March 4, 2015

Members Present: Regional Councillor G. Gibson – Wards 1 and 5 (Chair)
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

Members Absent: Regional Councillor E. Moore – Wards 1 and 5 (Vice-Chair, Service Brampton and Facilities) (other municipal business)
City Councillor G. Dhillon – Wards 9 and 10 (Vice-Chair, Recreation and Culture) (other municipal business)

Staff Present: Public Services Department:
Mr. J. Patteson, Chief Public Services Officer and Acting Chief Administrative Officer
Ms. S. Connor, Executive Director, Transit
Mr. A. Meneses, Executive Director, Facility Services
Ms. D. Rosa, Director, Recreation and Culture
Ms. R. Tsingos, Director, Service Brampton
Mr. M. Clark, Fire Chief

Corporate Services Department:
Mr. P. Fay, City Clerk
Mr. E. Evans, Deputy Clerk
Ms. T. Brenton, Legislative Coordinator
The meeting was called to order at 10:00 a.m. and adjourned at 12:05 p.m.

After due consideration of the matters placed before this Committee, the members beg leave to present its report as follows:

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T. CPS033-2015 Adjournment

Chair – Regional Councillor G. Gibson
A. **Approval of Agenda**

Discussion took place with respect to potential additions to the agenda.

The following motion was considered.

CPS027-2015 That the agenda for the Community & Public Services Committee Meeting of March 4, 2015 be approved as amended as follows:

To add:

L 2. Discussion at the request of Regional Councillor Sprovieri, re: **Status of Construction of the West Tower**;

L 3. Discussion at the request of Regional Councillor Medeiros, re: **Establishment of a Gazebo or Shade Structure in Rollingwood Park – Ray Lawson Boulevard and Mavis Road – Ward 4**; and,

L 4. Discussion at the request of City Councillor Bowman, re: **Establishment of a New Seniors Centre**.

*Carried*

B. **Declarations of Interest under the Municipal Conflict of Interest Act** – nil

C. **Consent**

* The following items listed with an asterisk (*) were 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.

*(nil)*

D. **Announcements** – nil

E. **Delegations**

E 1. Ms. Roman Aman, Executive Director, Elder Help – Peel, re: **Request for Motion of Support – Provincial Grant Application**
Ms. Roman Aman, Executive Director, Elder Help – Peel, referenced material provided by Elder Help – Peel, included with the agenda and distributed at the meeting.

Ms. Aman requested Committee’s support for the proposed motion included with the agenda on page E1-2.

Regional Councillor Gibson, Chair, noted that in order for Committee to consider Ms. Aman’s request, a procedural motion is required to temporarily suspend Council’s procedural rules regarding delegations on matters not related to a staff report on the agenda.

A procedure motion was introduced to temporarily suspend Council’s procedural rules as noted above. The motion was voted on and carried with the required two-thirds majority vote.

The following motion was considered.

CPS028-2015

1. That the delegation of Ms. Roman Aman, Executive Director, Elder Help – Peel, to the Community & Public Services Committee Meeting of March 4, 2015, re: Request for Motion of Support – Provincial Grant Application be received; and,

2. Whereas older persons are an important part of a community; and,

Whereas it is a community’s interest that these citizens continue to live active lives and participate fully in the activities of the community; and,

Whereas the City of Brampton accepts the invitation from the Province of Ontario to participate in the Age-Friendly Community Planning strategy;

Therefore, be it resolved that the Age Friendly Community Planning Strategy of Elder Help – Peel be endorsed by the City of Brampton to support participation and healthy lifestyles for older adults and all citizens; and,

Be it further resolved that Sharon Bonello, Recreation Supervisor, Public Services, participate on the committee / working group that represents all sectors of the community and report to Council on the activity of the committee.

Carried
F. **Staff Presentations**

F 1. Presentation from Rhonda Tsingos, Director, Service Brampton, Public Services, re: **Corporate Contact Centre and 311 Service Overview**

Rhonda Tsingos, Director, Service Brampton, Public Services, provided a presentation entitled “Corporate Contact Centre and 311 Service Overview”, which included the following:

- Presentation Outline
- Introducing Service Brampton, Public Services
- Welcome to Service Brampton Video
- 24x7 Corporate Contact Centre and 311 Service Overview
  - 2014 At-a-Glance
  - 2014 Approved Capital Budget Amendment
  - 2015 Unfunded Operating Needs
- 311 Within Peel Overview
  - 311 Reminder – What it Means for Citizens and for Municipalities
  - Coordinating 311 Within Peel – 2009
  - 311 Within Peel – Shared Vision and Shared Strategy
  - Defining a Model for 311 Within Peel
  - 11 Models Considered
  - 311 Service Within Peel – How it Works, How it Benefits, and How it has Been Sustained
  - 311 Within Peel – 2015
- 2014 Corporate Contact Centre Call Volumes by Lines of Business

Ms. Tsingos referenced the Service Brampton video and acknowledged the Service Brampton Management Team who coordinated its production. She also introduced teachers and students from St. Roch Catholic Secondary School, and thanked them for their efforts in the production of the video.

On behalf of Committee, Mayor Jeffrey and Regional Councillor Gibson, Chair, presented the teachers and students with gifts in appreciation of their assistance with the video.

Council consideration of this matter included:
- need for promotion of the City’s translation service through ethnic media outlets
- improvements to response times so that the City exceeds industry standards
In response to questions from Committee, Ms. Tsingos provided information on the following:

- industry standards for response times
- response times and staffing levels during planned peak periods (tax due dates, Rose Theatre subscription series launch) and unplanned peak periods (emergency situations, e.g. power outages on March 3, 2015)
- use of upfront messages to advise callers of specific circumstances and direct them to the appropriate service for response (i.e. Brampton Hydro for power outages, etc.)
- distinguishing inquiries between regional and city issues
- availability of statistical information by Wards
- future technology to enhance services
- average response times in 2014
- rerouting of calls to telephones at the homes of staff during unplanned peak periods (i.e. emergency situations)

The following motion was considered.

CPS029-2015
That the presentation from Rhonda Tsingos, Director, Service Brampton, Public Services, to the Community & Public Services Committee Meeting of March 4, 2015, re: Corporate Contact Centre and 311 Service Overview be received.

Carried

G. Recreation and Culture – nil
(Vice-Chair – City Councillor Dhillon)

H. Fire Services – nil
(Vice Chair – Regional Councillor Palleschi)

I. Transit Services – nil
(Vice Chair – Regional Councillor Sprovieri)

J. Service Brampton and Facilities
(Vice Chair – Regional Councillor Moore)

J 1. Recommendation CPS024-2015 – Approval to Negotiate and Execute a Lease at Stafford Drive – Ward 3:
CPS024-2015  That staff be authorized to negotiate, and that a by-law be passed to authorize the Mayor and City Clerk to execute a market-value lease with Delgalo Developments Ltd., for storage space at 31-33 Stafford Drive, Brampton, for a three year term, together with two, three-year extension options, and on such other terms and conditions acceptable to the Chief Public Services Officer, and in a form of agreement approved by the City Solicitor.

This matter was referred from the Council Meeting of February 25, 2015, pursuant to Resolution C047-2015.

Committee consideration of this matter included confirmation that, subsequent to referral of this matter to this meeting, staff provided additional information, and therefore, no further discussion was required.

The following motion was considered.

CPS030-2015  That staff be authorized to negotiate, and that a by-law be passed to authorize the Mayor and City Clerk to execute a market-value lease with Delgalo Developments Ltd., for storage space at 31-33 Stafford Drive, Brampton, for a three year term, together with two, three-year extension options, and on such other terms and conditions acceptable to the Chief Public Services Officer, and in a form of agreement approved by the City Solicitor.

Carried

K.  Minutes – nil

L.  Other/New Business

L 1.  Discussion Item at the Request of Regional Councillor Gibson, re: Canada Post Community Mail Boxes and Associated Costs

Regional Councillor Gibson outlined concerns with respect to costs to the City relating to community mail boxes, including costs for snow clearing, graffiti removal, damages, liability and security issues. He also outlined concerns about the impact of community mail boxes on seniors.

The following motion was considered.
CPS031-2015

That staff be requested to report back to the Community & Public Services Committee on all costs borne by the municipality by decisions made by Canada Post on the siting and maintenance of community mail boxes.

Carried

L 2. Discussion at the request of Regional Councillor Sprovieri, re: Status of Construction of the West Tower

Regional Councillor Sprovieri inquired about the status of construction of the West Tower.

In response to questions from Committee, staff provided information on the following:
- Building Code requirements relating to and status of partial and complete occupancy permits
- relocation of staff to the West Tower
- update report issued in mid-February 2015
- construction completion agreement with Dominus
- percentage of occupancy to date
- lease-to-own provisions
- exposed concrete ceilings and finishes used for the interior perimeter walkways
- sidewalk widths on George Street
- information that would be best provided by the developer and/or architect

L 3. Discussion at the request of Regional Councillor Medeiros, re: Establishment of a Gazebo or Shade Structure in Rollingwood Park – Ray Lawson Boulevard and Mavis Road – Ward 4

Regional Council Medeiros indicated that he was going to introduce a motion to refer this matter for consideration during 2015 Budget deliberations. He advised staff confirmed that a gazebo or shade shelter for Rollingwood Park will be included in the 2015 departmental budget request, and therefore, his motion was not required at this time.

L 4. Discussion at the request of City Councillor Bowman, re: Establishment of a New Seniors Centre.
City Councillor Bowman introduced a motion with respect to the establishment of a new seniors centre in the east end of Brampton.

Committee consideration of this matter included:
- long standing need for a new seniors centre in the east end
- requests from the Brampton Seniors Citizens Council for such a centre
- impact of a new centre on other planned projects
- suggestion that staff review the specific needs of the community in which a new seniors centre may be built

The following motion was considered.

CPS032-2015 WHEREAS there exists an imminent need for a new seniors centre in the City of Brampton, specifically Brampton’s east end, to accommodate the sizeable senior population looking to stay active and engaged; and

WHEREAS the Flower City Community Campus model is extremely popular, though oversubscribed – its programs and facilities are currently operating beyond capacity; and
WHEREAS seniors voiced the need for more facilities and activities in the 2014 municipal election; and

WHEREAS the City of Brampton has a responsibility to ensure facilities and programming for its seniors;

THEREFORE Be It Resolved that the 2015 Budget include resources to study the creation of a new seniors centre in Brampton’s east end and identify potential sites; and

Further that this motion be referred to the Budget Committee for deliberation and recommendation to Council.

Carried

M. Referred Matters – nil

N. Deferred Matters – nil

O. Notices of Motion – nil
P. **Correspondence** – nil

Q. **Councillors’ Question Period**

In response to questions from Committee, Sue Connor, Executive Director, Brampton Transit, Public Services, advised that:

- a review will be undertaken to ensure that the radiant heat feature in Züm transit shelters is operational
- service changes to provide for service from the City’s east end to the Flower City Seniors Centre
- current and planned Züm routes

R. **Public Question Period** – nil

S. **Closed Session** – nil

T. **Adjournment**

The following motion was considered.

CPS033-2015 That the Community & Public Services Committee do now adjourn to meet again on Wednesday, April 1, 2015 at 10:00 a.m. or at the call of the Chair.

Carried