municipalities are moving toward digital self-service, each has a different service focus, digital maturity/state of readiness, operating and staffing models, infrastructure, investment strategy and data standard.

Therefore, the municipalities agreed to continue: focusing on resolving 311 inquiries at first point of contact across existing channels (phone, email, web/online, mobile app), exploring other digital opportunities, such as online agent chat or other social media, and meeting regularly to seize opportunities to partner more effectively, as occurred recently with Region-wide waste and recycling collection program changes. In addition, each municipality may advance several identified opportunities within their own organization.

For review details, please see the April 28, 2016 Regional Council Meeting Information Report entitled ‘Update on 311 Joint Multi-Channel Review’, attached as Appendix 1.
Opportunities for City of Brampton 311 and Other Customer Service Enhancements

Today, the 24x7 Corporate Contact Centre partners with City departments to manage calls for over 30 different telephone number and email box lines of business, in addition to 311. For example, a total of 386,141 calls were received by the City’s Corporate Contact Centre in 2015. 68,321 of those calls (17.6% of the total) were received through 311.

Since 311’s introduction in 2009, citizen service access needs have developed beyond the intent of the original abbreviated telephone number. In 2013, Brampton’s 311 Service expanded online with a 311 Contact Us webpage (http://www.brampton.ca) and email address (mailto:311@brampton.ca). Both channels proved invaluable during the 2013 Ice Storm, and since then, continue to aid in decreasing/diverting Corporate Contact Centre call volumes.

The 311 Joint Multi-Channel Review identified opportunities that align with the City of Brampton’s Customer Service Strategy priorities, several of which are already in progress. For example: progressively introducing online and other customer service enhancements services for residents, and implementing the first phase of a full-circle online customer service request solution. This is infrastructure currently being built to support the desired simplified service experience for citizens, as well as City department employees across all service and program delivery areas.

Other opportunities identified for Brampton include: continuing to build on integrated service successes, consolidating more City lines of business toward 311 (phone, email and web/online), and expanding efforts to promote 311. More details and plans for implementation will be included in a City of Brampton Customer Service Strategy Update to Council at an upcoming Community and Public Services Committee Meeting.

Corporate Implications:

The continued success of 311 in Brampton relies on the existing strong partnerships and service commitments of City-wide service and program delivery areas.

Strategic Plan:

This report aligns with City’s Strategic Plan Good Government priority. Specifically, 311 strengthens the City’s Customer Service Strategy by providing citizens with convenient 24x7 phone, email and online access to City services.
Conclusion:

The 311 Joint Multi-Channel Review identified a number of opportunities for the City of Brampton that align with Council’s Customer Service Strategy commitment to deliver positive results for Brampton residents. Plans for implementation of these will be included in a Customer Service Strategy Update that will be brought to an upcoming City of Brampton Community and Public Services Committee Meeting.

Original approved by:    Original approved by:

________________________________         _______________________________
Rhonda Tsingos          Julian Patteson
Director, Service Brampton   Chief Public Services Officer

Attachments:

Appendix 1:  April 28/16 Regional Council Meeting Information Report entitled ‘Update on 311 Joint Multi-Channel Review’
OBJECTIVE

To provide an update of the 311 joint municipal multi-channel review conducted in 2015 and to provide information on the next steps.

REPORT HIGHLIGHTS

- The Region of Peel (Region) works in partnership with the Cities of Brampton and Mississauga to coordinate the operation of 311 multi-channel services and Town of Caledon with its multi-channel service.
- At the February 12, 2015, Regional Council Budget meeting, a Council resolution was adapted for staff to work in partnership with the three local municipalities to assess if there are cost saving opportunities in our service delivery models.
- The four municipalities oversaw the collaborative review that was conducted by a consulting firm using municipal service data reviewed against leading service delivery practices from the private and public sector.
- The consultant identified and reviewed potential opportunities which staff validated against criteria such as outcomes, cost, impact and degree of difficulty criteria.
- Digital self-service provides the best opportunity for service improvement and savings as this is the lowest cost service channel and channel of preference for many residents.
- Each municipality is moving towards digital self-service but each has a different service focus, digital maturity, operational and staffing model, infrastructure, investment strategy and data standard.
- The Region will continue its investments and focus on digital self-service for residents as well as implement service channel efficiencies to manage its operating costs.
- The Region and local municipalities will continue to identify and advance service improvements and efficiencies such as the City of Mississauga contracting the Region to take storm water billing calls, 311 municipal coordination for the roll-out of the bi-weekly waste initiative, etc.
1. Background

At the February 19, 2015 Regional Council Budget meeting, Resolution RCB-2015-20 was adopted stating that each municipality be requested to complete a joint review of the 3-1-1 multi-channel (e.g. phone, web, mobile) service delivery experience, with a view to identify if there may be cost efficiencies if the 3-1-1 call centres were consolidated.

The 311 telephone service was established in 2009 in the Cities of Mississauga and Brampton (Cities). 311 is an abbreviated telephone number (regulated by the Canadian Radio-Television and Telecommunications Commission) that provides a single point of contact for citizens to request non-emergency local government service, complete a transaction or receive general municipal information. The Cities through their respective Corporate Contact Centre (CCC’s) coordinate with the Region to provide:

- Automated attendant to direct callers to Regional services or stay on the line for municipal services;
- Live answer at Region or Cities with a standard queue;
- Live person transfers of callers between city and Regional government who may have selected the wrong queue;
- Common information to resolve some inquiries instead of transferring calls;
- Consistent standards for service levels; and,
- Resolution of as many calls as possible upfront.

311 is not accessible in the Town of Caledon, although the Town works in partnership with the Region and other municipalities to coordinate service across all their channels.

For 311 to run smoothly, the Region, Cities and the Town work collaboratively to regularly review the service and any future impacts to service. In 2014, the Region took 984,436 calls of which 27,279 (2.8 per cent of total calls) came via 311.

a) Methodology

A project team with representatives from the four municipalities was convened to develop and sign-off on the scope and overall project plan for examining 311 and non-311 multi-channel service delivery. A consulting firm was engaged to conduct the joint review and assist in identifying opportunities for cost efficiencies for the Region and/or three local municipalities. The review was conducted between June to December, 2015 and included:

1. a review of leading public and private sector service delivery practices;
2. two site visits at each municipality;
3. side-by-side sit-in’s with customer service staff;
4. interviews and meetings with sponsors and senior management of the CCC environments;
5. data collection of key performance (using full year 2014 data), operating statistics and several discussions related to operating practices;

6. Evaluation of opportunities against a number of factors:
   i. Improvements to Customer Service,
ii. Efficiency/Cost Reduction,
iii. Meeting Future Demand,
iv. Impact,
v. Degree of Difficulty to Implement,
vi. Investment Cost; and,

7. High, Medium and Low (against defined criteria) ratings for each opportunity reviewed and validated by the project team.

2. Findings

a) Service Delivery Trends

Research was conducted into trends and leading practices related to public and private sector multi-channel service delivery operations in North America (e.g. Boston, Miami-Dade, Toronto, San Francisco, Minneapolis, Vancouver, etc.). The research highlighted a number of leading practices and metrics that can be used as a point of comparison.

As seen across all sectors, there is a strong focus on digital self-service. Most citizens prefer to transact self-service via their computer or mobile device. Organizations are also focused on self-service because of its impact on the bottom-line. A recent UK Government Efficiency Report (published in 2013) noted that digital self-service is:

- 20 times less expensive than the telephone,
- 30 times less than mail, and
- 50 times less than in-person service.

Leading practices demonstrate that underlying effective service delivery across all channels is:

i) Improved accessibility, including:
   - Consistent service and quality through multiple channels; and
   - Enhanced self-serve applications, thereby staying in tune to changing citizen needs.

ii) Providing consistency of approach, by providing:
   - Accurate and complete answers and service; and
   - The confidence that “the service will be done”.

iii) A ‘No Wrong Door’ service approach established through having:
   - Fewer transfers;
   - Reduced phone numbers (less confusion for the citizen); and
   - Bundling of services together where it makes sense to the citizen.

Leading practices are doing this, while at the same time actively and aggressively migrating citizens to the lower cost digital self-serve channels, where interaction with the customer service representative is no longer required, or desired.

b) Municipal Findings

There are a number of differences identified across municipalities, including:
- Channels that come under the responsibility of each CCC;
- Services (departmental/business unit representation) delivered through the CCC;
- Technology and infrastructure to support the CCC;
Performance tracking;
Digital strategy (focus on self-service and supporting citizens to use the digital channels);
Service delivery priorities and focus locals; and
The Town of Caledon does not operate a 311 environment nor a CCC.

**c) Opportunities Identified**

Based on the review of municipal data and leading practice insights, opportunities to improve the operations include;

1) Improving operational efficiencies related to staffing models, ratios; and
2) Scheduling practices;
3) Increasing participation of departments/programs (i.e. resolve more contacts through the CCC's rather than requiring subject matter experts to answer);
4) Adopting a common services approach to support services;
5) Considering common consolidated counters; and
6) Adopting a common/shared 'Emergency Back-up' operation.
7) Investigate a number of locals where a co-operative and common integrated approach is required as it relates to digital strategy, including self-service/online applications;
8) Multi-channel integration;
9) Telephony and technology platform; and
10) Contact Centre 'common services' activities and standards.

**3. Next Steps**

To move forward in 2016, of the 10 opportunities identified above, the project team focused on advancing on the following achievable items, prioritized based on low degree of difficulty and investment. The impact and improvement to customer service will continue to move the municipalities closer to some of the leading practices.

Consensus was made in the following locals:

**a) Continue to Focus on General Information Calls**

There are opportunities for the municipalities to improve informational contacts that cross municipal boundaries. Although the number of 311 calls coming to the Region is relatively small (approximately 3 per cent), instead of redirecting calls, the municipalities are striving to provide residents with general information related to the service outside of respective jurisdictions. This can be done formally – such as through the legal agreement between the Region of Peel and City of Mississauga where the Region resolves and tracks telephone inquiries related to the new City storm water program. Through cross-training of staff, coordinating messaging and tracking calls, the goal is to provide consistent service regardless of whether residents contact the Region which produces the quarterly water bill or the City that manages the program. On a less formal basis, the Region's roll-out of the cart program required sharing of messaging and regular check-ins with the local municipalities to understand volumes and concerns. Increasingly when service changes impact large numbers of residents, the Region and
local municipalities are striving to coordinate and collaborate to each resolve informational calls prior to transferring to each other.

b) Continue to Partner for Operational and Strategic Service Opportunities

Operationally, the municipalities will explore opportunities to leverage innovations that are underway in each municipality. This could include new programs that manage quality across all the channels, piloting new channels like online chat, using social media for service delivery, launching new service focused mobile applications or developing online services with broad reach and high use. Through learning from each other, municipalities can understand what innovations have traction with residents and better understand the risks, costs and benefits. On a broader scale, there is an opportunity to review the inventory of services for each municipality to understand which services touch local municipalities and the Region with a view to continue to improve coordination across all channels.

c) Meet Quarterly for Operational Service Delivery and Twice Annual for Strategic Service Delivery Discussions

In 2016, the project team members will meet throughout the year to continue to review these and other opportunities to improve service and find efficiencies.

4. The Region's Service Priorities

Based on the review and data, there are also opportunities that each municipality may advance on their own. The Region will focus on these opportunities:

a) Drive Improvement through Every Contact

The Region will continue to identify and drive efficiencies in the Regional CCC to do more with less while monitoring service levels. Although the Region’s call volumes and time to handle calls have increased significantly over the last five years (e.g. 55 per cent increase in the length of calls due to complexity of program information conveyed, increased number of transactions done over the telephone and required logging of information to complete the transaction), management have improved scheduling, training, technology and implemented a flexible staffing model to keep a good call experience. Other opportunities to improve efficiency such as developing strategies to reduce the increased call handle times are being investigated.

In addition to finding further efficiencies for telephone service, the Region will also look for efficiencies at its in-person counters. As in-person service is a much higher cost than telephone or digital, the Region will be reviewing the requirement for having multiple Regional counters in the same location. An analysis will examine use and any impacts to adjusting the current service delivery model.

b) Focus on Self-Service within and across the Municipalities

The Region is focused on providing more self-service options for citizens for highly used services which have only telephone and in-person options (e.g. the top drivers of service are Waste, Water Billing, TransHelp, Housing, Immunization, etc.). The October 30, 2015 Regional Council report, Region of Peel Digital Strategy – 2015/Q4 Status Update,
provided an update on the Waste self-service outcomes (92 per cent self-service usage for waste cart selection) and cost avoidance ($1.9 Million in avoided costs through self-service options). This type of innovation will continue as the Region's Digital Strategy continues to be implemented.

c) Adopt a Common Service Approach to Contact Centre Activities and Standards

The Region is implementing a common data and technology platform across the organization to allow for faster speed to market and greater efficiencies overall from leasing vs. buying and having fewer solutions and data-sets to manage (presented in February 12, 2015 Region of Peel Digital Strategy Regional Council report).

CONCLUSION

The Region of Peel continues to work in partnership with the Cities of Brampton and Mississauga to coordinate the operation of 311 multi-channel services and Town of Caledon with its multi-channel service. A thorough service delivery review was done with representatives from the Region, three local municipalities and a third-party consultant. The review uncovered ten opportunities of which several are achievable in 2016 based on the low degree of difficulty and investment cost. This includes the City of Mississauga contracting the Region to take storm water billing calls and 311 municipal coordination for the roll-out of the bi-weekly waste initiative. The impact and improvement to customer service is modest, but the partnership activities will continue to move the municipalities closer to some of the leading practices. The Region will continue to focus its efforts and investments on digital self-service for residents as well as implement its own service channel efficiencies to manage operating costs.

Gilbert Sabat, Commissioner of Service Innovation, Information and Technology

Approved for Submission:

D. Szwarc, Chief Administrative Officer

For further information regarding this report, please contact Karla Hale, Director, Service Innovation at ext: 4998 or at Karla.hale@peelregion.ca

Authored By: Glenn Brunetti
Date: 2016-03-24

Subject: Surplus Declaration of Easement Rights over City Lands for Regional Municipality of Peel Water and Sewer infrastructure, Ward 7.

Contact: Ann Pritchard, Manager Realty Services. 905 874 2131.

Recommendations:

1. THAT the report from Ann Pritchard, Manager, Realty Services, dated March 24, 2016, to the Community and Public Services Committee Meeting of May 18, 2016, titled Recommendation Report: Surplus Declaration of Easement Rights over City Lands for Regional Municipality of Peel Water and Sewer infrastructure, Ward 7 be received; and,

2. THAT a by-law be passed to declare surplus to the City’s requirements permanent easement interests over portions of City-owned properties currently encumbered by Regional Municipality of Peel water and sewer infrastructure so that permanent easement rights can be conveyed to the Regional Municipality of Peel, said portions of City-owned properties described in Appendix A.

Overview:

- Several years ago, the Regional Municipality of Peel (“the Region”) installed sanitary water and sewer infrastructure on certain City owned properties.

- At the time of installation, no permanent easement rights were conveyed to the Region for their infrastructure and the Region has now requested that the City convey permanent easement rights (the “Easement Rights”) to them.

- In order to convey the Easement Rights, the easement interest (the “Easement Interest”) must first be declared surplus to the City’s requirements.

- This report recommends that the Easement Interest be declared surplus to the City’s requirements.

- Public notice of the City’s intention to declare the Easement Interest surplus to the City’s requirements has been given in accordance with the City’s Procedure By-law.
Background:

Several years ago, the Region installed sanitary and water infrastructure within parts of several City owned properties, including parks and open space parcels and walkways in the area from the southeast corner of Bovaird Drive and Dixie Road southwards to the northeast corner of Orenda Road and Dixie Road. With one exception, the infrastructure is located within undevelopable areas of the City lands and, as such, has minimal or no impact on the usability of the City property for passive open space or walkway purposes, as the case may be. In one instance, the infrastructure crosses an open space, tableland parcel.

There are no permanent easements registered in favour of the Region in connection with the infrastructure. The Region is now requesting that the City convey the easement rights, and has obtained surveys to designate the required easement areas on reference plans, as shown in Appendix A.

Current Situation:

For the purposes of the operation, maintenance, repair and replacement of the installed infrastructure, it is necessary for the City to convey easement rights to the Region. Prior to the conveyance, the easement rights must be declared surplus to the City’s requirements. Stakeholder staff is supportive of the surplus declaration.

Public notice of intent to declare surplus the Subject Parcels, has been made in accordance with the City’s procedure by-law.

Corporate Implications:

Financial Implications:

There are no financial implications in connection with the recommendations of this report.

Planning and Infrastructure Services: is in agreement with the proposal to declare surplus to the City’s requirement, permanent easement rights for the Region’s infrastructure over those easement areas designated by reference plans and registered plans, as illustrated in Appendix A.

Corporate Services – Legal Services: has reviewed and approved the by-law to authorize the surplus declaration of the requisite easement rights.

Strategic Plan:

The recommendations of this report support the Corporate Strategy of Good Government, specifically the goal to “Practice proactive, effective and responsible...”
management of municipal assets”, in this case, through surplus declaration of easement rights.

**Conclusion:**

It is in the best interest of the City to declare surplus to the requirements of the municipality, permanent easement rights within the easement areas depicted in Appendix A. Surplus declaration will enable the City to subsequently convey the permanent easement rights to the Regional Municipality of Peel for sanitary and water infrastructure.

Original approved by:

Ann Pritchard, Manager,
Realty Services

Al Meneses, Executive Director, Facility Services

**Appendices:**

Appendix “A” – Illustrations of the Easement Areas

Report authored by: Kristine Thususka, Real Estate Coordinator

**Attachments:**

Appendix A
Illustration of Reference Plan 43R-36556
To depict Parts 1 and 2 as easement areas
(depicted in bold outline)
Appendix A-2

Illustration of Reference Plan 43R-36542
To depict Parts 1 and 2 as easement areas
(depicted in bold outline)
Appendix A-3
Illustration of Reference Plan 43R- 36504
To depict Parts 1, 2 and 3 as easement areas
(deprecated in bold outline)
Appendix A 4
Illustration of Reference Plan 43R-36520
To depict Parts 3 and 4 as easement areas
(depicted in bold outline)
Appendix A-5

Illustration of Reference Plan 43R-36518
To depict Parts 1, 2, 6, 7, 8 and 9 as easement areas
(depicted in bold outline)
Appendix A-6

Illustration of Reference Plan 43R-36518
To depict Parts 3, 4 and 5 as easement areas
(deprecated in bold outline)
Appendix A-7
Illustration of Reference Plan 43R-36558
To depict Parts 1, 2, 3, 9 and 10 as easement areas
(deprecated in bold outline)
Appendix A-8

Illustration of Reference Plan 43R-36558
To depict Parts 4, 5, 6, 7 and 8 as easement areas
(depicted in bold outline)
Appendix A-9

Illustration of Registered Plan 43M-488
To depict Block 70 as easement areas
(depicted in bold outline)
Appendix A-10
Illustration of Plan M-74
To depict Block E as easement areas
(depicted in bold outline)
Appendix A-11
Illustration of Plan M-39
To depict Blocks G, H, I as easement areas
(depicted in bold outline)
Appendix A-12
Illustration of Plan M-71
To depict Block E as easement areas

(depicted in bold outline)
Date: 2016-04-21

Subject: Granting of Utility Easements within Garden Square, Ward 1

Contact: Ann Pritchard, Manager of Realty Services, 905.874.2131, ann.pritchard@brampton.ca

Recommendations:

Whereas the City is authorized to enter into easement agreements with owners of utility installations that existed within Garden Square as of 2007 pursuant to By-law 26-2005 and By-law 343-2007;

Whereas the conveyance of the easement rights is to restore the rights the Installation Owner’s previously enjoyed when their Installations were within public rights of way;

Therefore be it resolved:

1. That the report from Ann Pritchard, Manager, Realty Services, Public Services, dated April 21, 2016, to the Community and Public Services Committee meeting of May 18, 2016, re: Recommendation Report: Granting of Utility Easements within Garden Square, Ward 1, be received; and

2. That survey and other incidental costs incurred in the description and conveyance of easement rights to owners of utility/service installations within Garden Square pursuant to By-law 26-2005 and By-law 343-2007, or otherwise identified, roughly estimated to be $25,000, be paid from 200250.001.7005.0001.

Overview:

- Pursuant to By-law 26-2005 and By-law 343-2007, the City is authorized to enter into easement agreements with owners of utility installations that existed within Garden Square as of 2007 (the “Installations”).

- Almost all the Installations are located within areas of Garden Square that were public highway, i.e. lanes or streets, at the time the Installations were made. Easements are not required in connection with utility installations within a public highway. The lanes and streets, however, were closed for the development of Garden Square and it is appropriate to convey
permanent easement rights to the owners of the Installations to govern activities around the operation, maintenance, repair and replacement of the Installations.

- The Region of Peel has water and wastewater infrastructure beneath Garden Square and is desirous of proceeding to have easement interests registered on title.

- While providing the Region, and the other owners of the Installations, namely Hydro One Brampton, Bell Canada, Enbridge and Rogers (the “Installation Owners”), with the equivalent rights they enjoyed when their installations were within public highways, staff will seek to negotiate terms and conditions in easement agreements that minimize constraints to the City’s use and future development of Garden Square.

- This report describes the easement rights to be conveyed to the Installation Owners and the City’s interests to be protected to the extent possible. It recommends a source of funding for survey and other incidental costs associated with the conveyance of easement rights.

Background:

Pursuant to By-law 26-2005 and By-law 343-2007 (attached in part as Appendix A), the City is authorized to enter into easement agreements with owners of utility installations that existed within Garden Square as of 2007 (the “Installations”).

Almost all the Installations are located within areas of Garden Square that were public highway, i.e. lanes or streets, at the time the Installations were made. (Refer to Appendix B.) Easements are not required in connection with utility installations within a public highway. The lanes and streets, however, were closed for the development of Garden Square and it is appropriate to convey permanent easement rights to the owners of the Installations to govern activities around the operation, maintenance, repair and replacement of the Installations.

The Region of Peel has water and wastewater infrastructure beneath Garden Square and is desirous of having easement interests registered on title. While postponing the negotiation and conveyance of the easement rights to the Region and other owners of existing infrastructure to the extent reasonably possible, the City has been able to advance its plans for the future development of Garden Square.

Current Situation:

In the process of providing the Region, and the other owners of the Installations, namely Hydro One Brampton, Bell Canada, Enbridge and Rogers (the “Installation Owners”), with the equivalent rights they enjoyed when their installations were within
pubic highways, staff will seek to negotiate terms and conditions in easement agreements that minimize constraints to the City’s use and future development of Garden Square.

By virtue of the Installations being made in then public rights-of-way, the Installation Owners enjoyed rights comparable to typical easement rights for public utility infrastructure.

Typically, an easement in favour of a utility provider grants the utility provider the free, uninterrupted and unobstructed right and easement in perpetuity to construct, repair, replace, extend, operate and maintain its installations as the utility provider may from time to time or at any time deem necessary, under, along and across the lands in which its installations are located.

Staff will negotiate with the individual Installation Owners to ensure conveyance of rights equivalent to typical easement rights for utility providers. Because the conveyance of the easement rights is to restore the rights the Installation Owner’s previously enjoyed when their Installations were within public rights of way, there will be no charge for the conveyance of the rights. Based on as-built drawings to be provided by the Installation Owners, the City will secure the services of an Ontario Land Surveyor to prepare the reference plan(s) that will be required to register on title easement interests in favour of the respective Installation Owners. A high level estimate of the costs to acquire the reference plan(s) pertaining to installations within former public right of way is in the range of $20,000 to $30,000.

While negotiating the terms and conditions of the Agreements of Purchase and Sale of Permanent Easement Rights with each of the Installation Owners, Realty staff will collaborate with stakeholder staff and make best effort to minimize the impact of the easements on existing and future uses of Garden Square as a public space.

In the event there are easement requirements outside of former public right of ways, easement rights will be conveyed in accordance with normal practice and in compliance with the City’s Real Estate Policy.

Corporate Implications:

Planning and Infrastructure Services – Office of the Central Area:

Phase One of the Garden Square improvements works was completed in 2006. Current, outstanding works include the installation of remaining paving works and the planned new lighting along the former Theatre Lane and Vivian Lane. In 2015, as part of the construction of the LED screen, the construction team identified electrical and communication upgrade works required in order to complete future works in the Square. The finalization and implementation of works in the Garden Square will be evaluated against the framework to be developed by the Central Area Implementation Master Plan and future direction given by Council. It would be prudent to mitigate, to the extent possible, the encumbrance of any future improvement areas in the Square by easement rights conveyed to the Installation Owners. It would also be an opportune time for the Installation Owners to consider future infrastructure requirements within the Square in anticipation of future potential development in the Downtown vicinity.
Financial Implications: Sufficient funding is available in the 2015 Operating budget in account 200250.001.7005.0001 for the survey and incidental costs incurred in the transfer of easement rights in accordance with this report and By-law 26-2005 and By-law 343-2007.

Legal Implications: Corporate Services, Legal Services, will review and approve the Agreement of Purchase and Sale for Permanent Easement Rights as to form.

Strategic Plan:

The recommendations of this report align with the Strategic Priority of Good Government, specifically the goal to “Practice proactive, effective and responsible management of municipal assets and services”.

Conclusion:

Staff is of the opinion that it is in the best interest of the City of Brampton to proceed with the conveyance of easement rights to the owners of existing utility installations within Garden Square with the goal of restoring lost rights while minimizing the impact of the conveyance of said rights on the existing and future use of Garden Square as a public space.

Original approved by:

Ann Pritchard
Manager of Realty Services

Original approved by:

Al Meneses
Executive Director, Facility Services

Appendices:

Appendix A: By-law 26-2005 and By-law 343-2007
Appendix B: Illustration of Location of Historic Streets and Lanes in Garden Square

Report authored by: Ann Pritchard
APPENDIX A
By-law 26-2005 (first page only) and By-law 343-2007

THE CORPORATION OF THE CITY OF BRAMPTON

BY-LAW

Number 26-2005

To stop up and close certain streets and lanes in conjunction with the Brampton Performing Arts Centre Project.

WHEREAS Section 34 of the Municipal Act, 2001 authorizes a municipal council to pass a by-law to stop up and close a highway.

AND WHEREAS in order to develop the public square component of the Brampton Performing Arts Centre Project, Brampton City Council has determined that it is necessary to stop up and close the streets and lanes described herein;

NOW THEREFORE the Council of The Corporation of the City of Brampton ENACTS AS FOLLOWS:

1. The following streets and lanes are hereby stopped up and closed:

   (i) Part of the street known as California Street on Plan BR-10 designated as Part 1 on a draft reference plan prepared by R. Avis Surveying Inc., Project #971-7.

   (ii) Hannah Street on Plan BR-10 (also known as part of Theatre Lane), designated as Part 2 on the draft reference plan.

   (iii) The lane on Plan BR-14 lying between Lots 4 and 5 on Plan BR-14, designated as Part 3 on the draft reference plan.

   (iv) The lane on Plan BR-14 lying east of Lots 1, 2a, 3, 4 and 5 on Plan BR-14, designated as Part 4 on the draft reference plan.

   (v) Part of the Service Road on Registered Plan, 541 (also known as part of Theatre Lane) designated as Part 5 on the draft reference plan.

2. The transfer of easements for existing services and utilities over all or part of the lands described in Section 1 of this by-law in favour of the Regional Municipality of Peel, Brampton Hydro Networks Inc., Bell Canada, Enbridge Consumers Gas and Rogers Communications Inc., is hereby authorized.
APPENDIX A
continued

THE CORPORATION OF THE CITY OF BRAMPTON

BY-LAW

Number 343-2007

To declare surplus and authorize the granting of easements for existing utilities in Garden Square Brampton

WHEREAS the Council of the Corporation of the City of Brampton closed the streets and lanes located in Garden Square Brampton by By-law 26-2005, including authorizing the transfer of easements for existing services and utilities within the closed streets and lanes;

AND WHEREAS Council recommends that existing services and utilities not within the closed streets and lanes but within Garden Square Brampton also be granted easements;

AND WHEREAS notice of the intention to pass this by-law has been provided in accordance with By-laws 273-2005 and 393-2002;

AND WHEREAS Council has heard all persons who claimed that they would be adversely affected by this by-law and who applied to be heard;

NOW THEREFORE the Council of The Corporation of the City of Brampton ENACTS AS follows:

1. Those parts of the lands described in PIN 14124-0101 lying within Garden Square (the “Lands”) are hereby declared surplus for the purpose of transfers of easements for existing services and utilities within the Lands.

2. The transfer of easements for existing services and utilities over all or part of the Lands to the owners of the existing services and utilities is hereby authorized.

READ a FIRST, SECOND and THIRD TIME and PASSED in Open Council this 24th day of October, 2007.

Approved as to Form and Content

SUSAN FENNELL
MAYOR

KATHRYN ZAMMIT
CLERK
APPENDIX B
Location of Historic Streets and Lanes in Garden Square
Shown in bold outline
Recommendation Report: Downtown Storage Facility Site, Ward 1

Contact: Ann Pritchard, Manager Realty Services, 905-874-2131

Recommendations:

Whereas staff has identified a current and long-term need for civic storage space to serve the Downtown area;

Whereas some facilities within or outside of the Downtown area are no longer suitable for storage purposes;

Therefore be it resolved:

1. That the report from Ann Pritchard, Manager, Realty Services, Public Services Department, dated April 21, 2016, to the Community and Public Services Committee meeting of May 18, 2016, entitled "Recommendation Report: Downtown Storage Facility Site, Ward 1", be received; and,

2. That staff be directed to undertake in-house due diligence to ascertain the suitability of the City-owned property at 80 Railroad Street for development with a facility to accommodate civic storage requirements in Downtown Brampton, and, in consideration of the due diligence undertakings and other potential future uses of the property, report back to Community and Public Services Committee on a recommended use, together with, if applicable, an estimated 2017 budget request for site development.

Overview:

- Inter-departmental staff members have identified a current and long-term need for civic storage space to serve the Brampton Downtown area.

- An estimated 3,700 m² (40,000 sq.ft.) of enclosed storage space together with outdoor storage space is required for:
  - Rose Theatre patio furniture and other downtown seasonal furniture/items
  - Recreation equipment/sports flooring/other items
  - Sidewalk/facility maintenance equipment/items
  - Office furniture, in connection with churn (workplace change/reorganization)
Various City-owned, potential storage facility sites were investigated and the property at 80 Railroad Street was deemed most meriting of further investigation. This report is recommending that due diligence studies be undertaken on the undeveloped, 0.4 ha (1 ac) industrial zoned property at Railroad Street and McMurchy Avenue to determine its suitability as a storage facility site. The existing zoning permits enclosed industrial operations, and the City would have the ability to also use the site for outdoor storage.

The report also provides commentary on other potential uses of the property.

Background:

Inter-departmental staff members have identified a current and long-term need for civic storage space (Appendix A) to serve the Downtown area.

Initially, Public Services staff was investigating lease and acquisition opportunities immediately adjacent to the Rose Theatre, primarily for seasonal storage of Garden Square patio furniture and to accommodate special events.

It was subsequently determined that storage is required for multiple purposes. An estimated 3,700 m² (40,000 sq.ft.) of enclosed storage space together with outdoor storage space is required for:

- Rose Theatre patio furniture and other downtown seasonal furniture/items
- Recreation equipment/sports flooring/other items
- Sidewalk/facility maintenance equipment/items
- Office furniture, in connection with churn (workplace change/reorganization)
- Outdoor bulk salt and sand and temporary signage
- Election and heritage items

Historically, storage requirements have been met through use of various City-owned and leased facilities, within or outside of the Downtown area. Some of these facilities however, are no longer suitable for storage purposes, for example, the building on the Siemens property in northwest Brampton.

In light of the comprehensive storage requirements, Facility Services is of the opinion that it may be most expedient and financially advantageous in the longer term to construct a multi-purpose, downtown storage facility on City-owned property, which could also satisfy interim, immediate purposes.

Realty Services identified three potential storage facility sites, as follows:

- Upper Rosalea parking lot on Maple Avenue adjacent to the YMCA
- The undeveloped, City-owned site at Railroad Street and McMurchy Avenue, 80 Railroad Street
- Central Public School property at 24 Alexander Street.

Of these three potential sites, the Railroad Street site is deemed to be best suited as a storage facility site.

Interest has also been expressed in using the Railroad Street property for future park purposes.

**Current Situation:**

**Investigation of potential storage facility sites:**

Facilities Services is presently leading a review of transitional buildings in City ownership. These are buildings on various City properties that are vacant, under-utilized or nearing the end of their life cycle. None of the transitional buildings in the downtown vicinity is deemed suitable for storage purposes.

However, the City owns three properties in the Downtown that were investigated as potentially suitable sites for construction of a multi-purpose storage facility:

- The Upper Rosalea parking lot on Maple Avenue adjacent to the YMCA (the “Rosalea Site”), with a tableland area of approximately 0.2 ha (0.5 ac), and,
- An undeveloped 0.4 ha (1 ac) site at Railroad Street and McMurchy Avenue, (the “Railroad Site”), and
- The sports field / parks operations portion (5ac) of the Central Public School property with access off of Ellen Street (the “CPS Site”),

The three properties are illustrated on the site and location plans attached as Appendix B.

An optimal site would permit the installation of a temporary, interim facility, pending completion of a permanent structure.

The following is a summary of the merits of each of the identified, potential sites:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Rosalea</th>
<th>Railroad</th>
<th>CPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site size, configuration and proximity to the Downtown</td>
<td>Poor – Less than a half acre of usable area would necessitate a multi-level structure to accommodate space needs. “L” shape of site would decrease efficiency of building layout. Rosalea is 720m</td>
<td>Good – One acre of usable area would provide a larger footprint, reducing the number of levels. Slightly irregular shape should not significantly impact efficiency of building layout. Railroad is 1 km</td>
<td>Excellent – Five acres of usable area would provide a large footprint, eliminating the need for multiple levels, and fully supports temporary storage of outdoor items during construction. Regular shape</td>
</tr>
<tr>
<td>Criteria</td>
<td>Rosalea</td>
<td>Railroad</td>
<td>CPS</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------</td>
<td>----------------------------------------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>Proximity to</td>
<td>from the Four Corners, but travel is among the</td>
<td>from the Four Corners, but the roads are less</td>
<td>supports efficiency of building layout.</td>
</tr>
<tr>
<td>Residential uses</td>
<td>most congested roads.</td>
<td>congested than the roads from Rosalea.</td>
<td>CPS is 770m from the Four Corners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Poor</strong> – Immediately adjacent to low and</td>
<td><strong>Fair</strong> – One single family residence immediately</td>
<td><strong>Very Good</strong> – Buffered by Central Public School to the west and</td>
</tr>
<tr>
<td></td>
<td>medium density residential uses, including</td>
<td>adjacent to the east, largely vacant industrial</td>
<td>trees on all other sides, but will be visible from the upper</td>
</tr>
<tr>
<td></td>
<td>seniors residence.</td>
<td>properties to the west, and the rail line to the</td>
<td>floors of the apartment buildings to the north.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>north.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Poor</strong> –</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Excellent</strong> – Site is presently unused and</td>
<td><strong>Good</strong> – Site is presently partially used for</td>
<td><strong>Poor</strong> – Site is not immediately available as it is presently</td>
</tr>
<tr>
<td></td>
<td>could be made immediately available for interim</td>
<td>outdoor storage. Stored items would need to be</td>
<td>used for active recreational and parks operations purposes. Sports</td>
</tr>
<tr>
<td></td>
<td>storage use.</td>
<td>relocated for site development. Some trees will</td>
<td>fields would need to be decommissioned and recreational/</td>
</tr>
<tr>
<td></td>
<td></td>
<td>need to be removed.</td>
<td>operational uses relocated. Approvals from TRCA will be</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Site readiness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Excellent</strong> –</td>
<td><strong>Good</strong> –</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Poor</strong> –</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Rosalea</th>
<th>Railroad</th>
<th>CPS requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alternative Uses</strong></td>
<td>Site is currently available for parking. It is designated for “Medium High / High Density Residential” uses in the Downtown Brampton Secondary Plan.</td>
<td>The site offers some potential for redevelopment as parkland (see below). The area is under-supplied and a park could serve as a catalyst to encourage redevelopment of other industrial lands to the west for residential intensification.</td>
<td>The lands are used for parks purposes now (active recreation) and should remain as such. Also the site may be of interest in connection with the Downtown Flood Mitigation Strategy.</td>
</tr>
<tr>
<td><strong>Cost effectiveness</strong></td>
<td>Poor – due to site constraints, building construction would be high</td>
<td>Good – site appears to be well suited to cost effective building construction.</td>
<td>Unknown – low ground level may require flood mitigation measures. Costs to relocate recreational and operational uses.</td>
</tr>
</tbody>
</table>

### Selection of 80 Railroad Street for further due diligence studies:

In light of the relative merits of each of the three potential sites, staff is of the opinion that the Railroad Street site is best suited for a storage facility and it would be prudent for the City to further investigate the suitability of this site for development of a multi-story multi-purpose storage facility. Interim outdoor storage requirements could immediately be accommodated at this location as the site is currently enclosed by a security fence, but would likely have to be relocated off-site during construction of the permanent facility.

### Retention of 80 Railroad Street for future park use:

Parks and Facility Planning provided the following comments:

The broader Central Area is renowned for its larger park holdings such as Gage Park and the Fairgrounds. Rosalea Park offers some potential in a redeveloped state, to serve Central Area needs as well.

Parks and Facility Planning staff believes the Railroad Site could be a candidate for park development to better service the existing, predominantly residential community that is situated west of Main Street, south of the railway, north of Queen Street, and east of Haggert Avenue. It will also service the new residential population as the downtown core intensifies in the future. The parcel would need to be carefully
designed to buffer the railway but its development could serve to provide an attractive accent to this otherwise built-up, neighbourhood. Development of the parcel for park could potentially serve as a catalyst to encourage redevelopment of the existing industrial lands to the west of this parcel for residential intensification. 

Parks and Facility Planning staff is of the opinion that investigation of storage options on lands further east of the Downtown, in the commercial/industrial district east of Kennedy Road, including Rutherford Road, could identify a City-owned site or a site for purchase that would be more conducive to outdoor and indoor storage options than the Railroad Site, although further removed from the Downtown. Identification of an alternative site would keep the Railroad Site available for potential future park purposes. Despite the additional land acquisition cost, and greater distance from the Downtown, a storage site in the vicinity of Kennedy Road is suggested as being more suitable.

**Corporate Implications:**

Stakeholder staff members in the following Divisions have been consulted in the preparation of this report. Input has been received from:

- Facility Services
- Roads Maintenance and Operations
- Parks Maintenance and Operations
- Parks and Facility Planning
- Office of the Central Area
- Culture and Theatre
- Clerks

Planning and Infrastructure Services - Parks and Facility Planning comments are detailed above.

Planning and Infrastructure Services - Office of the Central Area

There is potential for redevelopment and intensification in the area around the 80 Railroad Street site. Much of the former industrial lands to the west are now vacant. They are designated in the Downtown Brampton Secondary Plan for "Medium High / High Density Residential" uses, and the area’s proximity to the Downtown GO Station makes it a strong potential location for intensification. As an example of this potential, there has been an informal inquiry made on constructing a high-rise residential building on the former industrial lands in this area. There is also the opportunity for additional infill development elsewhere in the surrounding area.

The proposed alternative use of the site for a park would better support redevelopment in the area than a storage facility.

It is also noted that a site in the industrial area east of Kennedy Road would present less land use compatibility issues than the Railroad Street site, which is in close proximity to existing and planned residential uses. There are City-owned lands in this area, such as at 115 Orenda Road. Sites such as this are more centrally located in
terms of the entire Central Area, and would be able to support functions/activities for the whole of the Central Area as it grows.

Corporate Services - Financial and Legal Implications: There are no financial or legal implications emanating from the recommendations of this report.

Strategic Plan:

The recommendations of this report are aligned with the Strategic Plan priority of Good Government, specifically the goal to “Practice proactive, effective and responsible management of municipal assets and services” through “Infrastructure delivery and maintenance strategy”.

Conclusion:

This report recommends either that staff be directed to commence in-house, due diligence studies to determine the suitability of the Railroad Street site to address the storage needs in the Downtown.

Original approved by:    Original approved by:
_________________________    ______________________________
Ann Pritchard     Al Meneses
Manager of Realty Services   Executive Director, Facility Services

Attachments:

Appendix A: Summary of Inter-departmental Storage Requirements
Appendix B: Illustration of Potential Storage Sites

Report authored by: Ann Pritchard
### Appendix A
Summary of Inter-departmental Storage Requirements

<table>
<thead>
<tr>
<th>Storage Needs</th>
<th>Current Storage Location</th>
<th>Downtown</th>
<th>Storage Area (sq. ft.)</th>
<th>Description of Storage Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Furniture - churn</td>
<td>21 Stafford - leased</td>
<td>Yes</td>
<td>5,182</td>
<td>workstation, office and meeting room furniture</td>
</tr>
<tr>
<td>Recreation items</td>
<td>33 Stafford - leased</td>
<td>Yes</td>
<td>5,256</td>
<td>sports flooring, equipment, other</td>
</tr>
<tr>
<td>Elections (storage only)</td>
<td>12 Rutherford - leased</td>
<td>Yes</td>
<td>900</td>
<td>election related items</td>
</tr>
<tr>
<td>Seasonal Furniture/Lights</td>
<td>Heritage Theatre (former)</td>
<td>Yes</td>
<td>2,700</td>
<td>outdoor tables/chairs, holiday lights</td>
</tr>
<tr>
<td>Records - Iron Mountain</td>
<td>Iron Mountain - leased</td>
<td>Yes</td>
<td>8,000</td>
<td></td>
</tr>
<tr>
<td>Property Management Items</td>
<td>80 Railroad Street</td>
<td>Yes</td>
<td>12,000</td>
<td>equipment, seasonal furniture/items</td>
</tr>
<tr>
<td>Sidewalk maintenance Items</td>
<td>outside of downtown</td>
<td>Yes</td>
<td>2,500</td>
<td>equipment, tools, material</td>
</tr>
<tr>
<td>Outdoor bulk storage</td>
<td>outside of downtown</td>
<td>Yes</td>
<td>2,500</td>
<td>salt and sand, and temporary signage for downtown uses</td>
</tr>
<tr>
<td>Heritage Items</td>
<td>no dedicated space</td>
<td>No</td>
<td>500</td>
<td>bricks, heritage components</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>39,538</strong></td>
<td></td>
</tr>
<tr>
<td><strong>10% more growth over 5 years</strong></td>
<td></td>
<td></td>
<td><strong>43,492</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: Previous Siemens location not available for storage since 2014-2015 due to contamination. Items relocated or disposed.
Illustration of Potential Storage Sites

- Railroad Street Site
  - 80 Railroad Street
  - 1± acre usable

- Central Public School Site
  - 24 Alexander Street
  - 5± acres usable

- Upper Rosalea Parking Lot Site
  - Maple Avenue
  - 0.5± acre usable
Usable area
Approx. 21,000 s.f.
without rail line setback

YMCA
CN Line
Queen Street
Maple Avenue
Upper Rosalea Parking Lot
Usable area
Approx. 225,000 s.f.
(5 acres)
Date: 2016-04-19

Subject: Quarterly Report, Real Estate Transactions Executed by Delegated Authority – Q1 2016

Contact: Ann Pritchard, Manager, Realty Services, 905.874.2131

Recommendations:

Whereas By-law 191-2011, as amended, delegates authority to department heads to execute certain real estate agreements;

Whereas Realty Services provides Council with a summary of such executed agreements on a quarterly basis;

Therefore be it resolved:

- That the report from A. Pritchard, Manager, Realty Services, dated April 19, 2016, to the Community and Public Services Committee meeting of May 18, 2016, re: Quarterly Report, Real Estate Transactions Executed by Delegated Authority – Q1 2016, be received.

Overview:

- By Consolidated Delegated Authority By-law 191-2011, as amended, authority is delegated to department heads to execute certain real estate transactions.

- In order to keep Council apprised on the quantity and financial implications of agreements executed by delegated authority, Realty Services provides Council with a summary of such executed agreements on a quarterly basis.

- This report provides information on real estate agreements executed by delegated authority for the first quarter in 2016, being January 1, 2016 to March 31, 2016. This summary does not include agreements arising as a condition of development (site plan/subdivision/consent) approval.

Background:

In accordance with By-law 191-2011, as amended, authority is delegated to department heads to execute certain real estate agreements. Delegated authority is granted for routine, non-controversial transactions up to specified dollar amounts.
Realty Services reports to Council on a quarterly basis, on the real estate activities authorized by delegated authority.

Current Situation:

The summary of real estate agreements executed by delegated authority during the first quarter of 2016, January 1, 2016 to March 31, 2016, is attached as Schedule A. This summary does not include agreements arising as a condition of development (site plan/subdivision/consent) approval.

Corporate Implications:

Financial Implications:

This is an information report only and has no financial or other corporate implications.

Strategic Plan:

The recommendations of this report support the Corporate Strategy of Good Government, specifically the goal to “Practice proactive, effective and responsible management of municipal assets”, in this case, through disposal of surplus municipal property.

Conclusion:

This information report summarizes Realty Services’ reporting on real estate agreements for the first quarter of 2016.

Original approved by:    Original approved by:

Ann Pritchard                     Al Meneses
Manager, Realty Services         Executive Director, Facility Services

Appendices:


Report authored by: Kristine Thususka
## Schedule A

### Summary of Real Estate Transactions Executed by Delegated Authority Acquisition – January 1, 2016 to March 31, 2016 (Q1–2016)

<table>
<thead>
<tr>
<th>File No.</th>
<th>Approved By:</th>
<th>Ward</th>
<th>Project</th>
<th>Transaction</th>
<th>Cost of Acquisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG-15-710</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>2</td>
<td>Feature Wall Replacement Project 8 Twin Willows Crescent Jorge Simoes and Fatima Gregorio Repair or removal and reconstruction of feature wall</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-15-707</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>2</td>
<td>Feature Wall Replacement Project 104 Sundridge Street Conor and Iris O’Brien. Repair or removal and reconstruction of feature wall</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>L16Mc.2.7</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>3</td>
<td>Public walkway Islington Lakeshore Mall Inc. 47 Queen Street West Use of portion of George St. S for sidewalk which is located on private lands</td>
<td>Licence</td>
<td>$2</td>
</tr>
<tr>
<td>L16Mc.18</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>3</td>
<td>Public walkway Kapwan Holdings Inc. 2 Wellington St.W and 6 George St. S Use of portion of George St. S for sidewalk which is located on private lands in exchange for the Kapwan being permitted to store garbage bins in Caruso Lane 1 year Term</td>
<td>Licence</td>
<td>$2</td>
</tr>
<tr>
<td>AG-09-200</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>3</td>
<td>Kennedy Valley Trail Construction Project Her Majesty the Queen in Right of Ontario, as Represented by the Minister of Economic Development, Employment and Infrastructure Kennedy Valley PIN#140280344 Investigative borehole drilling as part of bridge design</td>
<td>Licence Agreement</td>
<td>$1,152 plus H.S.T.</td>
</tr>
<tr>
<td>AG-15-704</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>4</td>
<td>Feature Wall Replacement Project 2 Drinkwater Khawaja and Asra Quader Repair or removal and reconstruction of feature wall</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-15-705</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>5</td>
<td>Feature Wall Replacement Project 2 Pertosa Taramaty Naran and Natu Patel Repair or removal and reconstruction of feature wall</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
</tbody>
</table>
### Summary of Real Estate Transactions Executed by Delegated Authority Acquisition – January 1, 2016 to March 31, 2016 (Q1–2016)

<table>
<thead>
<tr>
<th>File No.</th>
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<th>Transaction</th>
<th>Cost of Acquisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG-15-702</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>5</td>
<td>Feature Wall Replacement Project 2 Burt Drive Ivan Siberian Repair or removal and reconstruction of feature wall</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AR-13-316</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Countryside Drive Widening (Goreway to The Gore Road) Carmella and Carmine De Franco 5 Fenton Way Temporary grading easement</td>
<td>Agreement of Purchase and Sale</td>
<td>$6,800</td>
</tr>
<tr>
<td>AR-09-503</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Countryside Drive Road Widening (Torbram Road to Airport) 2905 Countryside Drive Ricardo Alonzi Inspection of private well</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AR-13-327</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Countryside Drive Widening (Goreway to The Gore Road) Mohinder and Rajwant Uppal 3777 Countryside Drive Conveyance of fee simple rights and a temporary grading easement to the City</td>
<td>Agreement of Purchase and Sale</td>
<td>$22,600</td>
</tr>
<tr>
<td>AR-13-328</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Countryside Drive Widening (Goreway to The Gore Road) Corrine Nishimoto and Kenneth Nishimoto (deceased) 3731 Countryside Drive Conveyance of permanent easement rights to hydro and temporary grading easement to the City</td>
<td>Agreement of Purchase and Sale</td>
<td>$97,400</td>
</tr>
<tr>
<td>AG-16-216</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Nancy Russo 10086 Clarkway Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-133</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Frank Suriano 0 Mayfield Road PIN#14230095 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
</tbody>
</table>
## Summary of Real Estate Transactions Executed by Delegated Authority

**Acquisition – January 1, 2016 to March 31, 2016 (Q1 – 2016)**

<table>
<thead>
<tr>
<th>File No.</th>
<th>Approved By:</th>
<th>Ward</th>
<th>Project</th>
<th>Transaction</th>
<th>Cost of Acquisition</th>
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<tr>
<td>AG-16-246</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
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<td>Transportation Master Plan Study for Secondary Plan Area 47</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rosa Bonfiglio 10113 The Gore Road Permission to Enter for the purpose of undertaking an non-invasive environmental assessment 6 month term</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AG-16-200</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Adriano Lori and Genevieve Lori 0 Clarkway Drive PIN#142130001 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AG-16-163</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Vincent and Carlo Mastroguiseppe 5171 Countryside Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AG-16-152</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Royalcliff Homes Countryside Inc. 0 Countryside Drive PIN#142140007 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AG-16-136</td>
<td>Chief Planning &amp; Infrastructure Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2128216 Ontario Inc. 5272 Countryside Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Summary of Real Estate Transactions Executed by Delegated Authority
### Acquisition – January 1, 2016 to March 31, 2016 (Q1– 2016)

<table>
<thead>
<tr>
<th>File No.</th>
<th>Approved By:</th>
<th>Ward</th>
<th>Project</th>
<th>Transaction</th>
<th>Cost of Acquisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG-16-244</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Maria Teresa Mitri 9 Edgeforest Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-145</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Mario, Giuseppe and Angela Mancini 0 Countryside Drive PIN#142130019 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-197</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Carmela Giancarlo 10577 Countryside Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-135</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Frank Guerra and Willy Quaglietta 10980 Highway 50 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-121</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Alberto Petrongolo, Santina Petrongolo and Filomena Panacci 0 Coleraine Drive PIN#142130079 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>File No.</td>
<td>Approved By:</td>
<td>Ward</td>
<td>Project</td>
<td>Transaction</td>
<td>Financial Implication For Term</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------</td>
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<tr>
<td>AG-16-139</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Nadia Arlotto 5600 Countryside Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-110</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 Vincenzo Congiusti 10410 Coleraine Drive Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>AG-16-107</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>10</td>
<td>Transportation Master Plan Study for Secondary Plan Area 47 1060492 Ontario Limited 10410 Coleraine Drive PIN#142130100 Permission to Enter for the purpose of undertaking a non-invasive environmental assessment 6 month term</td>
<td>Permission to Enter</td>
<td>$2</td>
</tr>
</tbody>
</table>

**Summary of Real Estate Transactions Executed by Delegated Authority**

**Disposals – January 1, 2016 to March 31, 2016 (Q1–2016)**

<table>
<thead>
<tr>
<th>File No.</th>
<th>Approved By:</th>
<th>Ward</th>
<th>Project</th>
<th>Transaction</th>
<th>Financial Implication For Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM-02W07</td>
<td>Chief Public Services Officer</td>
<td>2</td>
<td>Property Management Hydro One Brampton Inc. PIN#141090108 Chris Gibson Park Permanent Easement for Hydro infrastructure</td>
<td>Agreement of Purchase and Sale</td>
<td>$43,440</td>
</tr>
<tr>
<td>PM-04W01C</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>2</td>
<td>Property Management Regional Municipality of Peel PIN#s 142512549,142512556/7,142510786,142510909 Consent to Enter to undertake non-invasive studies in advance of Mayfield Road widening by the Regional Municipality of Peel</td>
<td>Consent to Enter</td>
<td>$2</td>
</tr>
<tr>
<td>PM-01W09B</td>
<td>Chief Public Services Officer</td>
<td>5</td>
<td>Property Management Regional Municipality of Peel PIN#141160128 Murray Street Park Amending Agreement extend term of Consent to Enter</td>
<td>Amending Agreement to Consent to Enter</td>
<td>$2</td>
</tr>
</tbody>
</table>
### Summary of Real Estate Transactions Executed by Delegated Authority Disposals – January 1, 2016 to March 31, 2016 (Q1–2016)

<table>
<thead>
<tr>
<th>File No.</th>
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<th>Project</th>
<th>Transaction</th>
<th>Financial Implication For Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM-04W01C</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>6</td>
<td>Property Management Metrolinx PIN#s 143640459,143641490 Adjacent to Mount Pleasant Transit Facility Permanent Easement for buried conduit, cable and appurtenances</td>
<td>Consent to Enter</td>
<td>$5000</td>
</tr>
</tbody>
</table>

### Summary of Real Estate Transactions Executed by Delegated Authority Occupancy Agreements – January 1, 2016 to March 31, 2016 (Q1–2016)

<table>
<thead>
<tr>
<th>File No.</th>
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<th>Ward</th>
<th>Project</th>
<th>Transaction</th>
<th>Financial Implication For Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>L16Mc.3.1</td>
<td>Chief Public Services Officer</td>
<td>1</td>
<td>John Knox Christian School Chris Gibson Recreation Centre Use of Chris Gibson Recreation Centre as an evacuation site</td>
<td>Licence Agreement</td>
<td>$2.</td>
</tr>
<tr>
<td>EN15-124</td>
<td>Chief Planning &amp; Infrastructure Services Officer</td>
<td>3</td>
<td>Trevor and Christine Chakalall 17 Crestview Avenue Enclosing fence and garden</td>
<td>Encroachment Agreement</td>
<td>$630.81 incl H.S.T.</td>
</tr>
<tr>
<td>EN13-164</td>
<td>Chief Public Services Officer</td>
<td>3</td>
<td>Supportive Housing In Peel (“SHIP”) 247 Queen Street East Encroachment of Gooseneck light fixtures overhanging a portion of Queen St. E with a 9ft high clearance</td>
<td>Encroachment Agreement</td>
<td>$8,030.60</td>
</tr>
<tr>
<td>L16R.1</td>
<td>Chief Public Services Officer</td>
<td>4</td>
<td>Pro-Medica 500 Ray Lawson Boulevard South Fletcher’s Sportsplex Lease Extension 3 Year Term</td>
<td>Extension and Amendment to Lease Agreement</td>
<td>$48,164</td>
</tr>
<tr>
<td>L16.CC.106</td>
<td>Chief Public Services Officer</td>
<td>7</td>
<td>Regional Municipality of Peel 150 Central Park Drive (Civic Centre) Suite 106 Lease Extension 1 Year Term</td>
<td>Lease Extension</td>
<td>$22,300</td>
</tr>
</tbody>
</table>