June 24, 2015

**Members Present:**

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 (arrived at 10:43 a.m. – other municipal business)  
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 (left at 10:45 a.m. – other municipal business)  
City Councillor P. Fortini – Wards 7 and 8  
City Councillor G. Dhillon – Wards 9 and 10 *(Vice-Chair, Recreation and Culture)*

**Members Absent:** nil

**Staff Present:**

Ms. M. Ball, Acting Chief Administrative Officer  
**Public Services Department:**  
Mr. J. Patteson, Chief Public Services Officer  
Mr. A. Meneses, Executive Director, Facility Services  
Ms. D. Rosa, Director, Recreation and Culture  
Mr. B. Rutherford, Director, Business Services  
Ms. R. Tsingos, Director, Service Brampton  
Ms. K. Kane, Division Chief, Fire and Emergency Services  
**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 9:30 a.m. Committee recessed at 11:46 a.m. and moved into Closed Session at 11:54 a.m. Committee moved back into Open Session at 12:22 p.m., and adjourned at 12:25 p.m.

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>CPS077-2015 Approval of Agenda</td>
</tr>
<tr>
<td>B.</td>
<td>Declarations of Interest under the Municipal Conflict of Interest Act</td>
</tr>
<tr>
<td>C.</td>
<td>Consent</td>
</tr>
<tr>
<td>D.</td>
<td>Announcements</td>
</tr>
<tr>
<td>E 1.</td>
<td>CPS078-2015 Services Offered to Region of Peel Residents by Hope 24/7</td>
</tr>
<tr>
<td>F 1.</td>
<td>CPS079-2015 Customer Service Strategy Overview</td>
</tr>
<tr>
<td>H.</td>
<td>Fire Services</td>
</tr>
<tr>
<td>I.</td>
<td>Transit Services</td>
</tr>
<tr>
<td>J.</td>
<td>Service Brampton and Facilities</td>
</tr>
<tr>
<td>K 1.</td>
<td>CPS081-2015 Minutes of the Brampton Sports Hall of Fame Committee Meeting of June 4, 2015</td>
</tr>
<tr>
<td>L 1.</td>
<td>CPS082-2015 Freezing Room Rental Rates for Affiliated Senior Clubs at: (1) Flower City Seniors Centre, and (2) Knightsbridge Community and Senior Citizens’ Centre, for 2016-2018</td>
</tr>
<tr>
<td>L 2.</td>
<td>CPS083-2015 2016 Scotties Tournament of Hearts – Brampton Curling Club</td>
</tr>
<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>----</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>M.</td>
<td>Referred Matters</td>
</tr>
<tr>
<td>N.</td>
<td>Deferred Matters</td>
</tr>
<tr>
<td>O.</td>
<td>Notices of Motion</td>
</tr>
<tr>
<td>P.</td>
<td>Correspondence</td>
</tr>
<tr>
<td>Q.</td>
<td>Councillors’ Question Period</td>
</tr>
<tr>
<td>R.</td>
<td>Public Question Period</td>
</tr>
<tr>
<td>S.</td>
<td>CPS084-2015 Closed Session</td>
</tr>
<tr>
<td>S 1.</td>
<td>CPS085-2015 Lease Agreement with Boys and Girls Club of Peel – Ward 3</td>
</tr>
<tr>
<td>S 2.</td>
<td>CPS086-2015 Lease Agreements for Retail Space in City Hall West Tower – Ward 3</td>
</tr>
<tr>
<td>T.</td>
<td>CPS087-2015 Adjournment</td>
</tr>
</tbody>
</table>

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

The following motion was considered.

CPS077-2015 That the agenda for the Community & Public Services Committee Meeting of June 24, 2015 be approved as amended, as follows:

**To add:**

L 2. Discussion at the request of Regional Councillor Moore, re: **2016 Scotties Tournament of Hearts – Brampton Curling Club**

**To amend:**

Item L 1 to remove the reference to “and Lawn Bowling Club”

Carried

Note: Later in the meeting, on a two-thirds majority vote to re-open the question, the Approval of the Agenda was re-opened and Item L 2 was added.

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

C. **Consent** – nil

D. **Announcements** – nil

E. **Delegations**

E 1. Delegation from Laura Zilney, Chief Executive Officer, Hope 24/7, re: **Services Offered to Region of Peel Residents by Hope 24/7**

Laura Zilney, Chief Executive Officer, Hope 24/7, provided a presentation entitled “Hope 24/7”, which included:

- Presentation Agenda
- What is Hope 24/7?
  - Vision
  - Mission
  - Core Value
The Important Work Undertaken
What Does Hope 24/7 Do?
Contact Information

In response to questions from Committee, Ms. Zilney provided information about Hope 24/7 and its services, as follows:
- referrals from the Peel Children’s Aid Society
- number of employees
- costs for services
- school programs and student outreach

The following motion was considered.

CPS078-2015
That the delegation from Laura Zilney, Chief Executive Officer, Hope 24/7, to the Community & Public Services Committee Meeting of June 24, 2015, re: Services Offered to Region of Peel Residents by Hope 24/7, be received.

Carried

F. Staff Presentations

F 1. Presentation from Rhonda Tsingos, Director, Service Brampton, re: Customer Service Strategy Overview

Rhonda Tsingos, Director, Service Brampton, provided a presentation entitled “Customer Service Strategy Overview”, which included the following:
- Presentation Outline
- Customer Service Vision
- Framework: Service Brampton
- Integrated Customer Service Experience
- Key Priorities
- A Customer-Oriented City of Brampton
- Building on Successes and Opportunities
- Next Steps

In response to questions from Committee, staff provided information on the following:
- customer service training programs for frontline staff, supervisors and managers
- inclusion of customer service training in orientation sessions for new staff
- protocol for dealing with difficult customers
• role of the Ombudsman in dealing with customer complaints once Bill 8 has come into effect in January 2016
• notification related to recording of 311 calls and related FOI provisions
• information provided in recorded messages for those waiting in the queue, including FOI provisions
• review of measures to provide callers who did not have to wait in the queue with the information contained in the recorded messages

The following motion was considered.

CPS079-2015 That the presentation from Rhonda Tsingos, Director, Service Brampton, to the Community & Public Services Committee Meeting of June 24, 2015, re: Customer Service Strategy Overview, be received.

Carried

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


Brian Rutherford, Director, Business Services, Public Services, provided an overview of the subject report.

Committee consideration of this matter included:
• overview of previous discussions with the YMCA with respect to the development of a joint facility in Brampton
• review of potential sites for a seniors centre in the east end and other proposed new facilities as they relate to the Parks and Recreation Master Plan currently underway

In response to questions from Committee, staff provided information on the following:
• approximate cost for construction of a seniors centre
• identification and evaluation of sites, including Torbram-Sandalwood Community Park, for a seniors centre in the east end
• maintaining dialogue with the YMCA regarding development of a joint facility in Brampton
• proposed timelines for evaluation of sites for a seniors centre in the east end
• proposed timelines for development of the Parks and Recreation Master Plan
• typical arrangements between the YMCA and municipalities for YMCA/joint use facilities

A motion was introduced to amend staff recommendation #3 to add the following:

“and that all discussions with the YMCA and other potential partnerships be within the context of the greater objectives that may be identified in the Parks and Recreation Master Plan exercise currently underway.”

The amendment was voted on and carried.

The following motion to approve the recommendations in the staff report, as amended, was considered.

CPS080-2015

1. That the report from Brian Rutherford, Director, Business Services, Public Services, dated June 8, 2015, to the Community & Public Services Committee Meeting of June 24, 2015, re: **Proposed YMCA and Community Facilities – Torbram-Sandalwood Community Park – RML #2012-025 – Ward 10** (File HC.x), be received; and,

2. That the YMCA of Greater Toronto be advised that the City will consider the Torbram-Sandalwood site as a potential location in the study on the creation of a new seniors centre in Brampton’s east end; and,

3. That staff continue dialogue with the YMCA of Greater Toronto on potential opportunities for partnerships and additional YMCA facilities in Brampton; and that all discussions with the YMCA and other potential partnerships be within the context of the greater objectives that may be identified in the Parks and Recreation Master Plan exercise currently underway.

Carried

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

I. **Transit Services** – nil
   (Vice Chair – Regional Councillor Sprovieri)
J. **Service Brampton and Facilities** – nil  
   *(Vice Chair – Regional Councillor Moore)*

K. **Minutes**

K 1. Minutes – **Brampton Sports Hall of Fame Committee – June 4, 2015**

   The following motion was considered.

CPS081-2015  1. That the Minutes of the Brampton Sports Hall of Fame Committee Meeting of June 4, 2015, to the Community & Public Services Committee Meeting of June 24, 2015, be received; and,

2. That Recommendations SHF038-2015 to SHF042-2015 be approved, as outlined in the subject minutes.

   **Carried**

The recommendations were approved as follows.

SHF038-2015 That the agenda for the Brampton Sports Hall of Fame Committee Meeting of June 4, 2015 be approved, as amended to add the following items:

G 1. Discussion at the request of Erica McDonald, Manager, Sports Brampton, Public Services, re: **The Canada 150 Funding Programs**.

G 2. Update from Ken Giles, Committee Member, re: **Community Sport Involvement and Potential Future Inductees**.

SHF039-2015 That the update from Elizabeth Harris-Solomon, Marketing and Outreach Sub-Committee Chair, to the Brampton Sports Hall of Fame Committee Meeting of June 4, 2015, re: **2015 Induction Ceremony Post Event Review** be received.

SHF040-2015 That the update from Elizabeth Harris-Solomon, Marketing and Outreach Sub-Committee Chair, to the Brampton Sports Hall of Fame Committee Meeting of June 4, 2015, re: **Marketing Sub-Committee Report on Induction Ceremony Support** be received.
1. That the draft Brampton Sports Hall of Fame Strategic Plan presented to the Brampton Sports Hall of Fame Committee on June 4, 2015, be endorsed with the following amendments:
   - to adjust goal timelines to a later date, where deemed appropriate by staff
   - to list the Strategic Directions and related goals in chronological order; and,

2. That staff be requested to prepare a report to a future Community and Public Services Committee meeting to present the Brampton Sports Hall of Fame Strategic Plan for approval by Council, subject to any budget implications.

That the Brampton Sports Hall of Fame Committee do now adjourn to meet again on Thursday, September 10, 2015 at 7:00 p.m.

**L. Other/New Business**

L 1. Discussion at the request of City Councillor Fortini, re: **Freezing Room Rental Rates for Affiliated Senior Clubs at: (1) Flower City Seniors Centre, and (2) Knightsbridge Community and Senior Citizens’ Centre, for 2016-2018**

City Councillor Fortini inquired about free rental for seniors clubs at the Flower City Seniors Centre and Knightsbridge Community and Senior Citizens’ Centre.

Donna-Lynn Rosa, Director, Recreation and Culture, advised that further to 2015 Budget considerations, affiliated seniors groups are given free access to meeting rooms during non-peak hours at various facilities where the space is available.

Ms. Rosa confirmed that the seniors clubs at Flower City and Knightsbridge want to continue meeting at their facilities, and are not looking for free access to meeting rooms. Rather, the clubs would like a freeze on their room rental rates for 2016-2018.

City Councillor Fortini introduced a motion to provide a freeze in rental rates for the seniors clubs at Flower City and Knightsbridge for 2016-2018.

Committee discussion on this matter included:
- need for budget consideration and approval for the proposed rate freeze
• budget impact of the proposed rate freeze
• staff’s ongoing review of rates and fees for recreation and culture programs and services

The following motion was considered.

CPS082-2015 That staff be requested to incorporate into the 2016-2018 budget submission a freeze in rental rates for affiliated seniors groups renting rooms at Flower City Community Centre and the Knightsbridge Seniors Centre pending budget discussions and approval.

Carried

Discussion took place with respect to a freeze in rental rates for the Peel Association for Handicapped Adults (PAHA) at Knightsbridge.

Staff indicated that the proposed freeze in rental rates was for seniors clubs, and that PAHA would does not meet the criteria for a seniors club, as not all members are seniors.

The following motion was considered.

CPS083-2015 That staff report back on the affiliated status of the Peel Association for Handicapped Adults (PAHA).

Carried

L 2. Discussion at the request of Regional Councillor Moore, re: **2016 Scotties Tournament of Hearts – Brampton Curling Club**

Note: Later in the meeting, on a two-thirds majority vote to re-open the question, the Approval of the Agenda was re-opened and this item was added.

At the request of Committee, staff provided an update on the 2016 Scotties Tournament of Hearts to be hosted by the Brampton Curling Club, and responded to questions from Committee.

Staff indicated that a report on this matter is tracking for consideration at the Council Meeting of July 8, 2015.

M. **Referred Matters** – nil
N. **Deferred Matters** – nil

O. **Notices of Motion** – nil

P. **Correspondence** – nil

Q. **Councillors’ Question Period**

1. In response to questions from Committee with respect to liability insurance coverage for affiliated Brampton Arts Council (BAC) groups, staff advised that a report on the closure of the BAC will be provided for consideration at the Council Meeting of July 8, 2015, which will include liability insurance coverage for affiliated BAC groups.

2. In response to a question from Regional Councillor Palleschi with respect to liability coverage for a group affiliated with the Brampton Safe City Association, staff indicated the matter would be reviewed and a response provided to the Councillor.

R. **Public Question Period** – nil

S. **Closed Session**

The following motion was considered.

CPS084-2015 That Committee proceed into Closed Session to consider matters pertaining to the following:

S 1. Report from Ann Pritchard, Manager, Realty Services, Public Services, dated May 22, 2015, re: **Authorization to Execute Lease Agreement with Boys and Girls Club of Peel, Ward 3** (File L16Mc2.8) – A proposed or pending acquisition or disposition of land by the municipality or local board – lease matter

S 2. Report from Ann Pritchard, Manager, Realty Services, Public Services, dated June 1, 2015, re: **Authority to Execute Lease Agreements for Retail Space in City Hall West Tower – Ward 3** (File L16G.51-52) – A proposed or pending acquisition or disposition of land by the municipality or local board – lease matter

Carried
Minutes  
Community & Public Services Committee

The following motion was considered with respect to Item S 1.

CPS085-2015  1. That staff negotiate, and a by-law be passed to authorize the Mayor and Clerk to execute, a lease agreement with Boys and Girls Club of Peel for 1,453 square feet of dedicated space within 247 McMurchy Avenue South, for a five-year term together with an option to extend for a further five year period, on terms and conditions acceptable to the Chief Public Services Officer and in a form of agreement approved by the City Solicitor; and,

2. That rent generated by this lease be deposited into account no. 600841 001 0661 0002.

Carried

The following motion was considered with respect to Item S 2.

CPS086-2015  1. That a by-law be passed to authorize the Mayor and Clerk to execute a market value lease with (a) 2461862 Ontario Incorporated, operating as Sunset Grill, for 2,050 square feet and, (b) Somnath Foods Inc., operating as Taste of Mediterranean, for 1,189 square feet, both on the ground floor of the West Tower, at the southwest corner of Queen Street West and George Street South, said agreements to be on terms and conditions acceptable to the Chief Public Services Officer and in a form of agreement approved by the City Solicitor; and,

2. That the Purchasing Agent be authorized to enter into Direct Negotiations with Zeidler Architects, the Architect of Record for the West Tower / 33 Queen Street West, to provide consulting services for required retail landlord improvements and potential tenant improvements to the retail space over the next 3 years; and,

3. That the Purchasing Agent be authorized to enter into Direct Negotiations with Flynn Canada Ltd., the supplier and installer of the building envelope systems. Flynn will be used to modify the building envelope systems required for retail landlord improvements, thus maintaining uniformity of appearance, quality and warranties at the West Tower / 33 Queen Street West; and,
Minutes  
Community & Public Services Committee

4. That the appropriate City officials be authorized and directed to take all necessary actions to give effect thereto, if required; and,

5. That the net proceeds from the rent generated by the said leases be deposited into account no. 600841.001.7320.0001.

Carried

T. Adjournment

The following motion was considered.

CPS087-2015 That the Community & Public Services Committee do now adjourn to meet again on Wednesday, September 9, 2015 at 9:30 a.m. or at the call of the Chair.

Carried