



## AGENDA

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### GENERAL COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA  
[www.mississauga.ca](http://www.mississauga.ca)

**WEDNESDAY, DECEMBER 4, 2013 –  
IMMEDIATELY FOLLOWING SPECIAL COUNCIL**

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

#### Members

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

Contact:

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INDEX – GENERAL COMMITTEE – DECEMBER 4, 2013

CALL TO ORDER

APPROVAL OF THE AGENDA

DECLARATIONS OF CONFLICT OF INTEREST

PRESENTATIONS

DEPUTATIONS

- A. Item 1 Jeremy Blair, Storm Drainage Management Project Engineer
- B. Item 1 Christine Zimmer, Senior Manager, Protection and Restoration, Credit Valley Conservation Authority
- C. Item 2 Grant Crossman, Acting Executive Director, CanHerp
- D. Item 3 Jennifer Clarke, Supervisor, Community Programs and Kristina Zietsma, Supervisor, Community Programs

MATTERS TO BE CONSIDERED

- 1. Stormwater Financing Study, Phase 2 (Implementation Project) Implementation Plan
- 2. Regulation of the Sale and Ownership of Exotic Animals
- 3. 2014 Pilot Program: Summer Playgrounds
- 4. Amendments to the Business Licensing By-law 1-06, as amended to Require Licensing of Personal Service Settings
- 5. Application of Noise Attenuation Barrier Policy for 157 Achill Crescent under Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges – Priority Lien Status (Ward 7)
- 6. Storm Water Management Development Charge Credits and Payment to be Granted to The Erin Mills Development Corporation, the Developer of the Proposed Industrial Subdivision T-94025, Phase 3B, Located south of Eglinton Avenue West, West of Ridgeway Drive (Ward 8)

INDEX – GENERAL COMMITTEE – DECEMBER 4, 2013  
CONTINUED

7. Assumption of Municipal Services (Wards 7, 8, and 11)
8. Establishment of an Older Adult Advisory Panel
9. A Case for A Strong Neighbourhood Strategy
10. Toronto 2015 Pan American and Para Pan American Games
11. Single Source Contract Award to AON Hewitt Inc. for Employee Group Benefits Program Consulting Services
12. City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems
13. 2013 Year-End Operating Financial Forecast as of September 30, 2013, 3<sup>rd</sup> Quarter
14. Corporate Policy and Procedure – Attendance Support and Management Program, Income Protection Program, Short Term and Long Term Accommodation
15. Liability Issues with respect to Building Permits issued for Basement Apartments

ADVISORY COMMITTEE REPORTS

Accessibility Advisory Committee Report 3- 2013 – November 18, 2013

Heritage Advisory Committee Report 9-2013 – November 19, 2013

Museums of Mississauga Advisory Committee Report 5-2013 – November 25, 2013

COUNCILLORS' ENQUIRIES

OTHER BUSINESS/ANNOUNCEMENTS

CLOSED SESSION

(Pursuant to Subsection 239 (2) of the Municipal Act, 2001)

- A. The security of the property of the municipality or local board – Mississauga Celebration Square Sponsorship Strategy
- B. A proposed or pending acquisition or disposition of land by the municipality or local board – O’Neil Court Sale of Lands (Ward 8)
- C. The security of the property of the municipality or – Hershey SportZone – Vacant Land (Ward 5)
- D. A proposed or pending acquisition or disposition of land by the municipality or local board – Proposed Road/Park Property Exchange – Acquisition under section 30 of the *Expropriations Act* for a Portion of Lands Required to Extend Square One Drive from Confederation Parkway to Rathburn Road West (Ward 4)

ADJOURNMENT

CALL TO ORDERAPPROVAL OF THE AGENDADECLARATIONS OF CONFLICT OF INTERESTPRESENTATIONSDEPUTATIONS

- A. Item 1 Jeremy Blair, Storm Drainage Management Project Engineer
- B. Item 1 Christine Zimmer, Senior Manager, Protection and Restoration, Credit Valley Conservation Authority
- C. Item 2 Grant Crossman, Acting Executive Director, CanHerp
- D. Item 3 Jennifer Clarke, Supervisor, Community Programs and Kristina Zietsma, Supervisor, Community Programs

MATTERS TO BE CONSIDERED

- 1. Stormwater Financing Study, Phase 2 (Implementation Project) Implementation Plan

Corporate Report dated November 22, 2013 from the Commissioner of Transportation and Works with respect to the Stormwater Financing Study, Phase 2 Implementation Plan.

RECOMMENDATION

- 1. That the implementation of a Stormwater Utility Program be approved, including a supporting Credit Program and Schedule for non-residential properties, Incentive Program for residential properties and Grant Program for places of religious worship, as outlined in the report dated November 22, 2013 from the Commissioner of Transportation and Works titled *Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan*, with a target implementation date of January, 2016.
- 2. That the capital and operating resource requirements to facilitate the implementation of the Stormwater Utility Program be recovered by the Stormwater Fees and Charges User Rate.

(1.)

3. That the Commissioner of Transportation and Works be authorized to negotiate and enter into a service agreement(s) with the Regional Municipality of Peel for the provision of billing, collection, information, customer and account management services for the Stormwater Utility Program in a form satisfactory to Legal Services.
4. That all capital projects approved by Council from time to time for inclusion under the Stormwater Rate Based Program be funded from the Stormwater Fees and Charges User Rate as authorized by the *Municipal Act, 2001*.
5. That the intention of Council to fund approved stormwater projects, such as the Cooksville Creek Stormwater Management Facility project, that have been front end financed through the issuance of debt or reserves, from the Stormwater Fees and Charges User Rate as permitted under the *Municipal Act, 2001*, be affirmed
6. That a copy of the report dated November 22, 2013 from the Commissioner of Transportation and Works titled *Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan* be forwarded to the Regional Municipality of Peel, Credit Valley Conservation, Toronto and Region Conservation, and Conservation Halton for information.

2. Regulation of the Sale and Ownership of Exotic Animals

Corporate Report dated November 20, 2013 from the Commissioner of Transportation and Works with respect to the regulation of the sale and ownership of exotic animals.

RECOMMENDATION

1. That a by-law to amend the Animal Care and Control By-law 98-04, as amended, be enacted (Appendix 1), as outlined in the report from the Commissioner of Transportation and Works dated November 20, 2013 entitled Regulation of the Sale and Ownership of Exotic Animals.
2. That pet stores in Mississauga that sell exotic animals and residents who possess exotic animals be granted a period of six months from the date that Council enacts the amendments to the Animal Care and Control By-law 98-04, as amended, to sell or dispose of any prohibited animals to a person who does not reside in the City of Mississauga and who will be relocating the prohibited animal to a region or municipality that does not prohibit the species in question.

(2.)

3. That the practice for the transfer of exotic animals recovered by Animal Services outlined in the report from the Commissioner of Transportation and Works dated November 20, 2013 entitled Regulation of the Sale and Ownership of Exotic Animals be approved.
4. That a by-law to delegate authority to the Commissioner of Transportation and Works, or their delegate, on behalf of the Corporation of the City of Mississauga, to enter into agreements between the City and local pet stores in the City of Mississauga that sell exotic animals for the transfer of exotic animals recovered by Animal Services and permitted under the Animal Care and Control By-law 98-04, as amended, to the pet stores (Appendix 2).
5. That staff participate in the Government of Ontario's review of the existing provincial regulatory scheme for exotic pets and report back to Council on the results of this review.
6. That the Honourable Ministers of Community Safety and Correctional Services; Municipal Affairs and Housing; and, Natural Resources be sent a copy of the report dated November 20, 2013 from the Commissioner of Transportation and Works entitled Regulation of the Sale and Ownership of Exotic Animals.

3. 2014 Pilot Program: Summer Playgrounds

Corporate Report dated November 12, 2013 from the Commissioner of Community Services with respect to the 2014 Pilot Program for Summer Playgrounds.

RECOMMENDATION

That Council endorse the Recreation Division's proposal to operate a pilot program in 2014 consisting of supervised playground program sites at twelve (12) City parks, as outlined in the report dated November 12, 2013 from the Commissioner of Community Services.

4. Amendments to the Business Licensing By-law 1-06, as amended to Require Licensing of Personal Service Settings

Corporate Report dated November 20, 2013 from the Commissioner of Transportation and Works with respect to amendments to the Business Licensing By-law 1-06, as amended to require licensing of personal service settings.

(4.)

RECOMMENDATION

1. That a by-law to amend the Business Licensing By-law 1-06, as amended, be enacted to license personal services settings in a form satisfactory to Legal Services substantially similar to the draft by-law contained in (Appendix 1) to the report from the Commissioner of Transportation and Works dated November 20, 2013 and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".
2. That Compliance and Licensing Enforcement staff enforce the personal services settings amendments to the Business Licensing By-law 1-06, as amended, in the manner set out in the Enforcement Action Plan outlined in the report dated November 20, 2013, from the Commissioner of Transportation and Works and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".
3. That the Regional Council of Peel be sent a copy of the report dated November 20, 2013, from the Commissioner of Transportation and Works and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".
5. Application of Noise Attenuation Barrier Policy for 157 Achill Crescent under Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges – Priority Lien Status (Ward 7)

Corporate Report dated November 8, 2013 from the Commissioner of Transportation and Works with respect to the application of Noise Attenuation Barrier Policy for 157 Achill Crescent under Ontario Regulation 586/06 of the *Municipal Act, 2001*.

RECOMMENDATION

1. That a new noise barrier be constructed under the Mississauga Noise Barrier Retrofit Program along the south side of Central Parkway West from approximately 25 metres (82 feet) east of Achill Crescent to a point approximately 25 metres (82 feet) easterly, in accordance with the Corporate Policy 09-03-03 Noise Attenuation Barriers on Major Highways, subject to Council approval of the noise barrier program funding proposed in the 2014 Capital Budget.



(5.)

2. That a by-law be enacted authorizing the dismantling and removal of the existing fence and installation of a 2.5 metre (8.2 feet) high wooden noise attenuation barrier along the south side of Central Parkway West from approximately 25 metres (82 feet) east of Achill Crescent to a point approximately 25 metres (82 feet) easterly, to be financed in accordance with Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges - Priority Lien Status, at an estimated cost to the City of approximately \$17,500.00, with a 50% cost recoverable from the homeowner of \$8,750.00.

6. Storm Water Management Development Charge Credits and Payment to be Granted to The Erin Mills Development Corporation, the Developer of the Proposed Industrial Subdivision T-94025, Phase 3B, Located south of Eglinton Avenue West, West of Ridgeway Drive (Ward 8)

Corporate Report dated November 8, 2013 from the Commissioner of Transportation and Works with respect to Storm Water Management Development Charge Credits and payment to be granted to the Erin Mills Development Corporation.

#### RECOMMENDATION

1. That the Development Agreement for Plan T-94025, Phase 3B, located south of Eglinton Avenue West, west of Ridgeway Drive, provide a Storm Water Management Development Charge Credit in the amount of \$2,782,263.40, for the costs associated with the construction of the storm water management facility and storm sewer oversizing.
  2. That the Servicing Agreement for Plan T-94025, Phase 3B, located south of Eglinton Avenue West, west of Ridgeway Drive, indicate payment by the City of Mississauga to The Erin Mills Development Corporation in the amount of \$152,098.60, representing the difference between the total amount owed to the developer for the construction of the storm water management facility and associated land, and the total development charge credit available for this development.
7. Assumption of Municipal Services (Wards 7, 8, and 11)

Corporate Report dated November 14, 2013 from the Commissioner of Transportation and Works with respect to the assumption of municipal works.

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(7.)

RECOMMENDATION

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1758, Cabot Trail Estates Ltd (lands located north of Derry Road West, south of Comiskey Crescent, east of McLaughlin Road and west of the Fletcher Creek, in Z-52, known as the Derrydale Drive & McLaughlin Road Subdivision) and that the Letter of Credit in the amount of \$1,675,765.31 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.

43M-1758 (Ward 11)

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for CD.06.MOL, Mr. Gino Molinaro O/A Molinaro's Fine Italian Foods Ltd., (lands located north of the Queen Elizabeth Way, south of the Queensway West, east of Stavebank Road and west of Hurontario Street in Z-15, known as 213 Isabella Avenue), and that the Letter of Credit in the amount of \$49,300.00 be returned to the developer.

CD.06.MOL (Ward 7)

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1777, Jungfrau Developments Limited (lands located north of Dundas Street West, south of Burnhamthorpe Road West, west of the Credit River and east of Mississauga Road in Z-24, known as Jungfrau Subdivision), and that the Letter of Credit in the amount of \$235,000.00 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.

43M-1777 (Ward 8)

8. Establishment of an Older Adult Advisory Panel

Corporate Report dated November 4, 2013 from the Commissioner of Community Services with respect to the establishment of an Older Adult Advisory Panel.

(8.)

RECOMMENDATION

1. That an Older Adult Advisory Panel be established for the purpose of seeking citizen and stakeholder input in the planning and delivery of municipal services that impact older adults; and
2. That the Older Adult Advisory Panel investigates and assists staff to pursue the designation of an Age Friendly City from the World Health Organization as outlined in the report dated November 4, 2013 from the Commissioner of Community Services.

9. A Case for A Strong Neighbourhood Strategy

Corporate Report dated November 20, 2013 from the Commissioner of Community Services with respect to the Strong Neighbourhood Strategy.

RECOMMENDATION

That Council endorse the report entitled A Case for A Strong Neighbourhood Strategy, dated November 20, 2013 from the Commissioner of Community Services.

10. Toronto 2015 Pan American and Para Pan American Games

Corporate Report dated November 1, 2013 from the Commissioner of Community Services with respect to the Toronto 2015 Pan American and Para Pan American Games.

RECOMMENDATION

That a by-law be enacted to authorize the Commissioner of Community Services to enter into a Municipal Designation Agreement with the Toronto Organizing Committee of the 2015 Pan Am/Para Pan Am Games ("TO2015"), in a form satisfactory to Legal Services as outlined in the Corporate Report dated November 1, 2013.

11. Single Source Contract Award to AON Hewitt Inc. for Employee Group Benefits Program Consulting Services

Corporate Report dated November 13, 2013 from the Commissioner of Corporate Services and Chief Financial Officer with respect to a single source contract award to AON Hewitt Inc.

(11.)

RECOMMENDATION

1. That, in accordance with Purchasing By-law #374-2006, as amended, the Purchasing Agent be authorized to execute an agreement with AON Hewitt Inc. to provide consulting services for the City's employee group benefit programs in the estimated amount of \$360,000 for the term of January 2, 2014 to December 31, 2018 subject to annual review of vendor performance.
2. That the Purchasing Agent be authorized to issue contract amendments to increase the value of the contract where necessary to accommodate additional services subject to budget availability.

12. City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems

Corporate Report dated November 19, 2013 from the Commissioner of Corporate Services and Chief Financial Officer with respect to the City standards for IT systems and acquisition of support and maintenance services for standard systems.

RECOMMENDATION

1. That the updated City Standards for IT Systems as listed in Appendix 1 of the report dated November 19, 2013 from the Commissioner of Corporate Services and Chief Financial Officer entitled "City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems", be approved.
2. That the Purchasing Agent be authorized to negotiate and execute agreements to cover 2014 annual support and maintenance for City Standard IT Systems which have been approved as Standards, where the estimated cost will exceed \$100,000.

13. 2013 Year-End Operating Financial Forecast as of September 30, 2013, 3<sup>rd</sup> Quarter

Corporate Report dated November 20, 2013 from the Commissioner of Corporate Services and Chief Financial Officer with respect to the 2013 Year-End Operating Financial Forecast for the 3<sup>rd</sup> Quarter.

RECOMMENDATION

1. That the Corporate Report entitled 2013 Year-End Operating Financial Forecast as of September 30, 2013, dated November 20, 2013 from the Commissioner of Corporate Services and Chief Financial Officer, be received.

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(13.)

2. That up to \$1,021,825 of the year end surplus be approved for transfer to the Operating Budget Reserve (Account #305145).
3. That up to \$245,000 of the year end surplus be allocated to fund the Parks and Forestry Emergency Flood Repairs Capital Project (PN13340) associated with the July 8<sup>th</sup> flooding.
4. That up to \$260,000 of the year-end surplus be approved for transfer to the General Contingency Reserve (Account #305125) to increase the Reserve to approximately 1% of the City's gross operating expenditures.
5. That any remaining surplus above \$1.5 million be approved for transfer to the Capital Reserve Fund (Account #33121) to provide for future capital infrastructure requirements.
6. That the budget adjustments listed in Appendix 4 attached to the Corporate Report dated November 20, 2013 from the Commissioner of Corporate Services and Chief Financial Officer be approved.

14. Corporate Policy and Procedure – Attendance Support and Management Program, Income Protection Program, Short Term and Long Term Accommodation

Corporate Report dated November 15, 2013 from the Commissioner of Corporate Services and Chief Financial Officer with respect to Corporate Policy and Procedures: Attendance Support and Management Program, Income Protection Program, Short Term and Long Term Accommodation.

RECOMMENDATION

That the following revised Corporate Policies and Procedures attached as Appendices to the Corporate Report dated November 15, 2013 from the Commissioner of Corporate Services and Chief Financial Officer, be approved:

- a) Attendance Support and Management Program (formerly Attendance Management 01-03-05)
- b) Income Protection Program (formerly Disability Income Program 01-07-06)
- c) Short Term and Long Term Accommodation (formerly Rehabilitation and Return to Work Policy 01-07-11)

15. Liability Issues with respect to Building Permits issued for Basement Apartments

Corporate Report dated November 18, 2013 from the City Solicitor with respect to liability issues for building permits issued for basement apartments.

RECOMMENDATION

That the report dated November 18, 2013, from the City Solicitor, entitled Liability Issues with respect to Building Permits issued for Basement Apartments be received for information.

ADVISORY COMMITTEE REPORTSAccessibility Advisory Committee Report 3- 2013 – November 18, 2013

(Recommendation AAC-0024-2013 to AAC-0037-2013)

Heritage Advisory Committee Report 9-2013 – November 19, 2013

(Recommendation HAC-0105-2013 to HAC-0112-2013)

Museums of Mississauga Advisory Committee Report 5-2013 – November 25, 2013

(Recommendation MOMAC-0026-2013 to MOMAC-0034-2013)

COUNCILLORS' ENQUIRIESOTHER BUSINESS/ANNOUNCEMENTSCLOSED SESSION

(Pursuant to Subsection 239 (2) of the Municipal Act, 2001)

- A. The security of the property of the municipality or local board – Mississauga Celebration Square Sponsorship Strategy
- B. A proposed or pending acquisition or disposition of land by the municipality or local board – O'Neil Court Sale of Lands (Ward 8)
- C. The security of the property of the municipality or – Hershey SportZone – Vacant Land (Ward 5)

- D. A proposed or pending acquisition or disposition of land by the municipality or local board – Proposed Road/Park Property Exchange – Acquisition under section 30 of the *Expropriations Act* for a Portion of Lands Required to Extend Square One Drive from Confederation Parkway to Rathburn Road West (Ward 4)

ADJOURNMENT



# Corporate Report

Clerk's Files

Originator's  
Files

MG.23.REP

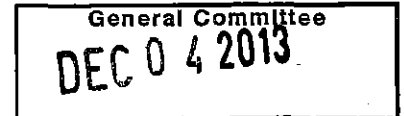
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**DATE:** November 22, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

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

**SUBJECT:** **Stormwater Financing Study, Phase 2 (Implementation Project)  
Implementation Plan**



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- RECOMMENDATION:**
1. That the implementation of a Stormwater Utility Program be approved, including a supporting Credit Program and Schedule for non-residential properties, Incentive Program for residential properties and Grant Program for places of religious worship, as outlined in the report dated November 22, 2013 from the Commissioner of Transportation and Works titled *Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan*, with a target implementation date of January, 2016.
  2. That the capital and operating resource requirements to facilitate the implementation of the Stormwater Utility Program be recovered by the Stormwater Fees and Charges User Rate.
  3. That the Commissioner of Transportation and Works be authorized to negotiate and enter into a service agreement(s) with the Regional Municipality of Peel for the provision of billing, collection, information, customer and account management services for the Stormwater Utility Program in a form satisfactory to Legal Services.
  4. That all capital projects approved by Council from time to time for inclusion under the Stormwater Rate Based Program be funded



from the Stormwater Fees and Charges User Rate as authorized by the *Municipal Act, 2001*.

5. That the intention of Council to fund approved stormwater projects, such as the Cooksville Creek Stormwater Management Facility project, that have been front end financed through the issuance of debt or reserves, from the Stormwater Fees and Charges User Rate as permitted under the *Municipal Act, 2001*, be affirmed
  
6. That a copy of the report dated November 22, 2013 from the Commissioner of Transportation and Works titled *Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan* be forwarded to the Regional Municipality of Peel, Credit Valley Conservation, Toronto and Region Conservation, and Conservation Halton for information.

**REPORT HIGHLIGHTS:**

- This report provides details regarding the recommended implementation plan for Mississauga’s Stormwater Utility Program and seeks Council approval to implement the program
  
- It is proposed that a Stormwater Fees and Charges User Rate be implemented effective January, 2016 and be billed via the Region of Peel’s utility billing system
  
- The Stormwater Fees and Charges User Rate can be used to fund stormwater projects that Council has identified for this purpose
  
- A Stormwater Credit Program and Schedule has been developed in consultation with a Stakeholder Group representing the non-residential sector
  
- Staff has provided recommendations for an Incentive Program for residential properties
  
- A Grant Program has been developed to offset the Stormwater Fees and Charges User Rates assessed to places of religious worship
  
- The customer billing and service model being developed jointly by City and Regional staff assumes a cost and revenue neutral scenario in which only direct additional costs associated with the

Stormwater Utility Program would be charged to the City of Mississauga by the Region of Peel

- Regional staff is confident that its new utility billing system will be implemented in time for the billing of the Stormwater Fees and Charges User Rate to commence in 2016; however, there is some risk to this timeline being achieved

**BACKGROUND:**

On December 12, 2012, Council adopted the following recommendations:

- That Council endorse in principle moving from a property tax supported program to a stormwater rate funded program, using a tiered single family unit rate structure, as described in the report dated November 23, 2012 from the Commissioner of Transportation and Works titled *Stormwater Financing Study (Phase 1) – Funding Recommendations*
- That places of religious worship be included in the exempt category with respect to the Stormwater User Fees
- That the preferred method to administer the billing for the Stormwater User Fees is with the Region of Peel water bill
- That staff report back to General Committee with a detailed implementation plan addressing the establishment and administration of a credit system, cost to implement and maintain the stormwater rate based program, billing mechanism and related policy and business process considerations

In early 2013, staff initiated the Stormwater Financing Study, Phase 2 (Implementation Project) in response to the recommendations adopted by Council on December 12, 2012. This report provides an implementation plan for Council approval.

**COMMENTS:**

As part of the Stormwater Financing Study, Phase 2 (Implementation Project), staff has been working to develop the business processes, policies and resource requirements to establish and administer the main elements of a Stormwater Utility Program, including the assessment of charges for all non-exempt properties in the City, a credit program for non-residential properties, incentive considerations for residential properties, a grant program for places of worship, billing and customer service solutions, communications plans, and overall program administration considerations.

Stormwater Rate Based Program

The Phase 1 report described an Interim Service Level as the basis for the proposed Stormwater Rate Based Program ("Stormwater Program"). The components of the Interim Service Level are as follows:

- All capital program needs identified in the 2013 to 2022 Capital Budget and Forecast
- Unfunded operations and maintenance pressures
- A Storm Pipe Reinvestment reserve fund, starting with a modest initial collection rate of 0.15% of the storm pipe system replacement cost (\$1.6 billion in 2012) which would be increased by 0.01%, or \$0.16 million annually (excluding inflation)
- Stormwater Utility Program administration cost

Based on the Interim Service Level, the average annual Stormwater Program cost was estimated to be \$27,610,000. A copy of the Phase 1 report is attached as Appendix 1. It is noted that there is a clerical error in Table 3 of the Phase 1 report; specifically, the Interim Service Level tax levy for a 90-percentile (Large Tier) Single-Family Detached Home (annual charge) should be corrected from \$24.16 to \$124.16.

The Capital Program component represents the average annual value of the 2013 to 2022 forecasted funding needs, which includes flood risk reduction and watercourse erosion control projects. The Operations and Maintenance component includes enhancements to the woody debris management program, storm sewer inspection and cleaning program, stormwater management pond monitoring program,

and the enforcement of storm drainage easements, erosion and sediment control and storm sewer use bylaws. The Storm Pipe Reinvestment component represents the initial annual contribution to a reserve account for future storm pipe replacement needs. The Stormwater Utility Program administration cost estimate has been refined since the Phase 1 report was completed and will be discussed later in this report.

The actual Stormwater Program will be different at the time of implementation of the billing system. This will reflect inflationary pressures, changes to the ten-year capital forecast and refinements to the number of billing units. When billing is initiated, the Stormwater Fees and Charges User Rate ("Stormwater Rate") amount will be based on the Stormwater Program approved by Council for the given budget year.

The Stormwater Program, including those approved stormwater projects front end financed through the issuance of debt or reserve funds prior to the implementation of a stormwater user fee, will be funded from the Stormwater Rate, as permitted under subsection 391(3) of the *Municipal Act, 2001*, which states that "a municipality may include in its fees or charges those costs incurred by the municipality related to the administration, enforcement and the establishment, acquisition and replacement of capital assets".

#### Consolidated Rate Schedule

As recommended in the Phase 1 report, the Stormwater Rate will be based on the Tiered Single Family Unit (SFU) assessment structure.

Table 1 presents the preliminary Consolidated Rate Schedule recommended for implementation and billing based on this approach. The categories are grouped according to property type and billing unit (SFU) value, with residential properties listed at the top and non-residential properties at the bottom. These figures are still estimates and subject to refinement. The Customer/Ratepayer categories shown in Table 1 are discussed in greater detail under Appendix 2.

Table 1: Preliminary Consolidated Rate Schedule

Rate Code	Customer / Ratepayer Category	Billing Units (SFU)	No. of Parcels in City	No. of Dwelling Units	Total No. of Billing Units (SFUs)
1a	Single-Detached Residential Property (Small)	0.7	9,370	9,370	6,559
1b	Single-Detached Residential Property (Medium)	1.0	74,970	75,280	75,280
1c	Single-Detached Residential Property (Large)	1.4	9,370	9,370	13,118
2	2 Units / Linked Residential Property	0.7 per unit	33,150	33,150	23,205
3	3 to 6 Units / Townhomes / Condo Residential Property	0.5 per unit	30,843	33,790	16,895
4	7+ Units Residential Property, 3 storeys or less	0.2 per unit	122	7,105	1,421
5	7+ Units Residential Property, 4 storeys or more	0.1 per unit	34,156	61,556	6,156
<b>Residential Subtotals</b>			<b>191,981</b>	<b>229,621</b>	<b>142,634</b>
6	Non-Residential Fee Eligible Property	Varies <sup>1</sup>	14,336	N/A	176,898
6x	Non-Residential Fee Exempt Property	Not charged	500	N/A	0
7	Mixed Use Property	Varies <sup>2</sup>	(totals included above)		
<b>Totals</b>			<b>206,817</b>	<b>229,621</b>	<b>319,532</b>

Notes:

1. A billing unit (SFU) value is assigned per 267m<sup>2</sup> (2,872 sq.ft.) of impervious surface area
2. Number of Billing Units (SFUs) assigned to Mixed Use properties to be determined manually

In Table 1, the base billing unit is reflected as the single-detached residential (medium) property category and is assigned an SFU value

of 1.0. The average impervious area on the lots under this category was established to be 267 m<sup>2</sup> (2,872 sq.ft.) and represents 80 percent of all single family detached homes in Mississauga, according to statistical sampling undertaken as part of the Phase 1 study. For each of the other categories, the number of billing units (SFUs) relates the average impervious area of a dwelling unit to that of a medium sized single-detached residential home. For example, for a property with seven or more residential units in a building three storeys or less (Rate Code 4), the average impervious area per dwelling unit is typically 20 percent of that of a medium sized single-detached residential home, and therefore the number of billing units (SFUs) assigned to each unit would be 0.2.

#### Assessment of Stormwater Charges

The Stormwater Rate per billing unit is determined by dividing the Stormwater Program cost (averaged over the ten-year forecast or other recommended period as endorsed by Council) by the total number of billing units in the City. The Stormwater Rate assessed to a property is then calculated by multiplying the Stormwater Rate per billing unit value by the number of billing units associated with the property.

Table 2 shows the approximate Stormwater Rate amounts for each of the ratepayer categories required to meet the average annual revenue needs (estimated as \$27,610,000). It assumes a collection rate of 91.5 percent, to account for credits approved for non-residential properties and uncollectable stormwater bills. Based on research conducted on the stormwater credit programs of a number of municipalities in Canada and the United States, it is anticipated that credits will amount to about 6.5% of the total program cost in Mississauga. While best efforts will be undertaken to collect outstanding bill payments, a conservative estimate of 2% of the total program cost was assumed to be uncollectible stormwater bills.

19

Table 2: Estimated Annual Stormwater Rates (based on Interim Service Level and 2013 to 2022 Program Forecast)

Billing Units (SFUs)	Customer/Ratepayer Category	Estimated Annual Rate per Unit
0.7	Single-Detached Residential Property (Small)	\$66.00
1.0	Single-Detached Residential Property (Medium)	\$94.00
1.4	Single-Detached Residential Property (Large)	\$132.00
0.7	2 Units/Linked Residential Property	\$66.00
0.5	3 to 6 Units/ Townhouse/ Condominium Residential Property	\$47.00
0.2	7+ Units Residential Property (3 storeys or less)	\$19.00
0.1	7+ Units Residential Property (4 storeys or more)	\$9.00
Varies	Non-Residential Property (1.0 SFU per 267m <sup>2</sup> (2,872 sq.ft.) of impervious surface area)	\$94.00 per SFU

The estimated annual Stormwater Rates per unit shown in Table 2 will be refined prior to the commencement of billing, based on the Stormwater Program that Council approves for the given budget year, as well as the refinement of the estimated number of billing units in each Customer/Ratepayer Category, presented in Table 1, which are subject to refinement.

As shown in Table 2, the Stormwater Rate for a property assessed with one billing unit (SFU value of 1.0), such as a medium sized single-detached residential property, is estimated to be approximately \$94.00 per year, based on the 2013 to 2022 Stormwater Program forecast presented in the 2012 Phase 1 report under the Interim Service Level Scenario. This is the estimated Stormwater Rate that 80 percent of all single-detached residential homeowners would pay annually. The estimated annual Stormwater Rate for the other categories will be calculated based on the number of billing units (SFUs) assessed to each, as presented in Table 2.

### Credit Program

In response to the recommendation endorsed by Council, a credit program has been developed that offers a Stormwater Rate reduction to non-residential landowners who have implemented stormwater management works or practices on their property. The proposed credit program and schedule have been developed based on the principle of fairness and equity and with a clear linkage between the credit amounts offered and the cost savings to the City's Stormwater Program which could potentially result from the implementation of stormwater measures on private properties. As part of the process to develop the proposed credit program and schedule, staff conducted research on best practices, completed internal financial analyses, and consulted with stakeholders.

The stormwater credit programs of other municipalities across Canada and the United States were researched to gain an understanding of their development and administration processes, expected uptake, and typical impact on revenue. Highlights gathered from the research include the following:

- Maximum credit amounts typically range between 45 and 50 percent of the Stormwater Rate assessed to a property
- Best practices to set the maximum credit amount are based on the percentage of the municipal stormwater program that could benefit from private on-site stormwater management measures
- Credits are typically provided for works or activities which reduce peak flow, improve water quality and/or provide an educational benefit
- Credits are typically based on performance or system criteria and are subject to an application review process and term limits

To determine the appropriate maximum credit amount for Mississauga, the City's Stormwater Program was analysed based on best practices learned from research to differentiate works or activities which could benefit from private stormwater works from those which could not.

Through this analysis, it was determined that approximately 46 percent of the City's Stormwater Program, in terms of budget, could



benefit from stormwater works or activities on private lands. This value is consistent with the results of similar analyses conducted by other municipalities.

To assist in the development of the proposed credit program and schedule, a number of organizations, including many Stormwater Financing Stakeholder Group members (Phase 1) from the industrial, commercial and institutional sectors, were invited to form a Stormwater Credit Stakeholder Group. Table 3 provides a list of these organizations which were invited and those that participated in this process.

Table 3: Stormwater Credit Stakeholder Group Invitees

Attendees	Regrets
<ul style="list-style-type: none"> <li>▪ Dixie Outlet Mall</li> <li>▪ Greater Toronto Airports Authority</li> <li>▪ Orlando Corporation – included technical support from The Municipal Infrastructure Group (TMIG)</li> <li>▪ Building Industry and Land Development Association (BILD) – represented by The Municipal Infrastructure Group (TMIG)</li> <li>▪ University of Toronto (Mississauga)</li> <li>▪ Credit Valley Conservation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Erin Mills Development Corporation</li> <li>▪ Mississauga Board of Trade</li> <li>▪ ProLogis Inc.</li> <li>▪ Real Property Association of Canada (REALpac)</li> <li>▪ Sheridan Park Association</li> <li>▪ Trillium Health Centre</li> <li>▪ Oxford Properties Group (Square One)</li> </ul>

Four stakeholder group meetings were held between July and October, 2013. Written comments received from the stakeholder group have been included as Appendix 3. Through the engaged participation of all stakeholder group members, the following was achieved through the series of meetings:

- Reviewed the findings of staff's benchmarking research
- Reached a consensus that the credit amounts should be

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proportional to the beneficial impact that the private stormwater works or practices have on the City's Stormwater Program

- Developed the recommended maximum credit amount of 50 percent and the recommended credit schedule, including its categories, criteria and credit weightings
- Generated a list of considerations for the administration of the credit program, including the credit application and renewal processes, and inspection and compliance considerations

Table 4 summarizes the recommended categories, evaluation criteria and credit amounts for the various types of stormwater works and activities deemed eligible for a credit applicable to the Stormwater Rate assessed to a property.

Table 4: Recommended Stormwater Credit Schedule for Non-Residential Properties

Category	Evaluation Criteria	Credit Amount (50% max)	To a total of no more than 50%
Peak Flow Reduction	Percent reduction of 100-year flow from post- to pre-development condition	Up to 40%	
Water Quality Treatment	Consistent with MOE criteria for enhanced treatment	Up to 10%	
Runoff Volume Reduction	Percent capture of the first 25mm of rainfall	Up to 15%	
Pollution Prevention	Develop and implement a pollution prevention plan	Up to 5%	

The credit categories listed in Table 4 reflect key aspects of the City's Stormwater Program. The evaluation criteria for each category are based on the level of service the Stormwater Program is aiming to provide and reflects typical standards of practice. The credit amounts reflect the proportion each category represents as an objective within the ten-year forecast of the City's Stormwater Program. Finally, the total credit is the percent reduction that would be applied against an

applicant's assessed Stormwater Rate, to a maximum of 50 percent.

Next steps in the development of the stormwater credit schedule and associated program include the preparation of policies and administrative processes, including a program manual, the application requirements, terms and conditions of approval, forms and standards, inspections and audits, renewals and appeals, and program outreach and awareness. The input provided by the stakeholder group on these issues will be taken into careful consideration by the project team.

It is recommended that stormwater credits be funded by the Stormwater Rate such that the credit program remains cost and revenue neutral. It is also recommended that the credit program be implemented at the same time as the Stormwater Utility Program.

Residential Incentives

The Stormwater Financing Study (Phase 1) report did not recommend a residential credit program since the administrative cost to deliver such a program would exceed the value of the credits given and would therefore not be cost effective. As an alternative, it is recommended that a program with minimal administrative cost be developed in which one-time incentives are offered to homeowners for pre-approved stormwater measures such as rain barrels, rain gardens, soak-away pits or permeable pavements. Such a program might include coupon discounts for materials and supplies in partnership with external agencies and/or retailers.

It is recommended that the residential incentive program be provided an annual budget between \$50,000 and \$100,000, based on public interest and uptake, and that it be funded by the Stormwater Rate and commence with the implementation of Stormwater Utility Program. Program details will need to be worked out in the interim.

Grant Program for Places of Religious Worship

Council endorsed a recommendation from General Committee that places of religious worship be placed in the exempt category for the Stormwater Utility Program. To address this, a grant program has been developed in which land parcels identified by the Municipal Property Assessment Corporation (MPAC) property classification system as a Place of Worship be automatically provided with a grant

10

to offset assessed Stormwater Rates.

Under this approach, a property would require an MPAC property code of 700 or 701 (e.g. Place of Worship with/without a clergy residence) with a tax/class qualifier of EN, as determined by MPAC, to be eligible for the Places of Worship Grant Program. The onus would be on the land owner to follow the MPAC process should re-classification of their property as a place of worship be desired for the purpose of seeking eligibility for the grant.

The following elements are proposed for the Places of Worship Stormwater Grant Program:

- Available to every eligible property in the City of Mississauga categorized by the Municipal Property Assessment Corporation (MPAC) as a Place of Worship
- Equal to 100 percent of the annual Stormwater Rate assessed for the property, irrespective of any portion of the property that is tax-eligible
- The grant would automatically be applied to the Stormwater Utility bill
- The grant program would be funded by taxes and may be amended or repealed at the discretion of Council

The estimated cost associated with this grant program is \$300,000 annually.

#### Stormwater Rate Billing and Customer Services

Council endorsed a recommendation in December 2012 that the preferred option for Stormwater Rate billing was with the Region of Peel. As previously reported, the Region of Peel has advised that its current water utility billing system, known as "AquaPeel", is not capable of accommodating the Stormwater Rate. The Region has initiated a project to procure and implement a new billing system, with a business objective to accommodate the offering of new utility billing services, including the Stormwater Rate. Senior Regional staff has indicated that the new system is expected to be ready for Mississauga's planned Stormwater Rate implementation timing of January, 2016.

*Service Model*

Since early 2013, City and Regional staff have been working closely to develop an understanding of the City's Stormwater Rate billing needs and to define the customer services that can be provided by the Region, including the estimated cost to deliver these services. Through these efforts, a model for Stormwater Rate billing and customer services that can be provided by the Region has been developed. The arrangement will be based on a municipal partnership approach in which risks are evenly shared and both parties work to minimize costs.

The proposed level of service can be described as "full account management" and will include the implementation of dedicated staff at the Region to deliver the Stormwater Rate billing services, including account set-up and changes, billing, collection of payments, customer service, reconciliation of the Stormwater Rate component of the payments, and remittance of this component of the revenue to the City. The billing cycle is expected to remain as it currently exists for water bills – quarterly for the majority of bills and monthly for high water users such as apartments and some industrial users.

The Region will remit to the City the full amount billed each month and retain any penalties or late fees in the collection process. If a bill is deemed uncollectable then reconciliations will occur and the charges may be added to the appropriate tax bill as a final means to collect.

With respect to customer service, the Region will deal with all account enquiries involving general account management, while the City will deal with enquiries related to the Stormwater Rate assessment and the City's Stormwater Program. Customers will be provided with a Region of Peel telephone number for enquiries about the Stormwater Rate portion of the utility bill.

Regional staff has advised that, while every effort will be made to deliver the new utility billing system into service by January, 2016, there are some uncertainties with this timeline, particularly until a vendor has been chosen and has prepared a more detailed project delivery schedule (expected by September, 2014). Delays could hinder the development of new billing system, related to:

- The ease of the billing system integration with internal and external systems
- The ease of system installation and configuration to meet business needs
- The ease and success of the system testing process

To mitigate these risks, the City will strive to adhere to the Region's existing billing related policies and business processes to the extent possible.

The City will need to enter into a service agreement with the Region to define the terms of service and administrative, financial, technical and legal considerations for the partnership. It is recommended that this agreement be developed and ratified in early 2014 to facilitate the development of the Stormwater Rate functionality of the new billing system, including the related policies, business processes and financial considerations.

#### *Costs Recovered by Region from City*

The City will reimburse the Region for services provided based on a "cost recovery" basis. Overhead costs will not be charged by the Region, just the incremental costs to deliver Stormwater Rate billing account services. The Region has provided cost estimates for the procurement and implementation expenditures related to the Stormwater Rate needs of the new utility billing system, as well as the related account management and customer services.

Capital costs recovered by the Region from the City related to the procurement and implementation of the new billing system will be limited to those incurred solely for the purpose of Stormwater Rate billing functions. While Regional staff anticipates these costs will be relatively low, they could range between \$50,000 and \$500,000 depending on the level of system configuration work required.

The ongoing operating costs incurred by the Region to deliver customer services and billing account management are expected to be higher during the first year than in the long term. Research suggests that up to 20 percent of customers will call during the initial billing cycle of a new Stormwater Rate, then decrease over time as it becomes more widely accepted and understood by ratepayers. For resource estimation purposes, Regional staff has conservatively

assumed that as many as two-thirds of the Stormwater clients will call during the first billing cycle, reducing to one-third calling during the second cycle. The Region has estimated that the customer service cost will range between \$200,000 and \$600,000 over the first six months of the program, then decrease to less than \$200,000 per year over time.

The administrative effort for account management is also expected to decrease to a modest, stable level over the long term. The volume of account enquiries during the initial year of billing, along with the need to establish data protocols and provide an increased focus on quality assurance, will result in higher service costs initially than in the long term. The account management costs are estimated to be between \$300,000 and \$500,000 during the first year of billing and reduce to approximately \$150,000 per year over the long term as the initial wave of customer enquiries passes and the data management protocols become well established.

#### *City Administrative Considerations*

Staff resources, engineering consulting services and other expenses will be required by the City to prepare the Stormwater Rate billing account information to be uploaded to the Region's utility billing system, execute a pre-billing corporate communications plan, provide pre-billing customer service, and administer the Stormwater Utility Program over the long term.

Environmental Services in the Transportation and Infrastructure Planning Division is leading the Stormwater Financing Implementation Project and will assume overall responsibility for administering the Stormwater Utility Program once it is underway. Permanent Stormwater Utility Program Manager and Technician positions will be required in 2015 to assist with the program launch and support the technical needs driven by the pre-billing communication outreach activities. Once the program is implemented, the Stormwater Utility Program Manager will manage the program, respond to customer service requests and administer the credit and incentive programs, while the Stormwater Utility Technician will assist the Program Manager with the review and processing of credit applications, the response to questions and appeals, and the coordination of stormwater charge information gathered during the development approval process. Temporary staff

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resources, namely a Project Coordinator and a Business Analyst, are also required to assist the existing Environmental Services staff complement with the implementation project, through to the completion of the first billing cycle in 2016. A second Stormwater Utility Technician is expected to be required on a contract basis during the first year of billing to assist with the review and processing of the initial wave of credit applications.

The engineering consulting team of AECOM and CDM-Smith, procured and managed by Environmental Services, will complete the initial assessment of Stormwater Rate billing units (SFU's) for each property in Mississauga and compile this information into a database. Provisional tasks in the contract with the consulting team include assistance with the public engagement process and on-call technical support during the first billing cycle, if required.

Every billable property in Mississauga will be assessed, matched to a billing account and compiled in the City's database system that will in turn be tested and prepared for transfer to the Region for download to the billing system, when ready. The Geomatics and IT Enterprise Systems sections will require a GIS Analyst, an IT Specialist and an IT Application Developer on a contract basis to assist with this work. The GIS Analyst and IT Application Developer may be required on a long-term basis to assist with Stormwater Rate assessments and the maintenance of the database system, respectively.

A comprehensive communication plan has been prepared and will be implemented prior to the commencement of Stormwater Rate billing. This will provide open, transparent and plain language communications to property owners and tenants regarding the new stormwater funding method, why it is needed, what it represents for them and the benefits of the Stormwater Program. A coordinated approach with the Region of Peel will be used to raise awareness and support the new process. A range of methods will be used to reach audiences and support the new funding method, such as paid advertising, social media, media relations and an addressed mail-out to all residents and businesses.



The City's 311 Call Centre will require an additional Customer Service Advisor resource on a contract basis from 2015 through the first year of Stormwater Rate billing, to assist with the development and refinement of knowledge base materials and with the expected increase in Stormwater related enquiries to the 311 Call Centre as the City's Stormwater Communications Plan is implemented and during the initial billing cycle.

The City will have to develop new financial business processes due to the Stormwater Rate. The City's Stormwater Program budget will be required to be segregated from the rest of the tax supported services as a new stand-alone service area provided by the City of Mississauga. The Stormwater Rate will be updated annually, in conjunction with the City's annual review and update of the operating and capital business plans and budgets. As permitted under the *Municipal Act, 2001*, the Stormwater Rate will be updated to reflect operating needs, capital financing plans and the repayment of any debt or reserve funds used to finance the capital needs of the Stormwater Program, including those debts and costs incurred prior to the implementation of the Stormwater Rate and the commencement of its billing cycle. The Stormwater Rate will be set as part of the budget process, similar to the process followed by the Region of Peel in setting its annual water and wastewater utility rates.

Tables 5 and 6 summarize the estimated costs that will be incurred by the City and the Region to implement and administer the Stormwater Utility Program, respectively, including the related billing and customer services. These numbers and the related funding requirements will be updated in future Business Plans and Budgets that will be brought forward to Council for consideration and approval.

Table 5: Costs to Implement the Stormwater Utility Program

<b>Estimated Implementation Costs to City</b>		
<i>Regional Items</i>	<i>2013</i>	<i>2014 through 2015</i>
Utility Billing System Procurement and Implementation	None	\$50,000 to \$500,000
<i>City Items</i>	<i>2013</i>	<i>2014 through 2015</i>
Temporary Staff Resources	\$140,000	\$1,335,000
Consulting Services	\$210,000	\$270,000
Communications and Other Expenses	\$5,000	\$235,000
Contingency (20%)	\$0	\$370,000
<i>Subtotals, City</i>	<i>\$355,000</i>	<i>\$2,210,000</i>
<b>Totals</b>	<b>\$355,000 (sunk cost)</b>	<b>\$2,266,000 to \$2,710,000</b>

Figures in 2013 dollars

Table 6: Costs to Administer the Stormwater Utility Program

<b>Estimated Annual Administration Costs to City</b>			
<i>Regional Items</i>	<i>2016</i>	<i>2017</i>	<i>2018 onwards</i>
Staff Resources	\$908,000	\$421,000	\$275,000
Reserve (for billing system maintenance/renewal)	\$25,000	\$25,000	\$25,000
<i>Subtotals, Region</i>	<i>\$933,000</i>	<i>\$446,000</i>	<i>\$300,000</i>
<i>City Items</i>	<i>2016</i>	<i>2017</i>	<i>2018 onwards</i>
Staff Resources	\$544,000	\$339,000	\$293,000
<i>Subtotals, City</i>	<i>\$544,000</i>	<i>\$339,000</i>	<i>\$293,000</i>
<b>Totals</b>	<b>\$1,477,000</b>	<b>\$785,000</b>	<b>\$593,000</b>

Figures in 2013 dollars

#### Alternative Billing Solution Option

As part of its due diligence, the project team identified and explored an in-house alternative billing solution to compare with the Region of Peel option. It was determined that the City's TXM Tax Manager system could be retrofitted with a new module specifically designed

to provide Stormwater Rate billing services. The cost and time requirements to implement this billing solution are comparable to that of the Region of Peel option. Although the TXM solution would have some advantages over the Peel solution, it would offer fewer billing cycles per year and less flexibility for dealing with billing adjustments resulting from credits or appeals, both of which could negatively impact the customer. Based on these considerations, it is recommended that the City enter into an agreement with the Region of Peel to implement its new billing system and provide Stormwater Rate billing, collection, account management and customer services, as described earlier in this report.

**STRATEGIC PLAN:** Not Applicable

**FINANCIAL  
IMPACT:**

As reported in the Corporate Report, dated November 23, 2012 “Stormwater Financing Study (Phase 1) – Funding Recommendations”, the City will be moving to the Interim Service Level for the Stormwater Program with the implementation of the Stormwater Rate. The details of the Interim Service Level average annual Stormwater Program cost have been provided in the Comments section of this report.

In order to undertake the Cooksville Creek Stormwater Management Facility (Park 317) project in 2014, the proposed Capital Budget includes a recommendation to issue \$27.9 million in debt financing. It is anticipated that the Stormwater Rate based capital cost of this project will be recovered through the Stormwater Rate when it is implemented in 2016 onwards. It is also anticipated that this debt will be issued over the 2015-2018 period, with debt repayments commencing in 2015/2016 that will be included in the Stormwater Rate.

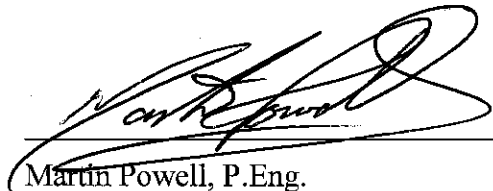
The City’s financial plan forecast for the 2014-2016 period presented to Council in June assumed Stormwater Rate billing would commence in January 2015. Based on current information the earliest date billing could commence is January, 2016, regardless of the billing solution. The delay in the implementation of a billing system for the Stormwater Rate from 2015 to 2016 will result in financial impacts to the City in terms of lost opportunities and costs to be carried by other revenue sources. For example, the level of

service provided by the Stormwater Program will not be able to increase from the Status Quo to the Interim Service Level, as described in the Phase 1 report. Also, the debt servicing cost for the Cooksville Creek Stormwater Management Facility in Park 317 will need to be funded either from property tax or reserves until the Stormwater Rate is implemented. Any further delay in the implementation of the Stormwater Rate will result in more debt servicing cost to be funded from property tax or reserves. In the event that a Stormwater Rate does not proceed, the debt servicing costs will require permanent tax funding.

**CONCLUSION:**

1. Funding the City's Stormwater Program through a Stormwater Fees and Charges User Rate based on the principle of user pay will provide dedicated and predictable capital and operating funding needed to address the current and anticipated future stormwater related pressures of the City.
2. The Stormwater Fees and Charges User Rate will be used to fund capital projects, operations and maintenance activities, storm pipe reinvestment and the Stormwater Utility Program. Some of the capital projects will be commenced and/or completed prior to the first Stormwater Rate billing cycle, but the Stormwater Rate to be imposed shall lead to full cost recovery over time.
3. City and Regional staff will continue to work cooperatively to develop and implement a billing system for the Stormwater Rate by January, 2016.
4. Stormwater credit, incentive and grant programs will be implemented with the Stormwater Utility Program.
5. Staff will report back to Council with a proposed Fees and Charges Bylaw prior to the first year of stormwater billing.

- ATTACHMENTS:**
- Appendix 1: Report dated November 23, 2012 from the Commissioner of Transportation and Works titled *Stormwater Financing Study (Phase 1) – Funding Recommendations*
  - Appendix 2: Preliminary Consolidated Rate Schedule
  - Appendix 3: Stormwater Credit Stakeholder Group Comments



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

*Prepared By: Jeremy Blair, P.Eng.  
Storm Drainage Programming Engineer*



# Corporate Report

Appendix 1

IV

Clerk's Files

Originator's  
Files

MG.23.REP

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**DATE:** November 23, 2012

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

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

**SUBJECT:** **Stormwater Financing Study (Phase 1) – Funding  
Recommendations**

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- RECOMMENDATION:**
1. That the City's stormwater program move from a property tax supported program to a stormwater rate funded program, using a tiered single family unit rate structure, as described in the report dated November 23, 2012 from the Commissioner of Transportation and Works titled *Stormwater Financing Study (Phase 1) – Funding Recommendations*.
  2. That staff report back to General Committee with a detailed implementation plan addressing the establishment and administration of a credit system, cost to implement and maintain the stormwater rate based program, billing mechanism and related policy and business process considerations.

**REPORT  
HIGHLIGHTS:**

- The current stormwater program does not meet all of the City's needs and a program which can address much of the identified pressures is necessary
- Staff identified that a stormwater rate based on a user pay model would best fund the City's stormwater program
- A credit and incentive program will be developed
- Properties that are exempt by statute from municipal fees and

**BACKGROUND:**

The City's stormwater management system comprises infrastructure assets valued at \$1.6 billion in current replacement value, including storm sewers, catchbasins, inlets and outlets, bridges and culverts, watercourses and ponds. The management of these assets includes the design and construction of capital infrastructure such as stormwater management ponds, stream rehabilitation and flood mitigation works, operations, maintenance and rehabilitation of existing infrastructure, environmental compliance, emergency response and clean-up, street sweeping and the enforcement of by-laws, among other activities. By controlling the quality and quantity of stormwater reaching our streams and rivers, stormwater management systems protect the health and safety of the public and the natural environment.

Despite investments in the City's stormwater infrastructure, stormwater related issues such as flooding, water quality and stream erosion continue to exist. As this infrastructure continues to age it will incur additional operation, maintenance and capital improvement costs over time to sustain sufficient levels of service. Further, regulatory requirements and design standards continue to evolve and become more rigorous in addressing environmental impacts of stormwater. In addition, adaptation to the inherent uncertainties and variabilities with extreme weather events (e.g. climate change) are expected to add pressures in the future that will have to compete for limited public funds.

*Toronto's Future Weather & Climate Drive Study* released by the Toronto Environment Office in October of this year projects that by 2049, the maximum amount of rainfall expected in any single day and in any single hour will more than double. This expectation of future extreme rainfall events indicates a critical need on the part of the City to ensure that its stormwater infrastructure is developed and maintained over time.

In order to support current and future stormwater management programs, alternative funding options beyond property taxes and development charges need to be explored.

On September 14, 2011, Council approved a report dated August 16, 2011 from the Commissioner of Transportation and Works titled *Stormwater Financing Study (Phase 1)* to commence a study to determine the appropriate funding approach in support of its stormwater management program.

In February of 2012, a consulting team led by AECOM was retained by the City to undertake a Stormwater Financing Study. This team was tasked to identify, review and evaluate alternative funding mechanisms to support the City's stormwater management program and to recommend the preferred funding approach. To achieve this goal, the following steps were undertaken by the project team:

- compile and quantify the cost of the City's existing stormwater management program, including operations and maintenance, asset management, planning and monitoring activities and capital plans
- develop and evaluate various stormwater management program options based on varying levels of service and recommend a program that will meet the desired levels of service, targets for compliance with regulations and other future pressures
- review available stormwater financing options
- recommend the preferred option that offers the most fair and equitable method for allocating the costs of the stormwater management program

The Stormwater Financing Study (Phase 1) is near completion. This report provides a summary of the work and consultation undertaken to arrive at the funding approach recommendations for Council consideration.

**COMMENTS:**

A significant level of effort has been undertaken in determining the preferred funding approach for the City's stormwater management program. The following identifies and highlights the major tasks undertaken to achieve this goal.

Consultation

An integral component of this study has been consultation with the public and private sectors. Input received through this process has contributed to the direction and development of the many facets of this study. The following summarizes the public engagement process undertaken as part of this study.

*Stormwater Financing Stakeholder Group*

Approximately 35 invitations were sent out by Mayor McCallion at the beginning of this study to solicit membership on a Stormwater



Financing Stakeholder Group (SFSG). Invitees included representatives from residential ratepayer groups, the business and development communities, tax-exempt properties and others such as conservation authorities. They were asked to represent the views of their organizations or sector and provide input on issues such as priorities of the City's stormwater management program and setting an appropriate level of service and expenditure to meet these needs.

Over the course of the study, six planned SFSG meetings were held with an average of 15 well engaged representatives attending each meeting.

#### *Public Information Meetings*

Two public information meetings were held on June 27, 2012 and November 20, 2012, with poster board displays and presentations given at both meetings. Written comments received have been included as Appendix 1.

#### *Other Engagements*

Individual meetings were held with numerous organizations and stakeholder group members, including the Mississauga Board of Trade, Orlando Corporation, a joint meeting with representatives from the Building Owners and Managers Association Toronto (BOMA), the International Council of Shopping Centers (ICSC), the Commercial Real Estate Development Association Greater Toronto (NAIOP) and the Real Property Association of Canada (REALpac) and individual residential ratepayer representatives.

Written comments and submissions were also received from interested parties, including Orlando Corporation, the Greater Toronto Airport Authority (GTAA), an Environmental Advisory Committee member, the Credit River Anglers Association and a joint submission from BOMA Toronto, ICSC, NAIOP and REALpac (industrial and commercial sector). These are included in Appendix 1.

#### Service Levels

As noted earlier, stormwater related pressures continue to exist despite investments in the City's stormwater infrastructure. These pressures include the following and are summarized in detail in Appendix 2:

- Minimize storm related flood risks
- Enhance water quality treatment initiatives
- Enhance by-law enforcement
- Enhance monitoring and maintenance activities
- Climate change adaptation
- Regulatory requirements
- Infrastructure life-cycle renewal costs

It should be noted that some of these pressures are relatively new to the City and other municipalities such as the uncertainties related to climate change and the need to adapt to the impact of severe weather. This issue is highlighted by the fact that the Insurance Bureau of Canada has indicated that the majority of claim payouts are now related to severe weather and water damage.

Another pressure that is of significance is infrastructure life-cycle renewal. All components of stormwater infrastructure have a useful service life and will ultimately fail if these assets are not renewed, replaced or rehabilitated over the long term. Stormwater management ponds and watercourses in Mississauga are nearing the end of their useful service life and require rehabilitation (e.g. dredging of ponds). The City has been taking steps within its budget allocation to reinvest through prioritized capital projects. However, given the relatively young age of the City's stormwater pipe assets (average of 30 years into a 100-year service life), representing approximately \$1.6 billion in current replacement value, there has not been any significant immediate pressure to reinvest in this storm sewer/collection system. However, pipe assets cannot be ignored indefinitely and the City needs to be practical and consider raising funds for their inevitable renewal or replacement.

The current funding of the City's stormwater program is through a combination of development charge and tax levy. Development charges are used to finance the construction of new growth related capital infrastructure and are applied to all new developments. Tax revenue is used to construct and maintain capital infrastructure such as dredging of stormwater management ponds, watercourse rehabilitation and storm sewer replacement. It should be noted that this stormwater financing study is only considering financing options related to the tax component of the stormwater program.

Three stormwater program service levels were developed in consideration of the pressures discussed above. These service levels are called "Status Quo", "Interim" and "Sustainable", as described below.

#### *Status Quo Service Level*

- Based on the 2012 Capital and Operating Budgets and maintains the current level of service
- Unfunded Capital Program needs identified in the 2012 to 2021 Capital Budget and Forecast (primarily the Cooksville Creek Flood Remediation facilities and land costs) would remain unfunded
- Unfunded Operations and Maintenance pressures (such as enhancing watercourse maintenance, by-law enforcement and foundation drain collector (FDC) monitoring/maintenance) would remain unfunded
- No money would be put aside for future storm infrastructure (storm pipe system) renewal needs
- Estimated annual cost (tax component) = \$14,650,000

#### *Interim Service Level*

- Based on all Capital Program needs identified in the 2013 to 2022 Capital Budget and Forecast
- Includes currently unfunded Operations and Maintenance pressures
- Introduces a "Pipe Renewal" reserve fund, starting with a modest initial collection rate of 0.15% of the storm pipe system replacement cost (\$1.6 billion in 2012), or \$2.4 million, which would be increased by 0.01%, or \$0.16 million annually (not including inflation)
- Estimated annual cost (tax component) = \$26,610,000

#### *Sustainable Service Level*

- Based on all Capital Program needs identified in the 2013 to 2022 Capital Budget and Forecast
- Includes currently unfunded Operations and Maintenance pressures
- Introduces a "Pipe Renewal" reserve fund with an annual collection rate of 1% of the storm pipe system replacement

cost (\$1.6 billion in 2012), or \$16 million (not including inflation) based on the expected life-cycle for this infrastructure of 100 years

- If this service level is chosen, all of the currently identified Capital, Operations and Maintenance and pipe renewal needs would be funded
- Estimated annual cost (tax component) = \$39,490,000

The cost breakdown of the stormwater program items is shown in Table 1. These figures reflect the tax component of the programs only.

Table 1: Breakdown of Average Annual Program Cost

Stormwater Program Item	Existing (2012)	Future (Average Annual Program)		
		Status Quo	Interim	Sustainable
Capital	\$8,030,000	\$8,030,000	\$15,540,000	\$15,540,000
Operations & Maintenance	\$6,620,000	\$6,620,000	\$7,950,000	\$7,950,000
Pipe Renewal Reserve	\$0	\$0	\$3,120,000	\$16,000,000
<b>Program Total</b>	<b>\$14,650,000</b>	<b>\$14,650,000</b>	<b>\$26,610,000</b>	<b>\$39,490,000</b>

After analysis of the various service levels by the project team and through internal and external consultation, the Interim service level was chosen as the most appropriate service level at this time. This approach balances cost and capital and operating pressures along with a modest step towards setting aside funds for future infrastructure renewal cost. Over time, gradual steps towards a Sustainable service level should be taken.

#### Stormwater Financing Model

As described earlier, traditional funding sources for the City's stormwater program are through development charges and property tax. Allocations from property tax are an unreliable means of generating revenue for stormwater related purposes as there are competing interests from the various business areas within the City for the same funds. Stormwater is considered to be a critical program that should not be underfunded. To address the need for more program funding, it is appropriate to consider a funding model that dedicates money for this service in a more predictable and transparent manner.

A number of Ontario municipalities have already transitioned to alternative financing. Over the last few years, the Town of Aurora and the Cities of London, St. Thomas, Kitchener and Waterloo have implemented stormwater user fees of various types. Most notably, the City of Kitchener has implemented a stormwater rate that charges property owners in accordance with their individual stormwater runoff contribution based on the amount of impervious area on their property. The Cities of Markham and Toronto and the Town of Richmond Hill are also investigating alternative stormwater financing.

The major advantages of dedicated stormwater user fees over funds generated through property tax revenues are: (1) increased stability and predictability, (2) greater fairness and equity in calculating charges to individual properties, and (3) the opportunity for incorporating incentives for implementation of on-site stormwater management (e.g. through a credit program as described in further detail below).

In determining the most equitable approach to fund the City's stormwater program, the project team mainly focused on two stormwater user fee approaches, namely a flat fee (based on property size) and a stormwater rate (based on the amount of impervious area).

While a flat fee approach has certain advantages, such as lower administration costs and fewer database management requirements as compared to an impervious area based stormwater rate, this funding mechanism was not favoured as there is less correlation with runoff contribution from each property and therefore, it is less equitable than an impervious area based approach.

The approach preferred by the project team is a stormwater rate which allocates charges to properties based on the measured area of impervious surface. This method measures the hard surface areas of properties such as roofs, driveways and walkways and parking lots to determine their relative contribution of stormwater runoff. This is much more equitable than the current funding approach through property tax, which is based on the assessed value of a home, and it allows for greater ability to encourage environmental responsibility in the form of a credit to property owners for implementing on-site stormwater management measures. However, there are additional costs associated with administration, database management and billing implementation with the impervious area approach.

### Credit Program

A credit program allows property owners the opportunity to receive a reduction in their stormwater rate. Property owners who reduce stormwater runoff or who improve the quality of the stormwater runoff from their property to the City's stormwater system and/or the surrounding water bodies may qualify for a credit.

While the development of a credit program was not intended to be a part of the Stormwater Financing Study, many Stormwater Financing Stakeholder Group members have requested that a review be included. Suggestions were raised that an evaluation of the credit programs offered by the Cities of Kitchener and Waterloo would be of benefit to the study.

Through a preliminary review of the credit programs offered by the Cities of Kitchener and Waterloo, who have jointly developed their respective stormwater rate credit policies, it was determined that, in general, a maximum of 45 percent credit is offered to non-residential and residential properties based on varying criteria. This percentage is based on the portion of the Cities' respective stormwater program costs which can potentially be influenced by stormwater measures on individual properties.

When Mississauga staff compared the City's stormwater program based on the same approach, the findings were similar to that of Kitchener and Waterloo in that approximately 45 percent of the City's stormwater program costs can potentially be influenced by stormwater measures or activities on private and publicly owned properties.

While the development of a credit program has not commenced, it is reasonable to assume that credits given will likely be in the range of 45 percent, with credits above the maximum eligible amount being considered on a case-by-case basis.

Although the City recognizes the importance of on-site stormwater management measures on residential properties, the anticipated high administration cost for a credit application, approval and processing program may outweigh the net savings in the City's stormwater program resulting from this initiative. As such, staff recommends that an incentive program be explored which offers a one-time discount on the capital cost of implementing stormwater controls such as rain

barrels.

### Legal Considerations

Sections 9 and 11, and Part XII of the *Municipal Act, 2001* (the "Act") authorize the City to impose, by by-law, a fee or charge on persons in respect of services provided by a municipality, including stormwater management services. This authority is limited in two respects:

1. Section 2 of Ontario Reg. 584/06 provides that a fee or charge cannot be used for capital costs that could otherwise have been raised through the development charges process; and
2. Where provisions exist in other legislation that expressly exempt entities from paying these charges, then the City cannot legally impose these fees.

The Supreme Court of Canada has clearly stated that there must be a reasonable nexus between fees and charges imposed and services received, failing which a charge could be construed as an unauthorized tax. Accordingly, a reasonable connection must be established between the amount of the stormwater management fee and the cost of the service being provided. This test is met by the work undertaken by City staff in matching fee revenue with the cost of providing a stormwater management service and stormwater management infrastructure. In certain cases, where stormwater management infrastructure has been installed on chargeable property, it will be necessary to establish a credit system to create a reasonable connection between the amount of the service charge and the service being provided.

In respect of entities that may be exempt from paying fees and charges under the Act, it is important to note that an exemption from property tax does not provide an exemption from the payment of fees and charges. For example, land owned by a religious organization and used as a place of worship, a hospital or a university will be exempt from property taxation but will not necessarily be exempt from user fees or charges under the Act. Legislation establishing the Greater Toronto Airports Authority, Ontario Power Generation Inc., University of Toronto, Region of Peel and City of Mississauga, for example, does not provide an exemption from municipal user fees and charges. Ontario Reg. 584/06 establishes that the federal and provincial Crown are not liable to pay municipal fees and charges.

Legislation establishing the Canada Lands Company Ltd, Sheridan College, the Dufferin-Peel Catholic District School Board, the Peel District School Board, Metrolinx and Canada Post Corporation are examples where legislation provides that these entities are exempted from municipal fees and charges.

#### Stormwater Financing Approach

After consideration of the different service levels and funding mechanisms, internal and external consultation and legal advice, the following stormwater financing approach is recommended:

- Target the funding level for the stormwater program based on the Interim service level
- Implement a stormwater rate based on a tiered single family unit (SFU) rate structure
- Charge the stormwater rate to all properties except those exempted from payment of municipal fees and charges through legislation
- Recover the exempted properties' share of the stormwater program cost from the stormwater rate
- Develop a credit program for non-residential properties and an incentive program for residential properties, and that the cost of these credits and incentives be recovered by the stormwater rate

#### *Property Tax Funding*

Before delving into the recommended approach, it is important to first set a benchmark by identifying what the impact would be on tax payers if the funding for the various service levels were to remain on the property tax levy. The table in Appendix 3 presents the annual stormwater cost for various properties under the three service levels previously discussed compared to current cost. Table 2 below is an abbreviated version of the table in Appendix 3 to aid discussion on property tax funding.



199

Table 2: Funding of Stormwater Program Through Property Tax (present value)

Stormwater Program Item	Existing (2012)	Tax Financing of Future Stormwater Management Program		
		Status Quo	Interim	Sustainable
Program Cost	\$14,650,000	\$14,650,000	\$26,610,000	\$39,490,000
Property Tax & PILT Allocation	2.36%	3.96%	7.19%	10.67%
Single-Family Detached Home (Annual Cost)				
Average assessed value	\$28.58	\$48.01	\$87.21	\$129.42
Condominium (Annual Cost) - Example				
Sherobee Road	\$15.86	\$26.64	\$48.39	\$71.82
Multi-Family (7+ Units) (Annual Cost)				
Goreway Drive (per unit)	\$10.54	\$17.71	\$32.18	\$47.75
Commercial (Annual Cost) - Example				
Mall	\$10,445	\$17,548	\$31,875	\$47,303

As shown under the *Existing (2012)* column, approximately 2.4 percent of the revenues generated from property taxes and payments in lieu of taxes in 2012 were allocated to fund the City's stormwater program. It is important to note that this only accounts for \$8.7 million of the total program cost, with the remaining \$5.9 million coming primarily from reserves (taxes and revenue collected from other years). While recognizing that using reserves to fund the stormwater program is no longer sustainable, the *Status Quo* column shows that to fully fund the existing stormwater program of \$14.65 million from the current tax levy, approximately 4 percent of the total property tax and payment in lieu of tax collected would be necessary. On the same note, it would require 7.2 percent and 10.7 percent to fund the Interim and Sustainable service levels respectively. As an example, for a single-family home assessed at the average value in Mississauga (based on a sample size of 600 single family detached homes), the homeowner is currently paying \$29 annually into the City's stormwater program. If the property tax allocation was increased to fund the Status Quo \$14.65 million program (instead of \$8.7 million currently), that same homeowner would pay \$48 annually for stormwater. The cost would increase to \$87 and \$130 annually to support the stormwater program based on the Interim and Sustainable service levels.

### *Stormwater Rate Option*

Appendix 4 presents a breakdown of the estimated stormwater rates under the recommended Interim service level approach, with the Status Quo and Sustainable service levels shown for comparison purposes.

Results from the statistical analysis of single-family detached homes suggest that a Tiered Single-Family Unit (SFU) is appropriate as the preferred billing unit for Mississauga as it best accounts for the variability in impervious area without requiring that all residential properties be measured. There is a dramatic difference in the impervious area of the smallest and largest 10 percent of single-family homes when compared to the average value, and establishing distinct SFU values for each tier (0.7 SFU for small homes, 1.4 SFU for large homes) is consistent with the fairness and equity principles. Single-family homes would be assigned to one of three tiers: small (the lowest 10-percentile impervious area size), medium (between 10- and 90-percentile), and large (90-percentile and above).

In developing the estimated stormwater rates, several assumptions were made. An annual rate administration cost estimate of \$770,000 has been included in the base rate. This estimate is founded on the assumption that the stormwater bill would be added to an existing utility billing system. However, if a new billing system needs to be developed, the costs would be higher. Therefore, this amount is subject to change once the appropriate billing system is defined. Further, allowances for credits (5-7%) and non-payments (1-3%) have also been built into the base rate. These allowances will require adjustment once a credit program and policy have been developed.

The estimated base rates representing the annual cost per single family unit (SFU), which 80 percent of single family detached homes fall under, are shown for the three service levels:

- Status Quo: \$52.68 per year
- Interim: \$93.60 per year
- Sustainable: \$137.64 per year

This means that the average single family residential homeowner will pay \$7.80 monthly to fund the Interim Service Level.

Comparison of Tax versus Estimated Stormwater Rate

The table in Appendix 5 provides a comparison of representative charges based on tax and estimated stormwater rates under the Interim service level based on the recommended approach described above. Table 3 summarises Appendix 5 with a breakdown of the costs. It should be noted that these figures are in present day values (no inflation).

Table 3: Comparison (Tax versus Estimated Stormwater Rate)

Stormwater Program Item	Existing (2012)	Status Quo	Interim Service Level	
		Tax	Tax	Rate
<b>Single-Family Detached Home (Annual Charge)</b>				
10-percentile (Small Tier)	\$22.10	\$37.13	\$67.44	\$64.52
Average assessed value (Medium Tier)	\$28.58	\$48.01	\$87.21	\$93.60
90-percentile (Large Tier)	\$40.69	\$68.36	\$24.16	\$127.84
Brooks Drive	\$28.37	\$47.66	\$86.57	\$93.60
Robin Drive	\$42.69	\$71.72	\$130.28	\$93.60
Homelands Drive	\$27.39	\$46.01	\$83.58	\$93.60
Beacham Street	\$31.08	\$52.22	\$94.85	\$93,60
King Richard's Place	\$40.14	\$67.44	\$122.50	\$93.60
<b>Condominium – Example (Annual Charge)</b>				
Sherobee Road	\$15.86	\$26.26	\$48.39	\$21.45
<b>Multi-Family (7+ Units) – Example (Annual Charge)</b>				
Goreway Drive (per unit)	\$10.54	\$17.71	\$32.18	\$17.10
<b>Commercial – Example (Annual Charge)</b>				
Mall	\$10,445	\$17,548	\$31,875	\$48,587
<b>Tax Exempt – Example (Annual Charge)</b>				
Church (Dundas Street)	\$0	%0	\$0	\$1,399

As shown above, property owners will see a significant cost increase across the board under the proposed financing approach when compared to the existing (2012) scenario. However, as noted previously, the existing 2012 portion of tax levy accounts for only \$8.7 million of the total \$14.65 million program cost with the remainder made up through reserves. The *Status Quo* column reflects the cost if the full \$14.65 million program is fully funded through tax

levy. Further, the service level being funded under the proposed scenario is a \$26.6 million program. When a comparison is made between tax and stormwater rate based on the full \$26.6 million under the Interim service level, there is a shift in revenue distribution from residential to non-residential. While moving from the tax levy to a stormwater rate will see differences in charge ranging between -25 percent to +39 percent for single family detached homes, the condominiums and multi-family units will see a significant decrease, while the non-residential properties with large impervious area will generally be impacted the most. Also, tax-exempt properties that are not exempt from municipal fees and charges will now need to pay a stormwater rate.

#### Issues and Concerns

The public and stakeholders generally agree with the importance of addressing capital investment and operation/maintenance program deficiencies for the City's stormwater program. However, issues have been raised during the study process as highlighted below:

- The process is moving too quickly (insufficient consultation time)
- Concerns from the commercial and industrial sectors with shifting the cost of the stormwater program from the residential sector to non-residential sector
- Concerns from tax-exempt properties who traditionally did not have to pay for the City's stormwater program
- The need to look into a credit program as part of this study
- Concerns that staff is not recommending credits to residential homeowners but instead is looking into incentives/rebates

#### Billing Implementation

Staff is currently investigating available billing system options and information on these options will be provided in a separate memorandum.

**STRATEGIC PLAN:** The undertaking of a Stormwater Financing Study falls under the Living Green Strategic Pillar and all of its strategic goals to *Lead and Encourage Environmentally Responsible Approaches, Conserve, Enhance and Connect Natural Environments and Promote a Green Culture.*

By controlling the quality and quantity of stormwater reaching our streams and rivers, stormwater management systems protect the health and safety of the public and the natural environment.

**FINANCIAL IMPACT:** The overall revenue generated through a stormwater rate will provide a dedicated and reliable funding source to address the many stormwater related pressures. It should be noted that \$900,000 has been approved in the 2012 Capital Plan to undertake the implementation phase; however, this was based on best estimates and may be insufficient. Staff will bring back a further report to General Committee with an implementation plan and related cost.

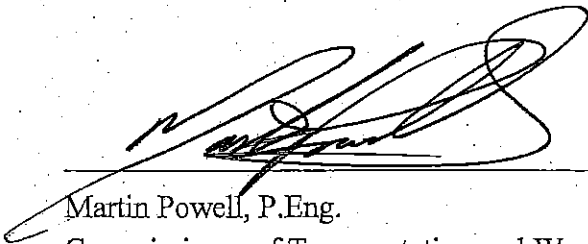
**CONCLUSION:**

1. The work undertaken by the project team has determined that the most appropriate stormwater financing option that is dedicated and more equitable is a stormwater rate based on a tiered single family unit (SFU) rate structure.
2. A stormwater program based on the Interim Service Level is the most appropriate as it provides the capital and operating funding needed to address the current pressures that the City is facing, with a modest step toward setting aside funds for future infrastructure renewal cost.
3. A number of entities are exempted from payment of municipal fees and charges through legislation and that these exempted properties' share of the stormwater program cost should be spread across the user base.
4. A credit program will need to be developed which will provide credits to non-residential properties that provide on-site stormwater management measures and incentives to residential properties and spread these costs across the user base. This credit program will coincide with billing implementation.

122

**ATTACHMENTS:**

- Appendix 1: Public Comments
- Appendix 2: Pressures on Stormwater Program
- Appendix 3: Property Tax Option
- Appendix 4: Estimated Stormwater Rate (Tiered SFU, with Fee Exemptions)
- Appendix 5: Comparison: Tax versus Estimated Stormwater Rate



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

*Prepared By: Lincoln Kan, P.Eng.  
Manager, Environmental Services*

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# PUBLIC INFORMATION MEETING No. 1

June 27, 2012

## Stormwater Financing Study

### Record of Attendance & Additional Comments Form

Please print your name and mailing address clearly. We regret that if your name and address are not legible we will be unable to contact you.

Name: <u>Roberta Coste</u>	Address: <u>one street</u>	Phone #: <u>905-615-1868</u>
Email: <u>the costes @ bell.net</u>		

Additional Comments/Questions:

Please drop-off sheet in Comments Box or mail/fax it by July 18th, 2012 to:

City of Mississauga  
 Transportation and Works Department  
 Environmental Services  
 201 City Centre Drive, Suite 800  
 Mississauga, ON L5B 2T4  
 Fax: 905-615-3173

*The personal information on this form is collected under authority of Section 11 of the Municipal Act, 2001, and will be used to inform you of any future meetings regarding the Stormwater Financing Study, to respond to your comments/concerns if necessary and to maintain a record of attendance at the public meeting. Questions about the collection of this personal information should be directed to: Mr. Lincoln Kan, Manager, Environmental Services by phone (905-615-3200 ext. 4086) or by mail to the above address.*



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# PUBLIC INFORMATION MEETING No. 1

June 27, 2012

## Stormwater Financing Study

The City of Mississauga is interested in hearing the community's comments, questions, concerns and suggestions regarding the current Stormwater Financing Study. Please take a few minutes to complete this brief comment sheet. All comments will be carefully considered as part of this project.

1. Did the information presented tonight provide a clear understanding of the stormwater management issues facing the City?

YES

2. What do you believe are Mississauga's most critical stormwater issues (e.g., flood protection, erosion control, operations/maintenance, pollution prevention, environmental impacts, etc.)?

WE ALL KNOW NOW THAT WE HAVE UNRESOLVED CAG  
① FLOOD PROTECTION ; ② OPERATIONS / MAINTENANCE  
SO #1 IS PRIORITY AND #2 CANNOT MAINTAINANCE

3. How should the City address aging stormwater infrastructure? (select one)

- Repair only when structural failure occurs or is imminent (i.e., let future generations deal with problems as they arise);
- Collect money now to renew and rehabilitate infrastructure in the highest priority areas (i.e., proactively reinvest in consideration of future generations); or
- Other/Comment:

4. How should the City's stormwater management costs be allocated? (select one)

- Based on each property's taxable value;
- Based on each property's stormwater runoff contribution; or
- Other/Comment:

FOR THE IDENTICAL  
APPLY CHARGES ON LAWN AREA,  
TREES CITY & STREETS TO ENCOURAGE  
THE GROWING OF TREES HOMES

5. The main funding options presented tonight included: property taxes, development charges, and a stormwater user fee. Are there any other funding options that should be considered?

TO REDUCE STORM WATER FLOWS WE NEED  
MORE STORMWATER FINANCIAL INCENTIVES TO HELP  
INDUSTRY & COMMERCIAL OPERATIONS USE STORM  
PERMEABLE SURFACES





100

**Gregory, Mike (Canada)**

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**From:** Lincoln Kan <Lincoln.Kan@mississauga.ca>  
**Sent:** Wednesday, July 11, 2012 8:10 AM  
**To:** Gregory, Mike (Canada); Jeremy Blair  
**Subject:** FW: Stormwater Financing Committee - Public Comments

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**From:** John Kendall  
**Sent:** July 10, 2012 10:04 PM  
**To:** Lincoln Kan  
**Subject:** Stormwater Financing Committee - Public Comments

Hi Lincoln,

It has been a couple years since we met. I hope you are well. I continue to manage CRAA with a substantially growing membership and active executive. Mike Ewaschuk, a volunteer with CRAA will be our lead member working with the city on this project and I will assist where needed. He attended the meeting several weeks ago.

However I thought I would take a moment to share my knowledge, input and experience how it relates to the Credit River watershed and more importantly the fish within and the related values, benefits and needs.

Storm water management, improvement and reduction are top priorities to CRAA and our membership (which is running close to 5,500 now). The impacts on the river and tributaries such as habitat loss, sediment, erosion, etc are well known and an issue that must be dealt with to ensure this recourse is available for the future.

I have noted my comments below for the public meeting 1 and related documents...sorry it is so long!

John Kendall  
905-886-8806

President, CRAA  
[www.craa.on.ca](http://www.craa.on.ca)

**PUBLIC INFORMATION MEETING No. 1**  
**June 27, 2012**  
**Stormwater Financing Study**

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The City of Mississauga is interested in hearing the community's comments, questions, concerns and suggestions regarding the current Stormwater Financing Study. Please take a few minutes to complete this brief comment sheet. All comments will be carefully considered as part of this project.

**1. Did the information presented tonight provide a clear understanding of the stormwater management issues facing the City?**

Based on my knowledge of the river and urban storm flow the information was very general, but suitable for the broader public except it did lack one important component. While the impacts of erosion and flooding

were shown, there was no information on how that impacts fish and their habitat. How erosion destroys spawning areas, fills in pools, high sediment (especially from new development) smothers eggs and suffocates fish. A photo of a dead fish in the muddy water or fish gasping for air in sediment laden water would illustrate the issue of 'how and why' the fish are impacted.

Comment on slide 4 Water cycle – the photo of row crops as “Low Runoff” is false. You should use a photo of a forest. Row crops have much higher runoff and lower evaporation rates (sort of a half way point between forest and urban). (Fallow agricultural fields also transmit enormous quantities of deleterious sediments to watercourses. Runoff is promoted via rain impact on the exposed soil, which destroys soil aggregates with fine particles clogging interstitial spaces, resulting in decreased infiltration. So the point being made is that agriculture that does not employ best management practices also generates stormwater runoff, albeit this is not much of a concern in Mississauga.)

Comment on slide 6 – The photo of the Credit Valley Golf Club Ice Jam flooding. This flooding was caused by an ice jam that has more to do with the deforestation of the valley between Dundas and the QEW which results in high anchor ice, ice building and thus flooding. The water flow in the river is primarily snow melt from the entire watershed and local urban runoff from Mississauga was a small portion of the cause.

General comments – Wood debris jams and natural (pre colonization level) erosion are natural and essential components of dynamic channel equilibrium. Wood debris jams are only an issue at road crossings where insufficiently small crossings have been installed. Erosion is an issue where it interferes with poorly selected locations for infrastructure and buildings. Erosion is also an issue when its rate is higher than the historic normal, via impervious cover or some other activity (i.e. row-crop agriculture) which has decreased the historic infiltration to runoff ratio.

**2. What do you believe are Mississauga's most critical stormwater issues (e.g., flood protection, erosion control, operations/maintenance, pollution prevention, environmental impacts, etc.)?**

All of the above.

First step is to select priority areas (this must be a fast process, not a 3 year study but rather your teams knowledge of what to is needed, working with CVC staff and community partners such as CRAA. I strongly suggest the bulk of efforts towards subwatersheds/storm systems on the Credit watershed as a priority given the fishery, endangered species and visibility. An example might be Loyalist Creek as noted below as a priority. Other safety priorities and opportunities (i.e. large benefit sites that want to have work done (i.e. Square One Parking Lot) need to be addressed simultaneously as needed. By putting say 50-75% of effort to one watershed you can make substantial, measurable gains in a short period of time (1-2 years). Once a target area is substantially updated move to the next one. It might take 20 years, but step by step you and your team will have made a huge, measurable improvement to the river, habitat and water quality.

I'd like to point out stormwater impacts to the Credit River and tributaries: In summer in Loyalist Creek, I've measured spikes in water temperature from 19°C to over 30°C in a couple of minutes from thunderstorms running off extremely hot pavement, which is more than sufficient to kill all salmonids. Retro-fitting with stormwater ponds must always be bottom drawn and checked to ensure they are releasing cold water with reduced sediment. This creek was historically a coldwater creek, and is still used by salmonid smolts and fry in the summer when the river temps exceed their thermal thresholds. It is critical that we manage it, and other tribs, back towards coldwater streams by reducing impervious cover and promoting infiltration. The high impervious cover in the Loyalist Creek watershed has resulted in wide and shallow channels, or expensive

199

armour stoning or engineered stabilized channels. Some portions of the creek are also buried in pipe (Erin Mills Parkway area). Similarly, the main stem of the Credit River tends to be wider and shallower than it should be because of a combination of artificially high stormwater runoff in the watershed and lack of riparian forest. The result is a lack of heterogeneity in fish habitat, and conditions that are conducive to river-warming which are deleterious to the coldwater fishery and many native and endangered species. Again, minimizing artificial stormwater runoff will help remediate this.

In winter, judging by the amount of salt used by residents in my neighbourhood alone, we are likely impacting all Mississauga tributaries (such as Carolyn, Mullet, Loyalist Creeks) and possibly the main river. In a study on Laurel Creek in Waterloo, salt concentrations in the creek via runoff were occasionally recorded at acute levels of toxicity (i.e. instant effects). On the main Credit River there appears to be weaker and weaker formation of winter ice. This is likely a function of warmer winters, but may be exacerbated by salt runoff. Flow of winter ice through the main river channel scours new pools and recruits new wood to the channel (where the riparian zone is forested). The lack of these normal spring freshets must be regarded as deleterious given that this is a historic condition that drives the physical formation of fish habitat. We need this process to continue and would like to see the amount of salt reaching the river and its tributaries decrease through use of Low Impact Development, and general incentives to reduce impervious cover.

The general intent of the above two paragraphs is that both direct runoff and poorly designed/maintained stormwater ponds are having a massive impact on river productivity/sustainability and its tributaries. Reducing impervious cover will help reduce the above noted impacts and potentially re-establish some natural shallow-groundwater inputs to the river and tribs, which are critical to salmonid smolts and fry that require coldwater refuge through the summer.

### **3. How should the City address aging stormwater infrastructure? (select one)**

- Repair only when structural failure occurs or is imminent (i.e., let future generations deal with problems as they arise);
- Collect money now to renew and rehabilitate infrastructure in the highest priority areas (i.e., proactively reinvest in consideration of future generations); or
- Other/Comment:

The city is partially on the right course (retrofitting older systems), however the work is far too slow and not concentrated enough to show tangible benefits to the natural stream/watershed systems pertaining to the Credit River. While the city has 31 streams (per the slides), the Credit River is the only system with a major sport fishery and home to several endangered and threatened species such as American eel, lake sturgeon, Redside dace and Atlantic salmon.

However a broad, well coordinated (watershed or sub watershed basis) and legislated approach is mandatory to succeed:

- Mandatory disconnection of downspouts where possible (change existing development regulations as well – they simply do not make sense as I have brought up in the past (more info below)
- Mandatory inclusion of swales, bio filters and other at or near source storm water control and infiltration at new sites and build them into existing systems where possible (everywhere possible). Any new developments, with only Low Impact technologies being acceptable.
- Tax based on impervious cover (as outlined) is great with incentives for people to solve stormwater on their property
- Would also like to see a program where we disconnect downspouts for free and provide a free rain barrel. City and other agencies (CVC, TRCA, NGO's like CRAA, TU, Sierra Club, etc).

lrr

- Public education will be necessary through ward newsletters; Mayor update newsletters and direct newsletters from the works department or region of peel notices or some combination. Education about rain barrels, disconnected downspouts, success stories!

**4. How should the City's stormwater management costs be allocated? (select one)**

- Based on each property's taxable value;
- Based on each property's stormwater runoff contribution; or
- Other/Comment:

This is the only fair option. Would also like to see costs downloaded to the developer for new developments: Why should the municipality and its taxpayers have to pay for stormwater impacts caused by developers trying to maximize profit by squeezing as many homes into a space as possible!

**5. The main funding options presented tonight included: property taxes, development charges, and a stormwater user fee. Are there any other funding options that should be considered?**

The charges are too low based on \$4.40 per month for a single house. That is \$53.00 per year. My residential taxes are \$6,000. \$53 is less than 1%. I suggest rates 1.5 to 2 times higher. It costs about \$10-15 to disconnect a downspout, for the cost of one years charges any house in the city could be disconnected. Creating the financial incentive to encourage change is one good option. Legislation with a slight tax to pay for the disconnection to cover city costs would work better.

**6. Additional comments:**

The value of the sport fishery and other recreational use (boating, hiking, park use) and costs associated with sediment and flooding (erosion control, harbour dredging, fish stocking) should also be shown as the cost/benefit analysis. The costs of not solving the urban storm water problem are far greater than you have shown and the costs to fix the short term issues is also much higher than shown. Jim Tovey (Ward 1) said to me the other week the Port Credit fishery was estimated to be worth 2.5 million dollars per year. In 2007 CVC estimated the lower Credit fishery in Mississauga worth \$650,000 in direct spending. Fishing activity/participation has jumped 300-400% in the past 5 years suggesting the lower river fishery is now worth 1.5-2 million and growing. The steelhead run this year was up 600% from 8 years ago and 86% of the fish are wild. This is drawing thousands of anglers from Ontario. Every time it rains and the river floods people cannot fish...this is a huge economic loss for the city.

There will be some public backlash because people generally have no idea about the costs required for the infrastructure on which they depend. It must be clearly elaborated to the public the costs associated stormwater management, as you've done nicely on one of your slides.

**Scenario 1:**

You also need to present a clear message on how impervious cover is charged to land owners/business. For example (my house):

- My driveway is 2,000 sf and slopes to the road so it should be charged
- My front porch 300 sf drains to the road and should be charged
- My roof is disconnected and drains to the lawn – there should be no charge
- my walkway and patio in the rear yard drain to the grass and infiltrate so they should not be charged
- my pool is drained to the yard always so there should be no charge

Being clear with these and other scenarios is key to implement this.

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Also dealing with commercial/institutional properties is vital. Working with them to implement projects funded in part or whole by storm water tax revenue to stop runoff at the source.

Example 2:

**Scenario 2:**

One of my schools in Streetsville with roof, parking lot and playground is 95% impervious cover. When I installed the play area and sidewalk I wanted to install bio retention areas. The city development/building office would not allow me to. The only way I could was to also install a catch basin in the lot at a cost of \$20,000. The irony is my design would have stopped 50% of the runoff and held/infiltrated it. Instead all 95% goes straight to the storm sewer as a result of city building codes/requirements. Therefore part of the funding needs to address inconsistent planning/design rules in the city itself.

# PUBLIC INFORMATION MEETING No. 2

November 20, 2012

## Stormwater Financing Study

### Record of Attendance & Additional Comments Form

The City of Mississauga is interested in hearing the community's comments, questions, concerns and suggestions regarding this study. Please print your name and mailing address clearly. We regret that if your name and address are not legible we will be unable to contact you.

Name: <i>JOESILVA</i>	Address: <i>1</i>	Phone #: <i>7</i>
Email:		

Additional Comments/Questions:

*I would like to receive a copy of  
Tonight's Presentation. Or be able to download  
a PDF copy.  
Thank you*

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

Mr. Lincoln Kan  
 Manager, Environmental Services  
 City of Mississauga – Transportation and Works Department  
 Email: [Lincoln.Kan@mississauga.ca](mailto:Lincoln.Kan@mississauga.ca)  
 Mail: 201 City Centre Drive, Suite 800, Mississauga ON L5B 2T4

The personal information on this form is collected under authority of Section 11 of the Municipal Act, 2001, and will be used to inform you of any future meetings regarding the Stormwater Financing Study, to respond to your comments/concerns if necessary and to maintain a record of attendance at the public meeting. Questions about the collection of this personal information should be directed to: Mr. Lincoln Kan, Manager, Environmental Services by phone (905-615-3200 ext. 4086) or by mail to the above address.

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Name: SUSANNE THISTLE	Address: [illegible]	Phone #: [illegible]
Email: [illegible]		

Additional Comments/Questions:

① PIS. PUT PRESENTATION (P. 28) ON WEBSITE

② APPEAL PROCESS FOR CREDIT (P. 28)

③ WHAT IS THE COST OF THIS STUDY?

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

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Name: GLEN BROW	Address: GLEN SCHWARTZ & ASSOC. 700-10 KINGSBIDGE GARDEN	Phone #: ---
Email:	CIRCLE	

Additional Comments/Questions: ON BEHALF OF THE ARCHDIOCESE OF TORONTO:

FUNDING SHOULD BE THROUGH TAXATION OR CHURCHES SHOULD EXEMPT FROM ANY STORMWATER RATE CHARGE. CHURCHES ARE CHARITABLE ORGANIZATIONS. ANY ADDITIONAL FEES CHARGED TO A CHURCH WILL TAKE MONEY AWAY FROM SOCIAL OUTREACH PROGRAMS PROVIDED BY CHURCH COMMUNITIES TO THOSE IN NEED, THAT ARE NOT PROVIDED BY MUNICIPALITIES.

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

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 Manager, Environmental Services  
 City of Mississauga – Transportation and Works Department  
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Name: <i>James Craig</i>	Address: <i>1 Millbrook Ln. Miss L5M 3Z1</i>	Phone #: <i>905-881-3333</i>
Email: <i>jcraig@millbrook.ca</i>		

Additional Comments/Questions:

*I am very concerned re the impact of this necessary levy on faith communities + non-profits. These organizations serve a huge number of people in our city and are usually funded by donations. In these times of huge pressure on non-profits an additional cost will have a collective impact on the level of service they can deliver. These organizations are already doing so much to serve those in need as well as valuable preventative work with youth, seniors + families. I believe it will be socially and financially counter-productive to impose this levy on these organizations therefore I appeal to the city to grant an exemption to these organizations.*

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

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 Manager, Environmental Services  
 City of Mississauga – Transportation and Works Department  
 Email: [Lincoln.Kan@mississauga.ca](mailto:Lincoln.Kan@mississauga.ca)  
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Name: Paul Wartman	Address: Coulson Court Mississauga, ON	Phone #: - - - - -
Email:		

Additional Comments/Questions:

- Facilitator/Presentor tips: Create a bike rack at the back of the room. Invite participants to put their questions/comments on so presentation is not interrupted. Followed by question periods at end.
- Open up other opportunities/avenues for giving feedback. Not everyone is comfortable with asking a public question. Ex. Open up a website poll/survey to allow 24 hour access to info and to send questions
- Contact me if you want a grad student to work on a pilot project for residential incentives. (seriously, I'll get funding)  
wartmanpaul@gmail.com.

Thank you for holding this

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

Mr. Lincoln Kan,  
Manager, Environmental Services  
City of Mississauga – Transportation and Works Department  
Email: [Lincoln.Kan@mississauga.ca](mailto:Lincoln.Kan@mississauga.ca)  
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Name: CHARLES BROWN	Address: 771 MOONGLOD CRT.	Phone #:
Email: [unclear]@m		

Additional Comments/Questions:

PLEASE SEE MATERIAL ENFOLDED,  
CAB.

Please drop-off sheet in Comments Box or email by November 30<sup>th</sup>, 2012 to:

Mr. Lincoln Kan  
Manager, Environmental Services  
City of Mississauga – Transportation and Works Department  
Email: [Lincoln.Kan@mississauga.ca](mailto:Lincoln.Kan@mississauga.ca)  
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## THE STORMWATER INFRASTRUCTURE PROPOSAL

My name is Charles Brown. I have been a resident of Mississauga since 1967, living several blocks from the Cooksville Creek in Cooksville. I am very familiar with the flooding situation of the creek and am aware of the damage done by flooding to residences along Sherobee Drive. I sympathize with the residents who have suffered property damage and I agree action to avoid a recurrence is called for. In fact, effective action should have been undertaken before properties were affected when the problem was first identified almost 30 or so years ago. Had it been we would not be faced with this proposal and some of its unacceptable solutions and outrageous cost.

I speak specifically to the intention of measuring the asphalt surface for parking at my church and having the church assessed financially because of the stormwater that flows from it. When the church was built in 1957, an oversize dry well was installed to accept all the stormwater from its weeping tile. I had all downspouts disconnected to permit roof water to flow on to the church lawn. Water on the parking lot is channelled to a portion of church property that was lowered to store the runoff. The parking surface was sloped to permit this. This was done under my direction when the parking lot was surfaced two years ago. As well, the parking lot is at a level below that of the N. Service Road and water is more likely to flow towards us than away. We do not add to the stormwater problem. We are keeping our water on our property, but, interestingly, on several occasions have had water from the municipal roadway flow on to our lawn and on one occasion up to the edge of our Daycare play area. Clearly, our efforts to implement good environmental practices are to be ignored in this frantic rush to accumulate money to fix a problem that should have been dealt with 30 years ago. As a member of my church I cannot support this one size fits all style. We are not a contributor to the problem you are facing.

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## Lincoln Kan

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**From:** Lana Russell <lrussell@tmig.ca>  
**Sent:** 2012/10/02 7:55 PM  
**To:** Lincoln Kan  
**Cc:** David Ashfield; Kramer, Gary  
**Subject:** Meeting with the City of Mississauga on the Stormwater Financing Study  
**Attachments:** Mississauga 2012 Existing Land Use.pdf; Land Use & Imperviousness - Mississauga SWM Funding.pdf

Lincoln,

Thanks for hosting a meeting with Orlando Corporation on the above noted study. To start here are a few facts about Orlando's Mississauga operations:

- They own over 2000 acres of industrial lands in Mississauga;
- Orlando pays over \$62 million in taxes per year to Mississauga;
- They have owned and operated Business Parks for over 50 years in Mississauga; and
- They are good corporate citizens in the City.

Orlando Corporation also recognize the need for good Stormwater Management (SWM) and have been developing their Business Parks with appropriate on-site measures (roof top storage, parking lot storage and oversized pipes, as well as SWM ponds) to attenuate stormwater runoff to pre-development conditions, as specified by the City of Mississauga requirements for all development applications. These SWM improvements were made to each of Orlando's sites based on the assumption that the overall system would be sustainable. In addition, Orlando has made further storm drainage payments to the City of Mississauga in the amount of \$30-\$40 million over the past 30 years to supplement additional SWM improvements.

We would like to focus our questions in the following areas:

### **1) General Principles**

There are a few principles that need to be applied for the financing to be fair:

- o The fee needs to apply to everyone (including the GTAA).
- o The fee needs to be used for the purposes it has been collected.
- o There needs to be open and clear accounting of the monies collected / spent and on what.
- o There needs to be continued efforts to improve the efficiencies of the accounting system.

### **2) Anticipated Costs**

- o What is included in the \$16 billion SWM infrastructure figure?
  - Are the existing SWM Pond land costs included?
    - New land would not need to be obtained.
  - What is included in SWM pond costs?
    - Likely only one cleanout and a replacement of the outlet structures would be required rather than a full scale rebuild of the facility.
  - Can the current SWM fund estimate be broken down into components such as Water Quality, Quantity, Erosion, Water Balance, and Operation & Maintenance?
- o What does the \$16 million figure contain?
- o What happens to the \$10 million tax base now?
- o How was the previous reserve fund attained?

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- o What has the \$30-\$40 million been used for that Orlando has funded the City over the last 30 years via storm drainage payments?
- o Is the state of our desired stormwater beyond our ability to fund it?

### 3) Funding Formula

- o The formula and administration need to be kept simple and efficient.
- o Need to be based on the principle that everyone pays:
  - See attached 2012 City of Mississauga Land Use map and TMIG review of imperviousness.
  - The municipal roads would have a share attributed to them due to their high imperviousness.
  - Is this a City expense? How would the City portion be funded?

### 4) Credits

- o For areas that drain to "Orlando Constructed" SWM ponds that drain directly to creeks, we feel that there should be a large credit in the range of 80%.
- o How will the Cash-in-lieu that has been paid historically be credited?
- o When credits are established how does the shortfall of funds get replaced?
- o How are on-site controls to be accounted for since they are built, maintained and operated by Orlando?

### 5) Tax vs. SWM Fund

- o We believe the tax system is the best for collecting the funds since there is a balance that must be maintained with all public costs.
- o Elected officials need to make those tough decisions and develop the balance for public funding; increasing taxes; and the public good in a holistic manner.

I look forward to our conversation

Regards,  
Dave

Lana Russell on behalf of

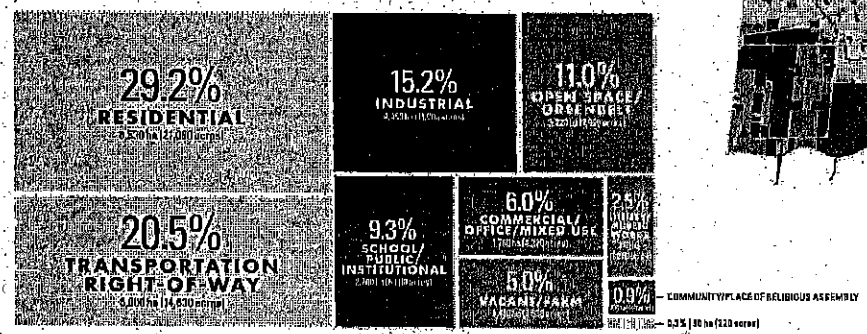
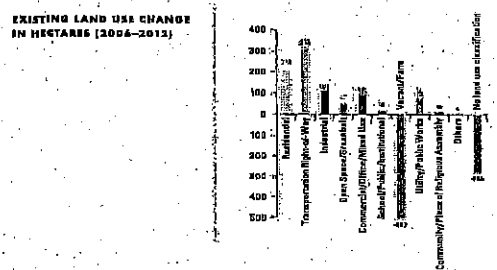
David Ashfield, P.Eng.  
founding partner

TMIG | THE MUNICIPAL INFRASTRUCTURE GROUP LTD  
8800 Dufferin Street Suite 200 | Vaughan Ontario Canada L4K 0C5 | office 905.738.5700 ext 232 | mobile 647.200.8780 | fax 905.738.0065  
EXPERIENCE | EFFICIENCY | COMMITMENT

# 2012 EXISTING LAND USE

## EXISTING LAND USE OVERVIEW

TOTAL AREA OF MISSISSAUGA (HECTARES/ACRES)	<b>29,210 ha</b> <b>72,180 acres</b>
PERCENTAGE OF LAND IN DOWNTOWN MISSISSAUGA COMPRISING APARTMENTS	<b>20.1%</b>
PERCENTAGE OF LAND COMPRISING DETACHED HOMES IN NEIGHBOURHOODS	<b>36.5%</b>
PERCENTAGE OF OFFICE LAND LOCATED IN CORPORATE CENTRES	<b>64.6%</b>



Read more about the 2012 existing land use and view this map as a KML at [mississauga.ca/data](http://mississauga.ca/data)



## ***Breakdown of Land Uses and Imperviousness***

City of Mississauga SWM Funding

<b>Land Use</b>	<b>Total Land Area (acres)</b>	<b>Average Imperviousness (%)</b>	<b>Resultant Impervious Area (acres)</b>	<b>% Share of Impervious Area</b>
Residential	21,080	40%	8,432	19.31%
Transportation Rights-of-Way	14,830	90%	13,347	30.57%
Industrial	11,000	90%	9,900	22.67%
Open Space / Greenbelt	7,950	20%	1,590	3.64%
School / Public / Institutional / GTAA	6,680	75%	5,010	11.47%
Commercial / Office / Mixed Use	4,320	90%	3,888	8.90%
Vacant / Farm	3,630	20%	726	1.66%
Utilities / Public Works	1,470	30%	441	1.01%
Community / Place of Religious Assembly	660	50%	330	0.76%
Other	220	0%	0	0.00%
<b>TOTAL</b>	<b>71,840</b>	<b>---</b>	<b>43,664</b>	<b>100.00%</b>



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**City of Mississauga:  
Comments on Stormwater Financing Study**

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September 28<sup>th</sup>, 2012



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**About BOMA Toronto:**

Over 800 of Toronto's most influential Property and Facility Managers, Developers, Leasing Agents, Service Providers, Industry Influencers and Commercial Real Estate Professionals in its membership roster, representing 80 per cent of all commercial and industrial real estate companies in the Greater Toronto Area and beyond.

**About ICSC:**

Founded in 1957, ICSC is the premier global trade association of the shopping center industry. Its more than 55,000 members in over 90 countries include shopping center owners, developers, managers, marketing specialists, investors, retailers and brokers, as well as academics and public officials. As the global industry trade association, ICSC links with more than 25 national and regional shopping center councils throughout the world.

**About NAIOP Greater Toronto:**

NAIOP Greater Toronto Chapter represents commercial real estate developers, owners and investors of office, industrial, retail and mixed-use properties. It provides strong advocacy, education, and business opportunities, and connects its members through a powerful local and North American network.

By fostering the right business climate where members can share ideas, cultivate new relationships and stay on top of the most current industry information and trends, NAIOP strives to be the leading association for the commercial real estate industry in the Greater Toronto Area.

**About REALpac:**

REALpac is Canada's senior national industry association for owners and managers of investment real estate. Our members include publicly traded real estate companies, real estate investment trusts (REITs), private companies, pension funds, banks and life insurance companies with investment real estate assets each in excess of \$100 million. The association is further supported by large owner/occupiers and pension fund advisors as well as individually selected investment dealers and real estate brokerages.

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**Subject:** Comments on City of Mississauga Stormwater Financing Study

On behalf of the *Building Owners and Managers Association Toronto* ('BOMA'), the *International Council of Shopping Centers* ('ICSC'), the *Commercial Real Estate Development Association Greater Toronto* ('NAIOP'), and the *Real Property Association of Canada* ('REALpac'), we would first like to thank the City of Mississauga for engaging stakeholders in a topic that is of crucial importance to our industry.

By way of background, *BOMA Toronto*, *ICSC*, *NAIOP Greater Toronto*, and *REALpac* have been very active on stormwater related consultations in the past, and recognize the importance of addressing capital funding and reinvestment deficiencies for any major municipality.

Principally, this coalition seeks to ensure that funding is fairly and evenly distributed amongst the commercial and residential sector alike.

As a result of materials presented during stakeholder meetings and the clear direction as to where the City of Mississauga is heading, we believe it is imperative that the city understand the negative externalities that come with certain financing mechanisms.

#### **Stormwater User Fee:**

*BOMA Toronto*, *ICSC*, *NAIOP Greater Toronto*, and *REALpac* are **strongly opposed** to a stormwater user fee being applied in the City of Mississauga and see the following as issues related to it:

- Change in billing methodology to impervious area shifts stormwater costs between classes of property and between properties within each class;
  - shifts liability from residential property to non-residential property; and
  - shifts liability to horizontal properties with large parking areas (ie shopping centres/box stores and industrial facilities);
- A major source of stormwater runoff is from common municipal roads, sidewalks, municipal buildings and municipal parking facilities. A shift in funding responsibility to non-residential property through the use of impervious area will allocate a disproportionate share of these common use facilities to non-residential owners;
- Advocates of stormwater charges based on impervious area state that the area measure is more equitable as it quantifies the relative contribution of stormwater runoff as a function of land use practices and development decisions of property owners. In reality, many of these decisions were established many years ago based on municipal zoning requirements, particularly respecting off street parking requirements;
- Off street parking design standards requiring impermeable surfaces were previously mandated. Only recently has technology allowed for hard surface permeable parking areas, however, at a significant cost premium;
- Businesses such as shopping centres, industrial facilities, car dealers, vehicle repair shops and gas stations require large impervious sites to operate their businesses and will be heavily impacted;



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- Commercial properties requiring off street parking are disadvantaged when compared to street front business which only utilize exempted street parking;
- The shifting of stormwater costs from residential to non-residential will result in an effective increase in fixed costs to business that are already overtaxed relative to residential. Advocates of using impervious area based on fairness and equity are promoting a selective user pay system based on run-off. In fact, large commercial properties pay more to municipalities than the value of services they get in return. Perhaps Mississauga should also be considering a change to user fees from property taxes for such municipal services as libraries, community centres, roadways and parks not used by business. Large properties also provide their own fire protection, security, waste and snow removal reducing the need for additional municipal fire, police, waste and snow removal services.
- The increase in fixed costs to commercial properties would translate to a reduction in commercial property values and a corresponding decrease in assessed values.
- Tenants compete for business on a regional level and the switch to a stormwater charge in Mississauga will place tenants at a disadvantage relative to their competition in neighbouring municipalities;
- A change to impervious area will require the creation of a new costly administration to measure and calculate charges based on impervious area including the creation of an impartial dispute resolution process to handle area disagreements. The database will have to be maintained and constantly updated to reflect physical changes; and,
- Switch to an impervious area calculation will shift the burden to commercial property owners, the economic engine for the city of Mississauga and will result in loss of employment within the city of Mississauga.

#### **Recommendations for the City of Mississauga:**

*BOMA Toronto, ICSC, NAIOP Greater Toronto, and REALpac* support that the increase in level of service for stormwater management, however we recommend that the level of service increases for stormwater should be funded through increased property taxes together with appropriate development charges or impact fees (new development), and cash-in-lieu charges (infill/redevelopment). Property taxes are allocated based on current property values and, therefore, are an indirect proxy of ability to pay. As with most other public services, we believe that property assessment is the most equitable basis for distributing the cost of stormwater services within a municipality.

We would be pleased to make a deputation before City Council to outline our concerns with some of the financing mechanisms presented in the stakeholder consultation process. We believe that we have not been given enough timely information and even at this late date have yet to receive any financial data on how this will affect our properties. We are recommending that this process includes direct consultation with our membership following the release of the financial information. In line with the principles outlined earlier in this submission, our goal is to work with the City of Mississauga to ensure that any stormwater financing option is fair, equally distributed amongst the commercial and residential sector. Please feel free to contact any of us below should you have any questions regarding the information presented in this submission.



Sincerely,

Paul Morse  
Chief Executive Officer  
REALpac  
[pmorse@realpac.ca](mailto:pmorse@realpac.ca)

Ryan J. Eickmeier  
Manager, Government  
Relations & Policy  
REALpac  
[reickmeier@realpac.ca](mailto:reickmeier@realpac.ca)

Craig Smith  
Chair, Government Relations  
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Ted Williams  
Chair, Government Relations  
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[Ted.Williams@ivanhoecambridge.com](mailto:Ted.Williams@ivanhoecambridge.com)

Chris Conway  
President & Chief Staff Officer  
BOMA Toronto  
[cconway@boma.ca](mailto:cconway@boma.ca)

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## Lincoln Kan

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**From:** Gray, Derek <Derek.Gray@gtaa.com>  
**Sent:** 2012/09/28 3:36 PM  
**To:** Lincoln Kan  
**Subject:** RE: Stormwater Financing Stakeholder Group - Additional Meeting (GTAA)

Lincoln:

I will not be able to make it to the proposed date as I'm returning from a conference in the US at that time.

Items for discussion I believe should include at least the following:

- Credit/rebate system
  - As you are aware GTAA has spent over \$120million on stormwater capital since assuming the operation of Pearson Airport in addition to the associated O+M costs for these facilities.
- Exempt status and PILT
  - I think there needs to be some clarity to the group for the exempt status and those paying PILT.
- Rational Nexus
  - Almost all of the Toronto Pearson lands are go through some sort of stormwater facility/pond prior to leaving our property and directly outlet into the creeks.
- Storage for others
  - We provide some storage for other properties on our property.

If you have any questions or concerns, I am available at your earliest convenience.

Regards,

**Derek R. Gray P.Eng., A.A.E.,**  
**Manager Environmental Management Systems**

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**From:** Lincoln Kan [<mailto:Lincoln.Kan@mississauga.ca>]

**Sent:** Friday, September 28, 2012 2:42 PM

**To:** Bri-Ann Stuart (Dixie Outlet Mall); Celina Wrobel (THC - May Chang); Christine Capewell (UTM); Christine Zimmer (CVC); Dan Labrecque (ROP); Darren O'Neil (Sheridan); Gray, Derek; DPCDSB; Gary Kramer (Orlando); Jeff O'Leary (Friends of Lake Wabukayne Stewardship); Jennifer Reid (St. Peter's Anglican Church); J-M Rouleau (Oxford); Kiruthiha Kulendiren (Lisgar); Linda Pinizzotto (COA); Matthew Coleridge (RJB - Square One); May Chang (THC); Michael Dewit (EAC); Michael Ewaschuk (CRAA); Paul Mountford (PDSB); Richard Dundas (GWHA); Roger Cote (Cooksville Task Force); Sameer Dhalla (TRCA); Sheldon Leiba (MBOT); Steve Blaney (Sherwood Forest RA)

**Cc:** John Murphy; Zubair Ahmed; Michael Masliwec; Kimberly Hicks; Gregory, Mike ; Brenda Breault; Joe Pitushka; Martin Powell; Mary Ellen Bench; Patti Elliott-Spencer; Wendy Alexander

**Subject:** Stormwater Financing Stakeholder Group - Additional Meeting

Good afternoon:

As discussed at Stormwater Financing Stakeholder Group meeting #5, an additional meeting has been scheduled for **Wednesday, October 17, 2012 at 6:30 pm**. The meeting location is **Committee Room 'A'** at the Mississauga Civic Centre (300 City Centre Drive, 2nd floor).

This meeting is intended to provide an opportunity for open discussions on the stormwater financing options presented by the City. As noted at our last meeting, please email me with questions that you would like to discuss at this meeting.

Regards,

IKKIC

**Lincoln Kan, P.Eng.** | Manager, Environmental Services | Transportation & Works  
t 905-615-3200 ext. 4086 | f 905-615-3173 | [lincoln.kan@mississauga.ca](mailto:lincoln.kan@mississauga.ca)



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**Lincoln Kan**

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**From:** Gray , Derek <Derek.Gray@gtaa.com>  
**Sent:** 2012/11/16 10:25 AM  
**To:** Lincoln Kan  
**Cc:** Gregory, Mike (Mike.Gregory@aecom.com)  
**Subject:** RE: Stormwater Financing Stakeholder Group meeting #6 (GTAA)

Lincoln:

Further to the meeting on Wednesday I'd like to reiterate the concerns I raised during the meeting and one additional item.

1. The City's Legal opinion including the GTAA as an entity subject to user fees and charges. I noticed that Metrolinx, and Canada Post are listed as exempt.
2. The rational nexus of stormwater fees remaining fair and equitable considering the ability for the City to implement any stormwater management at the airport or on stormwater from the airport.
3. The PILT that the GTAA already provides to the City and the component that would be currently allocated to stormwater management by the City.
4. Since assuming the operation of Toronto Pearson International Airport the GTAA has made capital investment of over \$120 million capital investment in stormwater management plus the annual maintenance cost associated with these facilities and the stormwater infrastructure assumed from Transport Canada.
5. The Credit Program did not make reference to the City's stormwater that the GTAA manages and conveys on airport property.

If you have any questions or concerns, I am available at your earliest convenience.

Regards,

**Derek R. Gray P.Eng., A.A.E.,**  
Manager, Environmental Services  
**Greater Toronto Airports Authority**  
Operations and Customer Experience  
P.O. Box 6031, 3111 Convair Drive, Toronto AMF, Ontario, L5P 1B2  
**Phone** (416) 776-3049 | **Fax** (416) 776-7358 | **Mobile** (416) 573 - 7268  
[www.TorontoPearson.com](http://www.TorontoPearson.com)

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**From:** Lincoln Kan [<mailto:Lincoln.Kan@mississauga.ca>]  
**Sent:** Monday, November 12, 2012 3:01 PM  
**To:** Bri-Ann Stuart (Dixie Outlet Mall); Celina Wrobel (THC - May Chang); Christine Capéwell (UTM); Christine Zimmer (CVC); Dan Labrecque (ROP); Gray , Derek; DPCDSB; Fred Theiss; Gary Kramer (Orlando); Jeff O'Leary (Friends of Lake Wabukayne Stewardship); Jennifer Reid (St. Peter's Anglican Church); J-M Rouleau(Oxford); Kiruthiha Kulendiren (Lisgar); Linda Pinizzotto (COA); Matthew Coleridge (RJB - Square One); May Chang (THC); Michael Dewit (EAC); Michael



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Ewaschuk (CRAA); Paul Mountford (PDSB); Richard Dundas (GWHA); Roger Coote (Cooksville Task Force); Sameer Dhalla (TRCA); Sheldon Leiba (MBOT); Steve Blaney (Sherwood Forest RA)  
**Cc:** Martin Powell; Brenda Breault; Patti Elliott-Spencer; John Murphy; Zubair Ahmed; Wendy Alexander; Steve Dickson; Mary Ellen Bench; Jeremy Blair; Gregory, Mike ; Arseneau, David ([David.Arseneau@aecom.com](mailto:David.Arseneau@aecom.com)); Kimberly Hicks  
**Subject:** Stormwater Financing Stakeholder Group meeting #6

Good afternoon:

The Stormwater Financing Stakeholder Group meeting #6 is scheduled for **Wednesday, November 14, 2012** at **City Hall** in **Committee Room 'A'** from **6:00 pm to 8:00**.

Please find attached the following items:

- Proposed agenda for meeting #6
- Minutes from Meeting #5
- Presentation from meeting #5
- Sign-in sheet from meeting #5

It would be appreciated if you can please review the minutes from the previous Stakeholder Group meeting and advise of any errors or omissions.

Thank you,

**Lincoln Kan, P.Eng.** | Manager, Environmental Services | Transportation & Works  
| 905-615-3200 ext. 4086 | | 905-615-3173 | [lincoln.kan@mississauga.ca](mailto:lincoln.kan@mississauga.ca)



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**Lincoln Kan**

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**From:** mikeyrogers  
**Sent:** 2012/05/09 8:58 AM  
**To:** Lincoln Kan; mike.gregory@aecom.com  
**Subject:** RE: Stormwater Financing Stakehold Group (SFSG #1 EAC comments)

Good meeting last night... my notes below are intended to help you move ahead and build on the excellent start you have made on this

A few thoughts for you to ponder

- For the possible methods of financing that you have already effectively excluded... for example PPPs you may want to provide the group with back ground on why ... in the PPP example, I understand why they are not in the table effectively (I think of a PPP as a mechanism when you need to act and cannot raise the funds, recognizing that a PPP actually has a net higher cost to the customer base – which is why I would not go with a PPP here) but even if this group does not ask the questions about why the other financing methods are not on the table, you should expect that others will ask, for example at a PIC
- As I noted last night, not every one will have currently understand the split of roles and responsibilities / regulatory domain and authority between Peel Region and the City, not to mention CVC / the province etc... this drives the need for stormwater management as well as who the City has to work with and it was good to see that the group was talking about the complexities that will affect what is possible / the development of an approach ... the more you can provide in a backgrounder to the group to help all of the group members are up to speed on the many players and drivers behind both why more \$ will need to spent and the complexity ...ahead of time ...then you can focus on details with the group having a more common starting point when we meet
- The point above really feeds into and is needed to get a clear scope description laid out ... ie what is it that the funding will be there for ... and as a professional doing environmental management for over 25 years I am very big on the need to define in detail what it is that you working to manage and also defining the limits of the tools you have in your tool box
- I realize that is all part of what you are planning to dive deeper into as you go and as the meetings go ... as you can see from last night the group will push you to be very clear as to what "it" is
- When the presentation last night went over slide 53 (one the important ones!) I was expecting to then not just hear about how ERUs work in the scheme (part of the red box on the slide – which was well presented by the way), but also what is different if the scheme goes to a " tiered residential rate" style for example... I did not really get the impression that was covered ... in order to move the discussion ahead to a logical resolution and recommendation in the fall the effect the step function subtleties of options at least slightly less detailed than the ERU style and slightly more than the ERU style will need to be covered to some degree so that the group can see what is gained and lost with shifts in complexity / accuracy

Regards ...

Until June or I think of other items .....

Michael DeWit

Vice Chair EAC (for this email at least that is the hat I have on ☺)

My professional life is noted below

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Michael DeWit  
Technical Director, ICF International  
905 274 0391  
m 416 807 0391

<http://www.icfi.com/about/our-people/icfi/dewit-mike>

Connect with us on [social media](#).

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Lincoln Kan  
Manager, Environmental Services  
Transportation and Works Department  
201 City Centre Drive, Suite 800  
Mississauga, ON L5B 2T4

November 22, 2012

Dear Mr. Kan,

Thank you for giving the Credit Valley Conservation an opportunity to participate in the City of Mississauga Stormwater Financing Stakeholder Group and comment on the proposed stormwater utility fee recommendations. **CVC would like to state our ardent support for the recommendations that are being proposed by the Mississauga Stormwater Finance Project Team.** The stormwater utility fee recommendations are in line with those made in the 2010 *Credit River Water Management Strategy Update – Municipal Stormwater Financing Study*. A stormwater utility fee approach is not only a more equitable finance system but will also make Mississauga and CVC stormwater programs tremendously more effective at achieving the goals of the *Mississauga Stormwater Quality Control Strategy*, *The Living Green Master Plan* and CVC's *Credit River Watershed Management Strategy*.

A stormwater utility fee and credit system has the power to mobilize more public and private resources to address stormwater issues (erosion, flooding, water quality, climate change adaptation) than any other public incentive program alone. The advantages of the stormwater utility fee include:

- A stable dedicated funding source for the stormwater program allows for long-range planning, large-scale capital improvements, and leverage for debentures.
- The user fee is a fair and equitable finance method that is based on runoff contribution rather than property value and that can also be applied to tax-exempt properties.
- Presenting stormwater services as a utility fee apart from the tax bill provides a vehicle for educating Mississauga residents on stormwater issues and infrastructure and how to limit their own impacts.
- The non-residential credit program will motivate property owners to reduce stormwater runoff and pollutant discharge.

Over the past five years, CVC and the City of Mississauga have had a productive partnership in implementing sustainable stormwater management or Low Impact Development (LID) in the city. Through our various partnership efforts, we have implemented a network of real time in-stream gauge stations for flood warning and forecasting and water quality monitoring, pollution prevention demonstration projects with local businesses, monitoring to optimize road and parking lot winter maintenance practices to reduce impact on the environment and the first green

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LID streets in Ontario, Elm Drive near City Centre and 1st and 3rd streets in the Lakeview Neighbourhood.

CVC programs and expertise are well positioned to assist the City and property owners with the transition to a stormwater utility fee system:

- **Leaders for Clean Water - Offers LID and pollution prevention services for municipalities and property owners.** Through various LID guidance documents, peer review of engineering designs, onsite construction assistance, and focused performance monitoring, CVC can assist property owners in retrofitting their properties with LID to take advantage of the utility fee credits and incentive programs.
- **Making it Work: Professional Training - Provides municipal staff, the development community, and planning professionals the training and guidance tools they need to promote and deliver LID.** The training programs CVC offers help to build capacity of stormwater professionals to meet demand for retrofit stormwater management services. The guidance documents CVC has developed guide professionals through all aspects of LID, planning, engineering, landscaping and construction. Through the Ministry of Environment Showcasing Water Innovation Fund, CVC in partnership with the City of Mississauga is developing step by step guidance on how to retrofit different landuse sectors with LID, Industrial/Commercial, Residential and Institutional and Public Lands.
- **Community Engagement Program - We help watershed residents and community based organizations understand and use LID techniques through demonstration projects, pollution prevention programs and our [bealeader.ca](http://bealeader.ca) website.** CVC is educating the community through a variety of outreach approaches and marketing (environmental school curriculum, educational signage, demonstration projects in public spaces, public meetings) to understand the value of our water resources and the important functions of the stormwater infrastructure that the utility fees will improve and maintain.

The City of Mississauga has demonstrated their leadership in innovative water resource management and protection. CVC hopes the city will continue to show its leadership by approving the stormwater utility fee. The shift to a stormwater utility fee structure would be a significant step toward ensuring that our communities have safe, abundant, clean drinking water.

A handwritten signature in black ink that reads 'Rae Horst'.

**Rae Horst**  
Chief Administrative Office  
Credit Valley Conservation

cc: Patricia Mullin, CVC Chair

**Pressures on Stormwater Program**

- 1) Minimize storm related flood risks to all buildings/structures in the City:
  - a) Cooksville Flood Evaluation Study – flood storage facilities
  - b) Estimated cost - \$150 million (\$79 million in 2013 to 2022 capital program needs)
  - c) Flood evaluation studies of other flood prone areas still need to be done
  
- 2) Enhance water quality treatment initiatives:
  - a) Increase water quality treatment from current coverage of 15%
  - b) Construct, operate and maintain low impact development measures
  - c) Naturalization programs, social marketing
  
- 3) Enhance By-law Enforcement:
  - a) Additional staff resources for outreach, inspections and enforcement efforts
  - b) Storm Sewer Use By-law, Erosion and Sediment Control By-law
  - c) Encroachments into Storm Drainage Easements
  
- 4) Enhance monitoring and maintenance activities:
  - a) Improvements to sewer inspection and cleaning programs
  - b) Enhance stormwater management facility monitoring efforts
  - c) Expand Woody Debris Management program city-wide
  
- 5) Climate change adaptation:
  - a) Storm drainage network model
  - b) Infrastructure vulnerability assessments and upgrades
  
- 6) Regulatory requirements:
  - a) Increase in monitoring requirements
  - b) Legislation such as Ontario's Water Opportunities Act
  
- 7) Infrastructure life-cycle renewal costs:
  - a) Stormwater management pond dredging and rehabilitation
  - b) Watercourse rehabilitation and works renewal
  - c) Storm pipe infrastructure replacement

1555

### Stormwater Program Through Property Tax

Stormwater Program Item	Existing (2012)	Tax Financing of Future Stormwater Management Program								
		Status Quo			Interim			Sustainable		
Program Cost	\$14,650,000	\$14,650,000			\$26,610,000			\$39,490,000		
Property Tax & PILT Allocation	2.36%	3.96%			7.19%			10.67%		
<b>Single-Family Detached Home</b>		Charge	Δ	%	Charge	Δ	%	Charge	Δ	%
Average assessed value	\$28.58	\$48.01	\$19.43	68%	\$87.21	\$58.63	205%	\$129.42	\$100.85	353%
<i>Examples</i>										
Brooks Drive	\$28.37	\$47.66	\$19.29	68%	\$86.57	\$58.20	205%	\$128.47	\$100.10	353%
Robin Drive	\$42.69	\$71.72	\$29.03	68%	\$130.28	\$87.59	205%	\$193.34	\$150.65	353%
Homelands Drive	\$27.39	\$46.01	\$18.62	68%	\$83.58	\$56.19	205%	\$124.03	\$96.64	353%
Beacham Street	\$31.08	\$52.22	\$21.14	68%	\$94.85	\$63.77	205%	\$140.76	\$109.67	353%
King Richard's Place	\$40.14	\$67.44	\$27.30	68%	\$122.50	\$82.35	205%	\$181.79	\$141.65	353%
<b>Condominium</b>										
Sherobee Road (example)	\$15.86	\$26.64	\$10.78	68%	\$48.39	\$32.54	205%	\$71.82	\$55.96	353%
<b>Multi-Family (7+ Units)</b>										
Goreway Drive-per unit (example)	\$10.54	\$17.71	\$7.17	68%	\$32.18	\$21.63	205%	\$47.75	\$37.21	353%
<b>Commercial</b>										
Mall (example)	\$10,445	\$17,548	\$7,103	68%	\$31,875	\$21,429	205%	\$47,303	\$36,858	353%
<b>Tax Exempt</b>										
Church-Dundas Street (example)	\$0	\$0	\$0	N/A	\$0	\$0	N/A	\$0	\$0	N/A

**Note:**

1. Current program includes \$8.7M (Tax & Payment In-Lieu-Of Taxes) plus \$5.9M (Reserves). As such, the 2.36% shown is based only on \$8.7M. Due to declining reserves, the program will ultimately need to be fully funded by tax.
2. Numbers are in present day value (no inflation).
3. The program cost represents the capital and operation cost (tax component).

Estimated Stormwater Rate (Tiered SFU, with Fee Exemptions)

Billing Units (SFU)	Service Level:	Status Quo	Interim	Sustainable
	Program Cost	\$14,650,000	\$26,610,000	\$39,490,000
	Base Rate (\$/SFU/month)	\$4.39	\$7.80	\$11.47
<b>Single-Family Detached Home</b>				
0.7	10-percentile (Small Tier)	\$36.31	\$64.52	\$94.87
1.0	10-percentile assessed value	\$52.68	\$93.60	\$137.64
1.0	50-percentile assessed value	\$52.68	\$93.60	\$137.64
1.0	90-percentile assessed value	\$52.68	\$93.60	\$137.64
1.4	90-percentile (Large Tier)	\$71.95	\$127.84	\$187.99
1.0	Brooks Drive	\$52.68	\$93.60	\$137.64
1.0	Robin Drive	\$52.68	\$93.60	\$137.64
1.0	Homelands Drive	\$52.68	\$93.60	\$137.64
1.0	Beacham Street	\$52.68	\$93.60	\$137.64
1.0	King Richard's Place	\$52.68	\$93.60	\$137.64
<b>Condominium</b>				
0.2	Sherobee Road	\$12.07	\$21.45	\$31.54
<b>Multi-Family (7+ Units)</b>				
0.2	Goreway Drive (per unit)	\$9.63	\$17.10	\$25.15
<b>Commercial</b>				
519.1	Mall	\$27,346	\$48,587	\$71,448
<b>Tax-Exempt</b>				
14.9	Church (Dundas Street)	\$787	\$1,399	\$2,057

Notes:

1. Rate assumes 92% collection with annual administration estimate of \$770,000 (subject to refinement) - not reflected in the Program Cost above.
2. Figures in present day value (no inflation).
3. Numbers shown as estimates only.
4. The program cost represents the capital and operation cost (tax component).



Comparison: Tax versus Estimated Stormwater Rate

Stormwater Program Item	Existing (2012) <sup>1</sup>	Interim Service Level							
		Tax (Program fully funded by tax)			Rate (Tiered SFU, with Exemptions)			Difference	
		Annual Charge	Δ <sub>Existing</sub>	%	Annual Charge	Δ <sub>Existing</sub>	%	Δ <sub>Tax</sub>	%
<b>Single-Family Detached Home</b>									
10-percentile (Small Tier)	\$22.10	\$67.44	\$45.34	205%	\$64.52	\$42.42	192%	-\$2.93	-4%
10-percentile assessed value	\$22.10	\$67.44	\$45.34	205%	\$93.60	\$71.50	324%	\$26.16	39%
50-percentile assessed value	\$28.58	\$87.21	\$58.63	205%	\$93.60	\$65.02	228%	\$6.39	7%
90-percentile assessed value	\$40.69	\$124.16	\$83.47	205%	\$93.60	\$52.91	130%	-\$30.56	-25%
90-percentile (Large Tier)	\$40.69	\$124.16	\$83.47	205%	\$127.84	\$87.15	214%	\$3.68	3%
Brooks Drive	\$28.37	\$86.57	\$58.20	205%	\$93.60	\$65.23	230%	\$7.03	8%
Robin Drive	\$42.69	\$130.28	\$87.59	205%	\$93.60	\$50.91	119%	-\$36.68	-28%
Homelands Drive	\$27.39	\$83.58	\$56.19	205%	\$93.60	\$66.21	242%	\$10.02	12%
Beacham Street	\$31.08	\$94.85	\$63.77	205%	\$93.60	\$62.52	201%	-\$1.25	-1%
King Richard's Place	\$40.14	\$122.50	\$82.35	205%	\$93.60	\$53.46	133%	-\$28.90	-24%
<b>Condominium (Example)</b>									
Sherobee Road	\$15.86	\$48.39	\$32.54	205%	\$21.45	\$5.59	35%	-\$26.95	-56%
<b>Multi-Family (7+ Units) (Example)</b>									
Goreway Drive (per unit)	\$10.54	\$32.18	\$21.63	205%	\$17.10	\$6.56	62%	-\$15.07	-47%
<b>Commercial (Example)</b>									
Mall	\$10,445	\$31,875	\$21,429	205%	\$48,587	\$38,142	365%	\$16,713	52%
<b>Tax Exempt (Example)</b>									
Church (Dundas Street)	\$0	\$0	\$0	N/A	\$1,399	\$1,399	N/A	\$1,399	N/A

Notes:

- Existing program includes \$8.7M (Tax & Payment In-Lieu-Of Taxes) and \$5.9M (Reserves). The cost shown under Existing (2012) reflects only the cost based only on \$8.7M.
- Rate assumes 92% collection with annual administration estimate of \$770,000 (subject to refinement).
- All values in present value (no inflation) and are estimates only.

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## Appendix 2: Preliminary Consolidated Rate Schedule

For single-detached homes, three tiers were identified as shown in Table A2-1 below.

Table A2-1: Customer/Ratepayer Category for Single-Detached Homes

Single-Detached Residential Property		
Rate Code	Tier	Statistical Sampling of impervious area of properties
1a	Small	Within the smallest 10 <sup>th</sup> percentile of single-detached homes – 184 m <sup>2</sup> (1,979 sq.ft.) or less
1b	Medium	Within the middle 80 percent of single-detached homes – greater than 184 m <sup>2</sup> (1,979 sq.ft.) and less than 364 m <sup>2</sup> (3,922 sq.ft.)
1c	Large	Within the largest 10 <sup>th</sup> percentile of single-detached homes – 364 m <sup>2</sup> (3,922 sq.ft.) or greater

The next grouping of categories represents multi-family residential properties. The basis for the Stormwater Rate assessed to a residential property is the property type (i.e. as identified by the Municipal Property Assessment Corporation (MPAC) property code) and the total number of dwelling units (since the SFU Factor was determined on a per-unit basis). Multi-family categories are summarized in Table A2-2 below:

Table A2-2: Customer/Ratepayer Category for Multi-family Residential Properties

Multi-family Residential Properties	
Rate Code	Statistical Sampling of impervious area of properties
2	Two-unit residential buildings (i.e. duplexes and semi-detached homes) and linked homes
3	Three to six unit residential buildings, such as townhouses, row housing, and condominiums in buildings with three storeys or less
4	Residential buildings with 7 units or more and three storeys or less: may include co-op housing, condominiums and apartments
5	Residential buildings with 7 units or more and four storeys or more: may include co-op housing, condominiums and apartments

The last grouping represents non-residential properties as summarized in Table A2-3. The basis for the Stormwater Rate assessed to a non-residential property is the measured impervious area divided by the SFU size (267 m<sup>2</sup> or 2,872 sq.ft.). The Phase 1 report identified a number of fee-exempt properties that will not be billed, which have been assigned to Rate Code 6x.

Table A2-3: Customer/Ratepayer Category for Non-residential Properties

Non-Residential Properties	
Rate Code	Measured impervious area of properties
6	Non-Residential Fee Eligible
6x	Non-Residential Fee Exempt
7	Mixed Use-Combination of Residential dwelling units and non-res. land uses

**Memo**

Date: July 25, 2013  
 PN: 12144  
 To: **Jeremy Blair, City of Mississauga**  
 CC: **Lincoln Kan, City of Mississauga**  
 From: Dave Ashfield, TMIG  
 Subject: Mississauga Stormwater Financing Study – Stakeholder Meeting 1

Thank you for hosting the Credit Policy Stakeholders Group meeting at the Mississauga Civic Centre on July 10, 2013. As requested, the following is a summary of the credit policy suggestions and comments discussed during the meeting.

1. Reducing On-Site Parking Requirements (on a site owner selected basis)

Currently, there is a by-law that requires a certain number of parking spaces be provided for industrial sites. However, not all industrial properties require the same number of parking spaces (some of them need less and some of them need more). For existing properties that need less, the City should provide the opportunity to reduce the impervious area of the site by turning the parking spaces into grass, permeable pavement or even bio-swales to provide some water quantity, quality and volume treatment. If additional parking became necessary in the future the same area could be turned back into parking spaces. The decision to reduce the amount of on-site parking should be the property owner's decision on a site by site basis.

2. Credit Available for Improvements

Since one of the primary objectives of the stormwater user fee is to encourage implementation of stormwater management and low impact development practices in Mississauga, the credit system should be set up such that it becomes economically feasible and makes business sense to implement the measures. For instance, if a property could reduce the volume and flow rates of its stormwater runoff to zero, then the property should be eligible for 100% credit. Although a great theoretical argument, we realize this is not practical.

We do suggest however that the available credits remain as high as 60%, since this will result in a minimum change from the existing rates currently paid to the stormwater fund through taxes, and will allow for additional funds to be used for the implementation of BMPs for existing sites. For instance, if we look at the mall example discussed at the last meeting, the current tax paid to the stormwater fund is \$20,000 and the proposed stormwater user fee is \$50,000. If a 60% credit is applied to the \$50,000 (\$30,000 credit) then the stormwater user fee is the same as the current tax based amount. Although the amount of money paid to the stormwater fund is the same, the on-site stormwater management measures implemented to receive the credit will result in less water that is required to be conveyed to end of pipe systems and treated at the facilities. Additionally, since the water conveyed to the facility is cleaner the existing SWM facilities will last longer and require less maintenance.

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As one of the prime directions of the credit program it would be helpful to have clear guidelines along with a table or chart to show the available credit for each type of improvements that could be made to a property. For instance:

Criteria	Specific Measure	Credit Given
Peak Flow Rate Reduction	On-site Pond	X%
	Bio-Retention Facility	X%
	Underground Storage	X%
Water Quality Improvement	On-site Pond	X%
	Bio-Retention Facility	X%
	Oil / Grit Separator	X%
Volume Reduction	Infiltration Facility	X%
	Rain-water Re-use	X%

3. Sharing the burden of the non-contributors, such as roads

In development cost sharing examples and in special area DC examples, non-participants are shared on a proportional area basis. The main purpose of roads is transportation and should be shared equitably on an area basis with all participating stormwater management fund members. Will the road frontages be considered as part of the ICI component when calculating site imperviousness? If overland flow from roads is conveyed into an ICI property and attenuated on the property, would the site be eligible for additional credits?

4. Implementation of Oil/Grit Separators

If oil/grit separators are installed on-site and maintained by the owners to provide further water quality treatment prior to discharging into the storm sewers or SWM pond, would that qualify for credits?

5. Roof Top Controls – controlling post-development runoff on existing rooftops

If roof top controls are added to existing buildings, which provide attenuation of peak flow to residential rates, would that qualify for credits?

6. City subsidy for stormwater strategy studies

Ultimately, for any SWM improvements installed at industrial sites, studies would be required to show the improvement satisfies the credit criteria. Would these studies be subsidized by the City?

7. Turning existing green space to stormwater management facility (i.e. SWM pond or bio-swale)

If an existing industrial park has an existing green space and the property owner decides to build a pond in the green space, would that be eligible for credits? The new SWM pond would be able to treat the overland flow from the existing industrial site as well as other smaller neighbouring sites. This example was brought up during the meeting and we were told that DC credits would apply in this case. However, the existing industrial park is built out and no new construction will

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July 25, 2013

PN 12144

Page 3 of 3

occur on the property so DC credits will not benefit the property owner and does not motivate the owner to establish new BMPs.

Another use for the same green space if a SWM pond is not constructed is a bio-swale to provide water quality and some attenuation. How will the credits be applied in this case?

8. Current Tax dedicated to Stormwater Management

With the implementation of the stormwater user fee, will the City no longer use any of the taxes collected for stormwater management purposes? And if so will taxes be reduced by the amount currently collected?

9. Establishment of the 45% Credit

How was the maximum available credit of 45% calculated? Where did the number come from?

**Jeremy Blair**

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**From:** Rosalie Chung <rchung@tmig.ca>  
**Sent:** 2013/11/21 10:44 AM  
**To:** Jeremy Blair  
**Cc:** Lincoln Kan; kramerg@orlandocorp.com; David Ashfield  
**Subject:** RE: Stormwater Financing Study (Phase 2) - General Committee  
**Attachments:** Memo to City November 13, 2013.pdf

Hi again,

Please see the attached memo response to the Stakeholder Meeting #4 held on October 10, 2013.

Rosalie Chung, BASc, EIT  
Engineering Intern

**TMIG | The Municipal Infrastructure Group Ltd.**  
8800 Dufferin Street, Suite 200 | Vaughan, Ontario L4K 0C5  
p: 905.738.5700 x258 | f: 905.738.0065 | [rchung@tmig.ca](mailto:rchung@tmig.ca)



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**From:** Rosalie Chung  
**Sent:** Thursday, November 21, 2013 10:22 AM  
**To:** [Jeremy.Blair@mississauga.ca](mailto:Jeremy.Blair@mississauga.ca)  
**Cc:** [lincoln.kan@mississauga.ca](mailto:lincoln.kan@mississauga.ca); [kramerg@orlandocorp.com](mailto:kramerg@orlandocorp.com); David Ashfield  
**Subject:** Stormwater Financing Study (Phase 2) - General Committee

Hi Jeremy,

As noted in your previous e-mail, the report, Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan, will be presented at the December 4, 2013 General Committee Meeting. We would like to have an opportunity to preview the report prior to the meeting. It would be much appreciated if you could let us know when the report will be made available.

Also, we are wondering if you have had a chance to take a look at the SWM fees implemented by other municipalities such as Richmond Hill, Aurora, and London. Below is a summary of the stormwater charge per year for ICI sites with a sample size of 3 hectares implemented by the previously mentioned Ontario municipalities.

Municipality in Ontario	Stormwater Charge per year (ICI site - sample 3ha)	Charge per Area
Richmond Hill	\$188,362	Any size
Aurora	\$726,788	Any size

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London	\$ 3,797.16	\$105.31/ha/month
Mississauga	\$ 10,597.75	\$7.86/267m <sup>2</sup> /month

As shown in the above table, the proposed stormwater charge for Mississauga is significantly higher than other Ontario municipalities. We are hoping that you would be able to provide a brief explanation for the differences.

Kind Regards,  
Rosalie Chung, B.A.Sc, EIT  
Engineering Intern

**TMIG | The Municipal Infrastructure Group Ltd.**  
8800 Dufferin Street, Suite 200 | Vaughan, Ontario L4K 0C5  
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**From:** Lincoln Kan [<mailto:Lincoln.Kan@mississauga.ca>]

**Sent:** Wednesday, November 13, 2013 11:35 AM

**To:** BILD; Birchglen RA; Churchill Meadows Residents' Association; Clarkson BIA; Cooksville Munden Park Homeowners Organization; CRA; Dorothy Tomiuk (Miranet); EcoSource; EMDC; Erindale Village Homeowners Association; Fleetwood Village HA; Glen Broll; ISNA; James Craig; Kaneff; Lakeview Ratepayers Association; Metrolinx; Mississauga Oakridges RA; ORHMA; Rockwood HA; Westwood Mall; Whiteoaks Lorne Park CA; Bill Snodgrass ; 'Chris Batte'; City of Toronto; CVC; Jennifer Park; Lakehead University ([ore\\_pfeiffer@hotmail.com](mailto:ore_pfeiffer@hotmail.com)); Milton Friesen; Peter Chee; Rob Merwin (RJB); Stephanie Cox; 'Steven Merrich'; 'Town of Halton Hills'; 'Wes Carlisle'; 'Wilson Ribeiro'; Applewood Acres Homeowners Association; Benedet Woods Community Assoc.; Clarkson Fairfields South Ratepayer's Assoc.; Cranberry Cove Ratepayers Association; East Collegeway Ratepayer's Association Inc; Hillcrest Ratepayers Assoc.; Lorne Crest Community Association; Lorne Park Estates Association; Lorne Park Watercolours Res Assoc.; Meadow Wood Res Ratepayers Assoc.; Meadowvale Village Community Association ; Mississauga Road Sawmill Valley Drive Ratepayer's Assoc.; Miss-Kane Rds. Ratepayers Association; Orchard Heights Homeowner's Association; Owenwood Residents Assoc.; Park Royal Community Association; Port Credit Village Residents Association (PCVRA); Sheridan Homelands Ratepayers Assoc.; Sherway Homeowners and Recreational Association; Sir John's Homestead Ratepayer Association Inc.; Tecumseh Area Ratepayers Association; Town of Port Credit Association (TOPCA); Ward 5 - Malton - Charles and Ann Barclay ; Ward 5 Britannia - Lennox Guiste ; Carolyn Lane; [Janet.Rosenthal@ivanhoecambridge.com](mailto:Janet.Rosenthal@ivanhoecambridge.com); David Ashfield; Alana De Gasperis (BILD); [nleduc@ivanhoecambridge.com](mailto:nleduc@ivanhoecambridge.com); [blanglois@aec-international.com](mailto:blanglois@aec-international.com); [cam.mccollum@cadillacfairview.com](mailto:cam.mccollum@cadillacfairview.com); [mcernik@oxfordproperties.com](mailto:mcernik@oxfordproperties.com); [aroopnarine@riocan.com](mailto:aroopnarine@riocan.com); [sstevens@riocan.com](mailto:sstevens@riocan.com); [gbrady@riocan.com](mailto:gbrady@riocan.com); [ladyp@haltonhills.ca](mailto:ladyp@haltonhills.ca); [sshan@rogers.com](mailto:sshan@rogers.com); [wartmanpaul@gmail.com](mailto:wartmanpaul@gmail.com); [smurphy@counterpointeng.com](mailto:smurphy@counterpointeng.com); [cabrown382@aol.com](mailto:cabrown382@aol.com); [smerrick14@gmail.com](mailto:smerrick14@gmail.com); [m.degasperis@hotmail.com](mailto:m.degasperis@hotmail.com); [ltasker@bell.net](mailto:ltasker@bell.net); [lisgar@lisgar.com](mailto:lisgar@lisgar.com); [davidthistle@sympatico.ca](mailto:davidthistle@sympatico.ca); [ken.chow@ghd.com](mailto:ken.chow@ghd.com); [joe.silva@bell.net](mailto:joe.silva@bell.net); [thecootes@bell.net](mailto:thecootes@bell.net); Ross Cronkwright (Prologis); [kdestambe@pinnacleinternational.ca](mailto:kdestambe@pinnacleinternational.ca); [pauljwalker@bellnet.ca](mailto:pauljwalker@bellnet.ca); [rahoon78@gmail.com](mailto:rahoon78@gmail.com); [erin.obourn@yourmbiz.com](mailto:erin.obourn@yourmbiz.com); Bri-Ann Stuart (Dixie Outlet Mall); Celina Wrobel (THC - May Chang); Christine Capewell (UTM); Christine Zimmer (CVC); Dan Labrecque (ROP); Derek Gray (GTAA); DPCDSB; Fred Theiss; Gary Kramer (Orlando); Jeff O'Leary (Friends of Lake Wabukayne Stewardship); Jennifer Reid (St. Peter's Anglican Church); J-M Rouleau(Oxford); Kiruthiha Kulendiren (Lisgar); Linda Pinizzotto (COA); Matthew Coleridge (RJB - Square One); May Chang (THC); Michael Dewit (EAC); Michael Ewaschuk (CRAA); Paul Mountford (PDSB); Richard Dundas (GWHHA); Sameer Dhalla (TRCA); Sheldon Leiba (MBOT); Steve Blaney (Sherwood Forest RA)

**Cc:** MC; LT

**Subject:** Stormwater Financing Study (Phase 2) - General Committee

16666

Good morning:

**Re:** Corporate Report to General Committee on December 4, 2013  
Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan  
Mississauga Civic Centre, Council Chambers, 9:00 a.m.

As someone who participated as a member of the Stormwater Financing Stakeholder Group, Stormwater Credit Stakeholder Group, or has shown an interest in the City of Mississauga's Stormwater Financing Study (Phases 1 and 2), please be advised that a report, Stormwater Financing Study, Phase 2 (Implementation Project) - Implementation Plan will be on the December 4, 2013 General Committee agenda.

This report provides an implementation plan to address Council's recommendations of December 12, 2012 for a stormwater rate program and seeks approval from Council to implement the program.

As part of the Stormwater Financing Study, Phase 2 (Implementation Project), staff has been working to identify and develop the business processes, policies and resource requirements to establish and administer the main elements of a stormwater rate program, including the assessment of charges for all non-exempt properties in the City, a credit program for non-residential properties, incentive considerations for residential properties, a grant program for places of worship, billing and customer service solutions, communications plans, and overall program administration considerations.

General Committee meetings can viewed live online at [Mississauga Videos](#) or attended in person. The meeting begins at 9 a.m.

The report, *Stormwater Financing Study, Phase 2 (Implementation Project) – Implementation Plan*, will be posted on the City's website on the [Office of the City Clerk's webpage](#) with General Committee Agendas as soon as it is available.

If you have question, please contact Jeremy Blair at 905-615-3200 extension 3133 or [Jeremy.blair@mississauga.ca](mailto:Jeremy.blair@mississauga.ca).

Sincerely,

**Lincoln Kan, P.Eng.** | Manager, Environmental Services | Transportation & Works  
☎ 905-615-3200 ext. 4086 | ☎ 905-615-3173 | [lincoln.kan@mississauga.ca](mailto:lincoln.kan@mississauga.ca)



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# Memo



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Date: November 13, 2013  
PN: 12144  
To: **Jeremy Blair, City of Mississauga**  
CC: **Lincoln Kan, City of Mississauga**  
From: Dave Ashfield, TMIG  
Rosalie Chung, TMIG  
Subject: Mississauga Stormwater Financing Study – Stakeholder Meeting 4

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Thank you for hosting the Credit Policy Stakeholders Group meeting at the Mississauga Civic Centre on October 10, 2013 as well as the previous meetings. The meetings have been productive and interactive. It was a pleasure to be able to take part in the credit development process. Thank you for listening to outside ideas and including them as part of the process as equitably as possible.

There were a few ideas discussed during the last meeting that we would like to following up with the City and they are as follows:

- **Monitoring:** Based on CVC's draft stormwater management certification protocols, we would recommend implementing the Level 1 certification. The other levels of certification and associated protocols are above what the landowner might be willing to undertake. It would become too onerous and expensive of a task for it to be worthwhile for the landowner to apply for the credit. We recommend that monitoring should involve inspection and updating an inspection log annually, semi-annually or quarterly depending on the device.
- **"Qualified Person":** In terms of the question of who should be considered to be the "qualified person"? We suggest that a P.Eng, should be involved in all cases where the application is applied and it is up to the P.Eng to select whether C.E.T., landscapers, or landscape architects should be involved in the project. The P.Eng will be the one to take responsibility of the design facility.
- **Grandfathering:** From a business perspective, in order to determine if a retrofit opportunity is worthwhile to pursue, a life cycle versus cost analysis would be conducted for the proposed changes. If criteria are going to change throughout the lifecycle of a site it would not be practical to keep updating a device or site control based on the new criteria. Therefore, the stormwater management criteria should be grandfather to the criteria to which the application was initially submitted. This is similar to the building code, where a building is grandfather to the code applicable at the time the building was constructed. Only when parts are added or reconstructed, the current building code applies.
- **Lower stormwater charge in other Municipalities in Ontario:** From the information provided in the first meeting, it appeared that all municipalities in the states and in Canada that are implementing a stormwater charge are applying the same rate. However, we have recently found

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this not to be reflective of the cities in Ontario. A simple comparison table is shown below to list the charge from varying municipalities in Ontario.

Municipality in Ontario	Stormwater Charge per year (ICI site - sample 3ha)	Charge per Area
Richmond Hill	\$ 138.36	Any size
Aurora	\$ 226.48	Any size
London	\$ 3,791.16	\$105.31/ha/month
Mississauga	\$ 10,597.75	\$7.86/267m <sup>2</sup> /month

It is true that Richmond Hill, Aurora, and London do not offer a credit program. In spite of this, as shown above, Richmond Hill, Aurora, and London's charges are significantly lower than the City of Mississauga's proposed stormwater user fee.

Yours Truly,



David Ashfield, P.Eng  
Partner



# Corporate Report

Clerk's Files

Originator's  
Files

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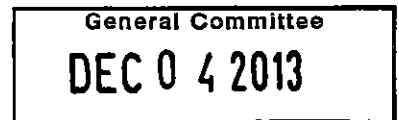
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**DATE:** November 20, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

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

**SUBJECT:** **Regulation of the Sale and Ownership of Exotic Animals**



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- RECOMMENDATIONS:**
1. That a by-law to amend the Animal Care and Control By-law 98-04, as amended, be enacted (Appendix 1), as outlined in the report from the Commissioner of Transportation and Works dated November 20, 2013 entitled Regulation of the Sale and Ownership of Exotic Animals.
  2. That pet stores in Mississauga that sell exotic animals and residents who possess exotic animals be granted a period of six months from the date that Council enacts the amendments to the Animal Care and Control By-law 98-04, as amended, to sell or dispose of any prohibited animals to a person who does not reside in the City of Mississauga and who will be relocating the prohibited animal to a region or municipality that does not prohibit the species in question.
  3. That the practice for the transfer of exotic animals recovered by Animal Services outlined in the report from the Commissioner of Transportation and Works dated November 20, 2013 entitled Regulation of the Sale and Ownership of Exotic Animals be approved.

4. That a by-law to delegate authority to the Commissioner of Transportation and Works, or their delegate, on behalf of the Corporation of the City of Mississauga, to enter into agreements between the City and local pet stores in the City of Mississauga that sell exotic animals for the transfer of exotic animals recovered by Animal Services and permitted under the Animal Care and Control By-law 98-04, as amended, to the pet stores (Appendix 2).
5. That staff participate in the Government of Ontario's review of the existing provincial regulatory scheme for exotic pets and report back to Council on the results of this review.
6. That the Honourable Ministers of Community Safety and Correctional Services; Municipal Affairs and Housing; and, Natural Resources be sent a copy of the report dated November 20, 2013 from the Commissioner of Transportation and Works entitled Regulation of the Sale and Ownership of Exotic Animals.

**REPORT****HIGHLIGHTS:**

This report addresses the following:

- the history of snake-related calls attended to by Animal Services in the last 650 days;
- the results of recent inspections conducted by municipal law enforcement officers (MLEO) of all pet stores in Mississauga that sell exotic animals;
- the existing requirements under the Animal Care and Control By-law 98-04, as amended, regarding the sale and ownership of exotics animals and Business Licensing By-law 1-06, as amended, regarding the sale of exotic animals;
- the approaches of other municipalities to regulating the sale and ownership of exotic animals;
- existing Provincial/Federal regulations governing the sale and ownership of exotic animals;
- the August 13, 2013 joint statement from the Honourable Ministers of Community Safety and Correctional Services;

Municipal Affairs and Housing; and, Natural Resources regarding exotic animal regulation;

- the deficiencies of the existing City of Mississauga by-laws for regulating exotic animals and recommended amendments; and
- providing a grace period of six months for pet stores and residents to comply with the recommended changes to the by-law; and
- the consequences for existing stores that sell and residents that possess exotic animals following amendments to the by-law changes to processes used by Animal Services for the transfer of exotic animals recovered and enactment of related by-law.

**BACKGROUND:**

Staff were asked to report on the regulation of the sale and ownership of exotic animals in the City of Mississauga, with a particular emphasis on snakes.

**COMMENTS:**History of Snake-Related Animal Services Calls:

Animal Services has attended to ten snake-related calls in the last 650 days. Attached to this report (Appendix 3) is a summary of the snake-related calls, classified by snake species.

Animal Services Past Practice with the Transfer of Exotic Animals:

Animals Services it not equipped to care and house exotic animals. Historically, Animal Services has immediately transferred any exotic animals recovered, including both those presently prohibited and those permitted under the by-law, to primarily the Port Credit Pet Centre, or other non-accredited facilities, with the understanding that the exotic animal would be transferred by them to a local zoo. Staff have concerns with this approach, given the changes to the by-law proposed in this report which will expand the list of prohibited exotic animals.

Staff propose that the following practice be followed when exotic animals are recovered by Animal Services.

Prohibited exotic animals will be transferred directly by Animal Services to zoos that are accredited with Canada's Accredited Zoos

and Aquariums (CAZA), that do not sell exotic pets and are not associated with the exotic pet industry in Mississauga. CAZA is a national accreditation for zoos and is considered the gold standard in accreditation in Canada. At this time, staff have sourced one such facility that meets these requirements: the Indian River Reptile Zoo located in Indian River, Ontario, which is 16 kilometres east of Peterborough. This facility has been inspected by staff from Animal Services and has been deemed to be appropriate. A copy of the inspection report for the Indian River Reptile Zoo is attached as Appendix 4.

Exotic animals permitted under the by-law will be transferred by Animal Services to local pet stores in Mississauga that wish to receive them and that meet the requirements of existing by-laws and other legislation related to the care and sale of animals. Staff will notify all pet stores presently in Mississauga that sell exotic animals and enter into agreements with those pet stores that meet these requirements. This will allow all facilities an equal opportunity to participate. In the last 650 days staff from Animal Services have recovered 50 exotic animals, of which one was prohibited (a Mexican pigmy rattle snake found on May 12, 2012). The cost to transfer this one exotic pet to the Indian River Reptile Zoo would be approximately \$300 (cost of one-way trip to the zoo using a service that transports live animals in a safe and humane manner).

Staff recommend that the practice outlined in this report for the transfer of exotic pets recovered by Animal Services be approved. Staff further recommend that should this practice be approved, the Commissioner of Transportation and Works, or their delegate, be authorized to enter into agreements with local pet stores in Mississauga that sell exotic animals for the transfer to the pet store of exotic animals recovered by Animal Service that are permitted under the by-law. A draft by-law delegating authority to the Commissioner of Transportation and Works is attached as Appendix 2.

#### Results of Recent Pet Store Inspections:

On August 14, 2013 MLEOs from Compliance and Licensing Enforcement and Animal Services conducted inspections of the pet stores in Mississauga that sell exotic animals. The MLEOs conducted

these inspections in order to verify that the stores were in compliance with existing by-laws and to identify which species of exotic animals the stores carried. MLEOs inspected ten retail pet stores and one non-retail warehouse facility that carry exotic animals, and found all but one facility (Port Credit Pet Centre) to be in compliance with the existing by-laws. The business owner complied with the by-law and relocated the species in question outside of Mississauga. Enforcement action was not required. Appendix 5 attached to this report contains the detailed results of those inspections, including a list of exotic animal species carried in each location.

#### Requirements Under the Existing By-laws

The sale of exotic animals in pet stores located in the City of Mississauga is regulated through the Business Licensing By-law 1-06, as amended. In particular, Schedule 20 of the by-law outlines the conditions that owners of pet shops must meet in order to receive and maintain their business licence. These conditions include:

- carrying on business in accordance with the provisions of the city's Animal Care and Control By-law 98-04, as amended;
- outlining requirements for the storage, care, feeding and display of the animals for sale;
- addressing record keeping requirements related to the acquisition and sale of animals; and,
- requiring licensees to report anyone who offers to sell/give them an animal which has been stolen or otherwise unlawfully obtained (or which the licensee has reason to believe was stolen or unlawfully obtained) to Peel Regional Police.

The Business Licensing By-law 1-06, as amended, does not include any conditions specifically related to the sale of exotic animals.

The ownership of snakes in the City of Mississauga is regulated under the Animal Care and Control By-law 98-04, as amended. In particular, the by-law:

- prohibits the keeping of all venomous insects, reptiles, and amphibians;
- prohibits the keeping of venomous lizards that can reach an adult length larger than two metres (6.56 feet);

- prohibits the keeping of venomous snakes;
- prohibits the keeping of snakes that reach an adult length larger than three metres (9.84 feet);
- prohibits owners from keeping snakes outside of a building or structure unless they are contained in an animal enclosure;
- outlines specific requirements for indoor and outdoor animal enclosures, aimed at ensuring the health and welfare of the animal and requiring the enclosure to be escape proof;
- requires that outdoor animal enclosures for snakes be located on a property's rear yard, at least three metres (9.84 feet) from the property line, and at least 6.1 metres (20.01 feet) from any school, church, or residential building not located on the same lot, and;
- prohibits the keeping of more than four animals excluding fish at a residence.

#### Approaches of other Municipalities to Regulating Exotic Pets

Staff consulted with officials in 15 large Canadian municipalities to compare their approaches to regulating the sale and ownership of snakes. Appendix 6 contains a table summarizing these findings.

Staff consulted with eight Ontario municipalities: Toronto, Markham, Hamilton, Richmond Hill, Burlington, Oakville, Brampton and Ottawa. Each of these municipalities permits the sale and ownership of snakes with some restrictions. All eight municipalities prohibit venomous snakes and lizards. Six of the eight, including Toronto, Markham, Hamilton, Burlington, Oakville, and Ottawa, prohibit all snake species which can grow to longer than three metres (9.84 feet) and all lizard species which can grow to longer than two metres (6.56 feet). Two municipalities, namely Brampton and Richmond Hill, do not prescribe a maximum length for snake or lizard species. Six municipalities, Markham, Hamilton, Richmond Hill, Burlington, Brampton and Ottawa, prohibit a number of specific snake species from being owned or sold altogether, and two of those municipalities, Markham and Ottawa, also prohibit a number of specific lizard species from being owned or sold altogether.

Staff also consulted with seven cities in other Canadian provinces, namely Halifax, Moncton, Montreal, Winnipeg, Calgary, Edmonton



and Vancouver. Winnipeg and Halifax prohibit several species of snakes and maintain maximum length requirements of three metres (9.84 feet) and 3.3 metres (10.83 feet), respectively. Moncton, Calgary, Edmonton and Vancouver either do not have by-laws which regulate exotic pets (Moncton and Calgary) or have minimal regulation (Edmonton and Vancouver) and defer to provincial legislation.

The provinces of New Brunswick, Alberta and British Columbia have legislation regulating exotic pets, unlike Ontario. British Columbia enacted regulations pursuant to its *Wildlife Act* (the “Controlled Alien Species Regulation”), which are considered by many to be a standard-bearer for provincial exotic wildlife regulation. The B.C. regulations prohibit a number of specific species of exotic pets, and are the template for staff’s proposed changes to Mississauga’s by-laws, as discussed below. New Brunswick’s *Fish and Wildlife Act* prohibits anyone from keeping exotic wildlife in captivity without a permit except for those species listed in regulations to that statute. Alberta’s *Wildlife Act* prohibits anyone from possessing a “controlled species” of animal without a permit, and the regulations under that statute identifies a number of species of snakes and lizards. For further detail regarding the regulations from other provinces, please refer to the table in Appendix 6.

#### Provincial and Federal Regulations on Exotic Pets

The Ontario *Fish and Wildlife Conservation Act* restricts the ownership of several species of snakes which are native to the province. However, Ontario is the only province currently lacking any form of legislation governing non-native, exotic animal ownership. The *Municipal Act, 2001*, gives municipalities the authority to enact animal by-laws but, as discussed above, municipal by-laws are not standardized across Ontario municipalities. By contrast, British Columbia, for example, restricts the public from, among other things, owning, transporting and breeding certain “prohibited species” of snakes and other exotic animals, without a provincially-issued permit.

The federal government has traditionally taken the view that animals constitute property and ownership of them is a provincial responsibility; however, it does regulate the import and export of exotic animals across the Canadian border. Unlike for other animals,

the Canadian Food Inspection Agency does not require individuals to obtain a permit for the import or export of reptiles. However, the Convention of International Trade in Endangered Species (CITES), administered by Canadian Wildlife Services (a branch of Environment Canada), does prohibit the importation of certain endangered species of snakes and lizards where the trade is commercial in nature. Several species of cobras, boas, iguanas and monitor lizards are included on this list. Finally, federal law does govern the ownership of exotic animals in one respect: the *Criminal Code* prohibits cruelty to animals, which includes exotic animals.

#### August 13, 2013 Joint Statement from the Province Regarding Exotic Animals Regulation

On August 13, 2013 the Honourable Ministers of Community Safety and Correctional Services; Municipal Affairs and Housing; and, Natural Resources released a joint statement indicating that the province will work with Ontario municipalities to examine current rules governing the sale and possession of exotic animals, and to determine if changes are needed. A copy of the full August 13, 2013 statement is attached as Appendix 7.

#### Deficiencies of the Existing By-laws and Recommended Amendments

Staff are of the view that the existing by-laws governing the sale and ownership of exotic animals in Mississauga are deficient in a number of respects and should be amended as follows:

- The Animal Care and Control By-law 98-04, as amended, prohibits the sale or ownership of venomous animal species which fall in the “insect” class. However, this wording does not capture several venomous species, which do not fall in the “insect” class, such as:
  - spiders, which technically fall in the “arachnid” class;
  - centipedes, which technically fall under the “chilopoda” class; and,
  - scorpions which technically fall in the “arachnid” class.

As these other venomous species present equal dangers to the public, staff recommend amending the current by-law to prohibit the sale and ownership of all venomous, even if de-venomized, poisonous, and with the potential to become poisonous invertebrates and vertebrates. (Some exotic animals have the potential to become poisonous if their diet includes the consumption of certain foods. This is discussed in more detail later in this report). This revised list would include all living species under which “insects”, “arachnids”, “chilopoda”, “reptiles”, “amphibians”, “aquatic life” and “mammals” fall.

- The Animal Care and Control By-law 98-04, as amended, prescribes a maximum permissible length for snakes of three metres (9.84 feet). However, there are other factors besides length which determine the relative dangerousness of a snake, including its muscle strength, behavioural tendencies and cross-breeding with other species. Staff therefore recommend amending the current by-law to prohibit the sale and ownership of snakes of several dangerous species. The full list of snake species that staff recommend prohibiting appears in Appendix 8. It is important to note that staff recommend maintaining a maximum length restriction for *all* snakes of three metres (9.84 feet). The restriction is the current standard of the City’s by-law and allows for the prohibition of dangerous snake species that are not known to staff at the time of this report. This may include the import of new snake species or the selective breeding of smaller snakes in order to create a large dangerous snake. This is the same process of selective breeding we see in dogs that created giant breeds such as Great Danes. This list of prohibited snake species is similar to the prohibited species list employed in British Columbia’s well-regarded *Controlled Alien Species Regulation*.
- The Animal Care and Control By-law 98-04, as amended, prescribes a maximum permissible length restriction for lizards of two metres (6.56 feet) at maturity and only if venomous. However, there are other factors besides length which determine the relative dangerousness of a lizard, including its muscle strength and behavioural tendencies. Staff therefore recommend amending the current by-law to prohibit the sale

and ownership of lizards of several dangerous species. The full list of lizard species that staff recommend prohibiting appears in Appendix 8. It is important to note that staff recommend maintaining a maximum length restriction for *all* lizards of two metres (6.56 feet) and not just venomous lizards. Maintaining the current length allows the sale of lizards that have a long length from the tip of the nose to the tip of the tail but without the musculature to be harmful. The species specific restrictions prohibit lizards that may grow to be less than two metres (6.56 feet) but are considered dangerous due to their musculature, behaviour and difficulty housing in an escape proof enclosure that is large enough to meet the needs of the species in question.

- The Animal Care and Control By-law 98-04, as amended, specifies that “lizards that are venomous and that reach an adult length larger than two metres (6.56 feet) are prohibited. Staff have interpreted this provision to suggest that only those lizards which are *both* venomous and which can grow to longer than two metres (6.56 feet) are prohibited under the by-law. Staff therefore recommend amending the by-law to make clear that *all* venomous lizards, regardless of their length, be prohibited, and that *all* lizards which can grow to longer than two metres (6.56 feet), regardless of whether they are venomous, be prohibited.
- The Animal Care and Control By-law 98-04, as amended, does not mention whether an animal is considered to be non-venomous if it is “de-venomized”. Current research has shown that all methods of de-venomization do not prevent regrowth of the venom glands. Since there is every potential for a de-venomized animal to become venomous with time, staff recommend prohibiting all venomous, even if de-venomized, poisonous, and with the potential to become poisonous invertebrates and vertebrates.
- The Animal Care and Control By-law 98-04, as amended, does not prohibit any animal that is poisonous or has a potential to be poisonous. Poison is not the same as venom. Poison is either ingested or absorbed while venom is injected. Some

2

animals are always poisonous while others are only poisonous given a certain diet or environment. One of these is the Dendrobatidae (Poison Dart Frog) that when given a diet from their natural habitat produces dangerous and in some cases lethal toxins. Staff recommend prohibiting all venomous, even if de-venomized, poisonous, and with the potential to become poisonous invertebrates and vertebrates.

There are a number of broader challenges involved with the enforcement of exotic animal by-laws which limit their effectiveness. First, it is difficult to determine the number of native and exotic animals in the community, and their locations, since exotic animals are predominantly kept inside the home. Second, the regulation of exotic animals is inherently a matter of provincial jurisdiction, given the porous nature of municipal boundaries. Staff believe that it is important for the City to work with the province to enact new province-wide regulations governing the sale and ownership of exotic animals: to protect the public and the animals, and to promote responsible pet ownership.

Staff also note that there is an established exotic pet industry in Mississauga that caters to citizens who enjoy keeping exotic animals as pets. The objective of any regulation of exotic animals should be aimed at enforcing responsible pet ownership and protecting the public. In addition, too severe of an approach to regulating exotic animals may have the effect of driving the sale of dangerous species underground and thus present a greater danger to the public. In the preparation of this report, staff have consulted with key representatives from the exotic animal industry in Mississauga, as well as with experts in the field of reptiles and other exotic animals.

#### Consequences for Existing Exotic Pet Stores and Residents Under Amended By-law

Staff acknowledge that, if implemented, a number of the recommended amendments would render current owners of certain exotic animals in contravention of the by-law.

Recent City inspections revealed that the Port Credit Pet Centre is in possession of several species that would be prohibited under the

amended by-law: Bredl's Python, various species of venomous scorpion, various species of venomous tarantula and various species of poison dart frog. Its affiliated, non-retail location, Pet Warehouse, is also in possession of a number of yellow anacondas that would be prohibited.

Staff also acknowledge that there are a number of residents in Mississauga that are in possession of animals that would become prohibited under the proposed by-law.

It is with this in mind that staff recommend granting the owner of these properties a period of six months from the date that Council enacts the amendments to the Animal Care and Control By-law 98-04, as amended, to sell or dispose of any animals to a person who does not reside in the City of Mississauga and who will be relocating the prohibited animal to a region or municipality that does not prohibit the species in question.

#### Consultation

Staff consulted with experts in reptile behaviour and representatives from the exotic pet industry in Mississauga to amend the "prohibited species" list in a manner appropriate for the City of Mississauga. For technical advice in the preparation of this report, including assistance in validating the list of prohibited exotic animals, staff consulted with Dr. Craig A.E. Mosley of Mosley Veterinary Anesthesia Services, Dr. Dale Smith who is an Emeritus Professor at the University of Guelph and Dr. Catherine Filejski, Public Health Veterinarian, Ontario Ministry of Health and Long-Term Care. The experts whom staff consulted with have no affiliation or association with anyone connected to the exotic animal industry in Mississauga. Written comments from Dr. Filejski, in support of staff's proposed changes to the Animal Care and Control By-law 98-04, as amended, are attached as Appendix 9.

In addition, staff met with Mr. Grant Crossman, Acting Executive Director, CanHerp, and a vendor and distributor of exotic animals in Mississauga, to discuss the recommended changes to the Animal Care and Control By-law 98-04, as amended. CanHerp is an association of reptile and amphibian keepers working together to preserve, foster and grow the reptile and amphibian hobby in Canada. The comments

received from Mr. Crossman on the recommended changes to the Animal Care and Control By-law 98-04, as amended, are attached as Appendix 10. Mr. Crossman's written response indicates that he supports the proposed by-law changes with the exception of the wording used for the prohibition of venomous and poisonous animals.

#### Staff Response to Comments

Staff appreciate there is a need for a balanced approach to the regulation of the ownership and sale of exotic animals. Staff also acknowledge that, with the popularity of condominium living, the ownership of exotic pets may likely increase. Most exotic pets are small, do not have to be walked and can be maintained indoors in an enclosure and a manner that is safe to the pet, the owner and the public. There are relatively few exotic animals that pose a significant risk to the public. The proposed changes to the Animal Care and Control By-law 98-04, as amended, seek to prevent exotic animals that are dangerous or that have the potential to be dangerous from being sold and/or kept in Mississauga.

The experts consulted, as well as staff, recommend that animals that are venomous, even if de-venomized, poisonous or have the potential to become poisonous be prohibited in Mississauga for the safety of the pet owner and the general public. Staff have removed from the proposed changes to the Animal Care and Control By-law any reference to "Excluding vertebrates and invertebrates with toxins of bacterial origin", as this statement is not necessary. This statement was previously included to specifically exclude toxin created from the animal having bacteria in its mouth, which is common among all animals, including dogs, and is not a risk. Further, in amending the by-law, staff considered the needs of the exotic animal industry, the popularity of condominiums, public safety as well as the ability to effectively enforce the changes recommended to the by-law.

**FINANCIAL IMPACT:** The recommended changes to the Animal Care and Control By-law 98-04, as amended, may increase the cost to the city for the transfer of exotic animals prohibited under the recommended changes to the by-law to accredited zoos, particularly the Indian River Reptile Zoo, located in Indian River, Ontario, which is 16 kilometres east of

Peterborough, Ontario. However, at this time staff anticipate that any potential cost increase will be minimal and can be absorbed in the existing operating budget for Regulatory Services. Moreover, the cost to transport an exotic pet from Mississauga to the Indian River Reptile Zoo is approximately \$300. In the last 650 days, Animal Services has only recovered one prohibited exotic pet.

**CONCLUSION:**

This report responds to the request for a report on the regulation of the sale and ownership of exotic animals in the City of Mississauga, with a particular emphasis on snakes. Staff have conducted inspections of all pet stores in Mississauga that sell exotic animals, reviewed the existing by-laws, investigated the regulatory approaches of other Canadian municipalities and reviewed federal and provincial regulation of exotic animals.

As a result, staff recommend the following:

- amendments to the Animal Care and Control By-law 98-04, as amended, to prohibit the sale and ownership of certain species of exotic animals (Appendix 1);
- providing a grace period of six months for pet stores and residents to comply with the recommended changes to the by-law;
- changes to processes used by Animal Services for the transfer of exotic animals recovered and enactment of related by-law (Appendix 2); and,

City staff work with the province to develop new rules governing exotic animal ownership.

**ATTACHMENTS:**

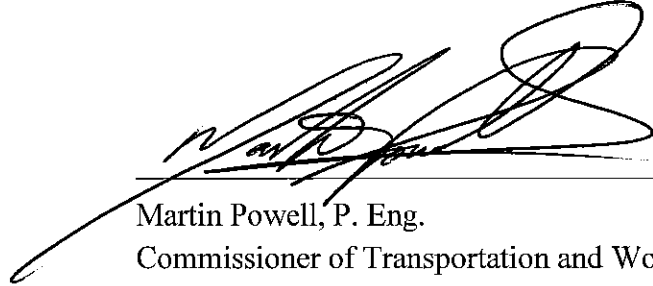
Appendix 1: A By-law to Amend the Animal Care and Control By-law 98-04, as amended, to prohibit the sale and ownership of certain species of exotic animals

Appendix 2: A By-law to authorize the execution of agreements between the City and local pet stores for the transfer of exotic animals recovered by Animal Services



permitted under the Animal Care and Control  
By-law 98-04, as amended

- Appendix 3: Summary of Snake Related Animal Services Calls
- Appendix 4: Indian River Reptile Zoo Inspection Report
- Appendix 5: Results of Municipal Law Enforcement Officer Inspections of Pet Stores
- Appendix 6: Table Summarizing Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets
- Appendix 7: August 13, 2013 Joint Statement from the Province Regarding Exotic Pet Regulation
- Appendix 8: Proposed List of Prohibited Exotic Pet Species
- Appendix 9: Comments from Dr. Catherine Filejski, Public Health Veterinarian, Ontario Ministry of Health and Long-term Care
- Appendix 10: Comments from Mr. Grant Crossman, Acting Executive Director, CanHerp



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

*Prepared By: John Bell, RVT, M.L.E.O*

A by-law to amend By-law 0098-2004,  
as amended, being the City's Animal Care and Control By-law.

**WHEREAS** sections 8, 9 and 11 of the *Municipal Act, 2001* authorize a municipality to pass by-laws necessary or desirable for municipal purposes, and in particular paragraphs 5 and 8 of subsection 11(2) and paragraph 9 of subsection 11(3) authorize by-laws respecting: the economic, social and environmental well-being of the municipality; the protection of persons and property; and animals;

**AND WHEREAS** subsection 8(3) of the *Municipal Act, 2001* provides that a by-law under section 11 of that Act respecting a matter may regulate or prohibit and, as part of the power to regulate or prohibit respecting the matter, may require a person to do things respecting the matter, or may provide for a system of permits respecting the matter;

**AND WHEREAS** Council is desirous to ensure that animals are kept and treated in a humane manner and that the owners of animals provide good quality care to them;

**NOW THEREFORE**, the Council of The Corporation of the City of Mississauga ENACTS the following:

1. That Schedule "A" to By-law 0098-2004, as amended, is hereby deleted and the Schedule "A" to this By-law is hereby substituted therefore.

ENACTED and PASSED this \_\_\_\_\_ day of \_\_\_\_\_, 2013.

APPROVED AS TO FORM City Solicitor MISSISSAUGA			
Date	2013	10	

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

**SCHEDULE "A"  
PROHIBITED ANIMALS**

<b>CLASS</b>	<b>ORDER</b>	<b>COMMON NAMES</b>
MAMMALS	Antiodactyla	cattle, goats, sheep, pigs, deer, elk
	Carnivora	panda, otter, wolves, bears, seals, walruses, coyotes, foxes hybrid, wolf dogs, tigers, leopards, cougars, lions, lynx, hyaenas, minks, skunks, weasels, otters, badgers, mongoose, civets, genets coatimundi, cacomistles, raccoons, (except domestic dogs, cats and ferrets)
	Chiroptera	bats, myotis, flying foxes
	Edentates	anteaters, sloths, armadillos
	Lagomorpha	hares, pikas ( <b>except domestic rabbits</b> )
	Marsupialia	koala, kangaroo, possum, wallabies <b>(except sugar gliders derived from self-sustaining captive populations)</b>
	Primates	chimpanzees, gorillas, monkeys, lemurs
	Perissodactyla	horses, donkeys, jackasses, mules, zebras, ponies
	Proboscidea	elephants, rhinoceros, hippopotamus
	Rodentia	porcupines, prairie dogs, nutria, chinchillas <b>(except rodents which do not exceed 1,500 grams and are derived from self sustaining captive populations)</b>
REPTILES	Crocodylia	alligators, crocodiles, gavial, caymans
	Squamata	lizards that reach an adult length larger than two metres (6.56 feet) snakes that reach an adult length greater than 3.0 metres (9.84 feet) all venomous, poisonous or potential to be poisonous vertebrates and invertebrates, even if de-venomized.  Reptiles purely or partially of the following species: <ul style="list-style-type: none"> <li>• Anacondas;</li> <li>• Cuban Boa;</li> <li>• Amethystine and Scrub Pythons;</li> <li>• Boelen's python;</li> <li>• Oenpelli python;</li> <li>• Indian and Burmese Pythons;</li> <li>• African Rock Python;</li> <li>• Southern African Rock Python;</li> <li>• Reticulated Python;</li> <li>• Komodo Dragon;</li> <li>• Perentie;</li> <li>• Nile monitor;</li> <li>• Crocodile Monitor;</li> </ul>

29

		<ul style="list-style-type: none"><li>• Water Monitors; and,</li><li>• Lace Monitor.</li></ul>
BIRDS	Anseriformes	ducks, geese, swans, screamers
	Galliformes	pheasants, grouse, guineafowls, turkeys, chickens, pea fowls
	Struthioniformes	ostriches, rheas, cassowaries, emus, kiwis Raptors - eagles, hawks, falcons, owls
OTHER		All venomous, poisonous or potential to be poisonous vertebrates and invertebrates, even if de-venomized.

A by-law to authorize the execution of Agreements between The Corporation of the City of Mississauga and local pet stores for the transfer of exotic animals recovered by Animal Services permitted under the City's Animal Care and Control By-law 98-04, as amended

**WHEREAS** sections 8, 9 and 11 of the Municipal Act, 2001 authorize a municipality to pass by-laws necessary or desirable for municipal purposes, and in particular paragraphs 5 and 8 of subsection 11(2) and paragraph 9 of subsection 11(3) authorize by-laws respecting: the economic, social and environmental well-being of the municipality; the protection of persons and property; and animals;

**AND WHEREAS** the City wishes to enter into agreements with local pet stores for the transfer of exotic animals recovered by Animal Services permitted under the City's Animal Care and Control By-law 98-04, as amended;

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

1. That The Corporation of the City of Mississauga ("City") enter into agreements ("Agreements") with local pet stores in Mississauga ("Pet Stores") that sell exotic animals, for the transfer to the Pet Stores of exotic animals recovered by the City's Animal Service that are permitted under the City's Animal Care and Control By-law 98-04, as amended; and any other documentation necessary to give effect thereto, which Agreements must be in a form satisfactory to the City Solicitor.
2. That the Commissioner of Transportation and Works or his/her delegate is hereby directed and authorized to execute the Agreements on behalf of The Corporation of the City of Mississauga and to affix the corporate seal thereto.

**ENACTED AND PASSED THIS**                      **DAY OF**    , 2013.

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

## History of Snake-Related Animal Service Calls

### Garter Snakes

- September 25, 2012 (12:20 p.m.) – Garter snake called in by resident found dead on roadway after being hit by a car.
- July 23, 2013 (6:05 p.m.) – Garter snake called in by resident found dead on roadway after being hit by a car.

### Corn Snakes

- April 29, 2012 (5:15 p.m.) – Resident complaint of reddish coloured snake in their home; the snake was transferred on the same day to Port Credit Pet Centre.
- January 7, 2013 (6:06 p.m.) – Resident complaint of snake in their home; snake transferred January 8, 2013 to Port Credit Pet Centre.
- May 7, 2013 (4:58 p.m.) – A deceased snake was brought in by the owner for a special cremation.

### Boa Constrictor

- August 13, 2013 (9:30 p.m.) – Responded to a complaint from Peel Regional Police of a large snake found dead in a pond.
- August 13, 2013 (9:50 a.m.) – Resident contacted Peel Regional Police about a large snake in bushes. Note: the snake in question was a prop from a movie set and Peel Regional Police could not obtain sufficient evidence to lay any charges for this incident.

### Ball Python

- July 10, 2013 – Resident reported a large snake in a park on a pathway. The snake was transferred on the same day to The Exotic Animal Rescue Society, as the Port Credit Pet Centre was at capacity.

### Blood Python

- February 28, 2013 (10:15 p.m.) – Peel Regional Police and Mississauga Fire and Emergency Services found two blood pythons at a house fire. One did not survive and the other was transferred to the Port Credit Pet Centre as the snake was never claimed by the owner.

### Mexican Pigmy Rattle Snake

- May 12, 2012 (2:30 p.m.) – In response to a resident call, a snake was found in flowers imported from Ecuador for Rabba Foods. The snake was transferred on the same day to the Port Credit Pet Centre.

**Animal Services Inspection of Indian River Reptile Zoo**  
**and Possible Animal Intake**

On October 18, 2013, staff completed an inspection of the Indian River Reptile Zoo for the potential transfer of prohibited reptiles and noted the following:

- All reptiles are housed in double paned glass enclosures to ensure they are escape proof and there is no undue risk to the public.
- All reptiles are housed in a way that objectively recreates the natural environment to the species and environmental enrichment (positive stimulation) to reduce or eliminate the stress of the reptiles.
- Antivenin is on site and is the only site with all antivenin available to any potential bite in Canada.
- All reptiles are not resold. Reptiles are not going to enter the retail trade and be sold to private collectors that may reside in Mississauga.
- All reptiles are given a marking and/or distinctive features are recorded so the reptile can be tracked at all times. This is similar to a microchip for a cat or dog.
- This facility trains federal enforcement agencies in handling reptiles, identification of the various reptiles and emergency triage.
- A breeding program is in place that is strictly controlled and only reptiles for conservation purposes are bred. The breeding is strictly controlled to ensure genetic diversity and sustainability.
- Not all reptiles may be taken into the facility as they must meet the facility's collection objectives. Reptiles that meet the criteria are those that Mississauga does prohibit and intends to prohibit. Staff from Indian River Reptile Zoo will aid Animal Services through both knowledge resources and contacts for transfer that would not be in conflict with Mississauga objectives.
- The facility is fully licensed and accredited with Canada's Accredited Zoos and Aquariums.
- The facility is licensed in the Peterborough District to operate a zoo. They also have been licensed by the provincial and federal governments to house reptiles.

20

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
Amber's Pet Depot  660 Eglinton Ave. W.	August 14, 2013	In Compliance	<p>Geckos of various types, all non-venomous, 0.4 metres (1.2 feet) max. length</p> <p>Bearded Dragons, non-venomous, 0.6 metres (two feet) max. length</p>	<p>Officers spoke with manager. In all cases the enclosures are locked with swivel latch mechanisms as well as key latch mechanisms and there is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. The water dishes are clean and the species have enough space to ensure the health of the animal.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action required at this time.</p>
Ang's Pets  2555 Erin Centre Boulevard	August 14, 2013	In Compliance	<p>Geckos of various types, all non-venomous, 0.4 metres (1.2 feet) max. length</p> <p>Bearded Dragons, non-venomous, 0.6 metres (two feet) max. length</p> <p>Various Frog species, all non-venomous species</p> <p>Chameleon species, non-venomous species, 0.3 metres (1.1 feet) max. length</p>	<p>Officers spoke with a staff member. In all cases the enclosures are locked with swivel latch mechanisms and there is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. The water dishes are clean and the species have enough space to ensure the health of the animal.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action required.</p>



## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
Aquatic Kingdom 888 Dundas St. E.	August 14, 2013	In Compliance	Red Ear Slider Turtles, non-venomous	<p>Officers spoke with a staff member. There are no prohibited species and all the enclosures are secured with swivel latch mechanisms. There is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. There is enough room in the enclosure to ensure the health of the animals.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action is required at this time.</p>
Big Al's 850 Dundas St. E	August 14, 2013	In Compliance	Geckos, non-venomous, 0.4 metres (1.2 feet) max. length  Chameleons, non-venomous, 0.3 metres (1.1 feet) max. length  Woma Python, non-venomous, 1.4 metres (4.5 feet) max. length  Savannah Monitor, non-venomous, 1.5 metres (4.9 feet) max. length  Anole Species, non-venomous, largest species grows to a max length of 0.2 metres (0.5 feet) max. length  Various Milk snake Species, non-venomous, 1.8 metres (six feet) max. length  Sand Boa, non-venomous, 1.2 metres (two feet) max. length  Brazilian Rainbow Boa, non-venomous,	<p>Spoke with a staff member. There are no prohibited species and all the enclosures are secured with swivel latch mechanisms. There is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. There is enough room in the enclosure to ensure the health of the animals.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action is required at this time.</p>

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

20

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
			<p>2.1 metres (seven feet) max. length</p> <p>Ball Pythons, non-venomous, 1.4 metres (four feet) max. length</p> <p>Blood Python, non-venomous, 1.8 metres (six feet) max. length</p> <p>Pine Snake, non-venomous, 2.5 metres (8.3 feet) max. length</p> <p>Bearded Dragon, non-venomous, 0.6 metres (two feet) max. length</p> <p>Frilled Dragon, non-venomous, 0.9 metres (three feet) max. length</p> <p>Red eared slider turtles, non-venomous</p> <p>Various Frog Species, non-venomous</p> <p>Basilisk, non-venomous</p> <p>Tortoise, non-venomous</p> <p>Water Dragon, non-venomous, one metre (3.3 feet) max. length</p> <p>Salamander Species, non-venomous, not endangered</p>	

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
Discount Dragon Aquariums 888 Dundas St. E. Unit A1-2	August 14, 2013	In Compliance	Red Ear Slider Turtles, non-venomous	<p>Spoke with a staff member. There are no prohibited species and all the enclosures are secured with swivel latch mechanisms. There is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. There is enough room in the enclosure to ensure the health of the animals.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action is required at this time.</p>
Pet o Pets 3092 Mavis Rd.	August 14, 2013	In Compliance	Skinks, non-venomous  Fire Bell Toad, non-venomous  Tree Frogs, non-venomous  Bearded Dragon, non-venomous, 0.6 metres (two feet) max. length  Leopard Geckos, non-venomous, 0.4 metres (1.2 feet) max. length	<p>Spoke with attendant at the main cash register. In all cases the enclosures were locked with key latch mechanisms and there is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. The water dishes are clean and the species have enough space to ensure the health of the animal.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action required at this time.</p>
Pet Smart 3105 Argentia Road, Unit 2016	August 14, 2013	In Compliance	Geckos of various types, all non-venomous, 0.4 metres (1.2 feet) max. length  Bearded Dragons, non-venomous, 0.6 metres (two feet) max. length  Various Frog species, all non-venomous species  Green Water Dragons, non-venomous, one metre (3.3 feet) max. length	<p>Spoke with the manager. In all cases the enclosures are locked with swivel latch mechanisms as well as key latch mechanisms and there is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. The water dishes are clean and the species have enough space to ensure the health of the animal.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures.</p> <p>No further action required at this time.</p>

Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

29

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
			<p>Frilled Dragons, non-venomous, 0.9 metres (three feet) max. length</p> <p>Fancy and Common Corn Snakes, all non-venomous, size range 1.2 – 1.5 metres (four to six feet)</p> <p>Pueblan Milk Snake, non-venomous, size range 1.1 -1.2 metres (3.5 to four feet)</p> <p>Ball Python, non-venomous, size range 1.2 – 1.5 metres (four to five feet)</p>	
<p>Pet Smart 5800 McLaughlin Road, Unit 2163</p>	<p>August 14, 2013</p>	<p>In Compliance</p>	<p>Geckos of various types, all non-venomous, 0.4 metres (1.2 feet) max. length</p> <p>Bearded Dragons, non-venomous, 0.6 metres (two feet) max. length</p> <p>Various Frog species, all non-venomous species</p> <p>Anole Species, non-venomous, largest species grows to a max length of 0.2 metres (0.5 feet)</p> <p>Green Water Dragons, non-venomous, one metre (3.3 feet) max. length</p> <p>Frilled Dragons, non-venomous, .85 metres (2.8 feet) max. length</p>	<p>Spoke with the manager. In all cases the enclosures are locked with swivel latch mechanisms as well as key latch mechanisms and there is no chance of escape for any of the animals. All of the enclosures are well ventilated and clean. The water dishes are clean and the species have enough space to ensure the health of the animal.</p> <p>At time of inspection NO CAUSE FOR CONCERN related to prohibited species or the enclosures. No further action required at this time.</p>

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
			Sand Boa, non-venomous, does not exceed 1.2 metres (four feet)	
Port Credit Pet Centre  219 Lakeshore Road East	August 14, 2013	<b>In Contravention of By-Laws</b>	Skinks, non-venomous  Geckos, non-venomous, 0.4 metres (1.2 feet) max. length  Chameleons, non-venomous, 0.3 metres (1.1 feet) max. length  Woma Python, non-venomous, 1.4 metres (4.5 feet) max. length  Pygmy Monitor, non-venomous, 0.3 metres (0.8 feet) max. length  Savannah Monitor, non-venomous, 1.5 metres (five feet) max. length  Timor Monitor, non-venomous, 0.6 metres (two feet)  Anole Species, non-venomous, largest species grows to a max length of 0.2 metres (0.5 feet)  Various Species of Scorpion, venomous  Various Species of Tarantula, venomous  Various Milk snake Species, non-venomous, 1.8 metres (six feet) max. length	<p>Spoke with a staff member. Various species of lizards, all are non-venomous, the largest lizard species in the store at the time of inspection is a Savannah Monitor which can reach a maximum length of 2.0 metres (6.6 feet).</p> <p>Various turtle and tortoise species, including the Alligator Snapping Turtle. Although allowed in Mississauga according to the Animal Care and Control By-law, Schedule A Prohibited Species, special concern should be paid attention to the enclosure to make sure that it is escape proof and that members of the public cannot inadvertently become injured by placing their hand in the enclosure. In this case the enclosure is secure and no member of the public would be able to place their hand in the enclosure in accordance with Animal Care and Control By-law Part 6: Animal Enclosures Section 21(7) The animal enclosure is escape proof; and the Business Licence By-law Schedule 20 Pet Shops Section 3(4) Locate and keep all cages or other enclosures containing animals so that there is no undue physical contact with the public.</p> <p>There are various species of snakes on display. All of the snakes are considered non-venomous. There is one snake of concern that pertains to the prohibited species under the Animal Care and Control By-law, Schedule A at the store. The snake of concern is the Peruvian Boa also known as the Peruvian Red-Tailed Boa. These snakes have been recorded to reach lengths of 3.7 metres (12 feet). <b>This is a direct contravention of the By-law.</b></p> <p>Various species of Tarantula. All are venomous with varying degrees of severity. Although venomous they are allowed</p>

200

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
			<p>Sand Boa, non-venomous, 1.2 metres (four feet) max. length</p> <p>African House Snake, non-venomous, 1.5 metres (five feet) max. length</p> <p>California King Snake, non-venomous, 1.8 metres (six feet) max. length</p> <p>Nicaraguan Boa, non-venomous, 1.2 metres (four feet) max. length</p> <p>Ratsnake Species, non-venomous, 2.7 metres (8.9 feet) max. length</p> <p>Ball Pythons, non-venomous, 1.8 metres (four feet) max. length</p> <p>Colombian Boa, non-venomous, 2.1 metres (seven feet) max. length</p> <p>Blood Python, non-venomous, 1.8 metres (six feet) max. length</p> <p>Green Tree Python, non-venomous, two metres (6.6 feet) max. length</p> <p>Bredl's Python, non-venomous, can reach three metres (9.8 feet) in length</p> <p>Pine Snake, non-venomous, 2.5 metres (8.3 feet) max. length</p> <p>Macklott's Python, non-venomous, average of 2.1 metres (seven feet) in</p>	<p>under the Animal Care and Control By-law, Schedule A, as the prohibited species is specific to venomous insects. Spiders are not insects in the fact that they do not have antennae like the class of insects and they do have a more developed central nervous system. They are from the class arachnids.</p> <p>Various species of scorpion. They are all venomous to varying degrees. Although they are venomous they are allowed under the By-law as the prohibited species is specific to venomous insects. Scorpions are not insects in the fact that they do not have antennae like the class of insects and they do have a more developed central nervous system. They are from the class called arachnids.</p> <p>Various species of frogs and toads. All but one species is considered non-poisonous. There are Poison Dart Frogs on display and they are considered poisonous when their food source allows them to produce their toxin.</p> <p>All of the enclosures had a minimum of a swivel latch mechanism to secure the enclosures. For some of the larger and/or more dangerous of animals there was a key lock mechanism and in some cases there was a double locking mechanism. All of the cages are considered to be escape proof and no undue contact with the public can occur.</p> <p>At the time of inspection there was a prohibited species being housed at this location. The business owner complied with the by-law and relocated the species outside of Mississauga. Enforcement action was not required.</p>

## Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
			<p>length</p> <p>Jaguar Carpet Python, non-venomous, 2.1 metres (seven feet) max. length</p> <p>Dumeril's Boa, non-venomous, 2.6 metres (8.6 feet) max. length</p> <p>Hog Island Boa, non-venomous, 1.5 metres (five feet) max. length</p> <p>Peruvian Boa (Peruvian Red-Tail Boa), non-venomous, 3.7 metres (12 feet) max. length</p> <p>Poison Dart Frogs (poisonous when consumes certain foods)</p> <p>Goliath Frogs, non-venomous</p>	

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Results of City of Mississauga Pet Store Inspections of Pet Stores Carrying Exotic Pets

Pet Store And Address	Date of Inspection	By-Law Compliance Status	Types of Exotic Pet Species On-Site	Inspecting Officer Comments
Pet Warehouse  1360 Blundell Rd., (not a retail location, no public access, affiliated with the Port Credit Pet Centre)	August 23, 2013	In Compliance	There are too many varying species to list so this list will only deal with species not noted at their retail location (Port Credit Pet Centre):  Sailfin Dragon, non-venomous, 1.2 metres (3.9 feet)  Yellow Throat Plated Lizard, non-venomous, 0.5 metres (1.5 feet) max length  Yellow Anaconda, non-venomous, 2.4 metres (eight feet) max length	Spoke with owner of the facility.  All of the enclosures are secure and escape proof. Since the facility is not a retail location and not open to the public there is no chance of the public coming into undue contact with the animals.  For some of the larger and/or more dangerous animals there was a key lock mechanism and in some cases there was a double locking mechanism. All of the cages are considered to be escape proof and no undue contact with the public can occur. There are no prohibited species at this time.  At time of inspection there is NO CAUSE FOR CONCERN relating to prohibited species or enclosures. No contravention at this time.
Squamata Reptiles  63 Queen St. S.	August 14, 2013	In Compliance	None	Closed when attended. Will be closed for business as of August 21, 2013. On subsequent inspection after August 21 <sup>st</sup> , the business was closed and no animals were observed at this site.



## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
Hamilton	Yes	<p>By-law prohibits anacondas, boa constrictors and pythons, venomous snakes and snakes that exceed three metres in length from nose to tip of tail at maturity.</p> <p>By-law prohibits iguanas, venomous lizards and lizards that exceed two metres in length from nose to tip of tail at maturity.</p> <p>By-law prohibits all animals that produces any poison, venom or toxin, including arthropods except the Chilean Rose, Mexican Red-Knee and Pink-Toed Tarantulas.</p>	<p>They have housed 19 snakes since the by-law change in 2012, most of which were strays, and only one was claimed. The remaining snakes were held in trust, temporarily, for owners who were detained by police and eventually re-claimed.</p> <p>They do not report a material increase in complaints since the by-law was changed in 2012, as staff report that people are, "pretty good about hiding snakes".</p> <p>Snake-related complaints usually concern the number of exotic pets in a single household.</p>	<p>Generally positive. There has not been a material increase in the number of complaints about snakes or the number of snakes allowed since the by-law was changed in 2012.</p> <p><i>Note: Under the previous by-law, no exotic pets were allowed, but in 2012, after public consultation, this was changed.</i></p>
Burlington	Yes	<p>By-law prohibits all Snakes which can reach an adult length greater than three metres (9.84 feet), all pythons and boas, except for the Ball Python and all poisonous snakes.</p> <p>By-law prohibits all lizards which can reach an adult length greater than two metres (6.56 feet).</p> <p>By-law prohibits all poisonous animals.</p>	<p>They receive a minimal number of complaints -- only aware of a few complaints over a period of twelve years.</p> <p>The few complaints received were usually in the context of some neighbour dispute. Never encountered an example of a snake escaping.</p>	<p>Operate on a complaint basis and have fielded very few snake-related complaints</p>
Oakville	Yes	<p>By-law prohibits all venomous snakes or</p>	<p>Staff report never having dealt</p>	<p>Staff report never having dealt with a snake-</p>

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## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

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City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>snakes which can reach an adult length greater than three metres (9.84 feet).</p> <p>By-law prohibits all venomous lizards or lizards which can reach an adult length greater than two metres (6.56 feet).</p> <p>By-law prohibits all venomous or poisonous insects and amphibians. It does not prohibit all venomous arthropods, however, which means that venomous chilopoda (such as centipedes) and arachnids (such as spiders) are permitted.</p>	<p>with a snake-related complaint.</p>	<p>related complaint.</p>
Brampton	Yes	<p>By-law prohibits snakes of the Python and Boa families, and all venomous snakes.</p> <p>By-law prohibits all venomous reptiles, which includes venomous lizards.</p> <p>By-law prohibits all arachnids (such as Scorpions and Tarantulas), including those which are not venomous. It does not prohibit all venomous arthropods, however, which means that venomous chilopoda (such as centipedes) and insects (such as bees and grasshoppers) are permitted.</p>	<p>They receive no more than five complaints per year, but report an increase recently in the number of complaints about strays. Mostly, these come in by accident, for example, a pet snake is discovered after a house fire or in the context of a police raid.</p>	<p>By-law was amended in 2003 to allow for the keeping of snakes. Since then they report having received a minimal number of snake-related complaints.</p>
Toronto	Yes	<p>By-law prohibits all venomous snakes and snakes which can reach an adult length greater than three metres (9.84 feet).</p> <p>By-law prohibits all venomous lizards and lizards which can reach an adult length</p>	<p>Received seven snake-related complaints in 2012. Received six snake-related complaints up to this point in 2013. On-track for an increase in the number of complaints in 2013. Most</p>	<p>Staff was preparing to make submissions to council regarding an expansion of the 'prohibited animal' list this fall, but have put this on hold pending the outcome of the provincial legislative review.</p>

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re: Experience Enforcing the Snake-Related By-Law
		<p>greater than two metres (6.56 feet).</p> <p>By-law prohibits all venomous/poisonous animals, which includes all venomous arthropods.</p>	<p>complaints arise in the context of neighbour disputes, with some concerning escaped snakes in apartment buildings.</p>	
Richmond Hill	Yes	<p>By-law prohibits all venomous snakes and snakes of the python and boa families.</p> <p>By-law prohibits all venomous reptiles, which includes lizards.</p> <p>By-law is silent about venomous arthropods, therefore they are permitted.</p>	<p>Minimal number of complaints.</p>	<p>The OSPCA is contracted by the Town for enforcing the provisions of the Town's Animal Control By-law, as well as ensuring that all owners of dogs have licensed their dogs</p>
Markham	Yes	<p>By-law prohibits the following reptiles:</p> <ul style="list-style-type: none"> <li>• All Helodermas (gila monster and Mexican beaded lizard)</li> <li>• All front-fanged venomous snakes, even if de venomized, including, but not limited to:               <ul style="list-style-type: none"> <li>○ All Vipers (Viper, pit viper);</li> <li>○ All Elapids (cobra, mamba, krait, coral snake);</li> <li>○ All Atactaspis (African burrowing asp);</li> <li>○ All Hydrophids (sea snake);</li> <li>○ All Laticaudids (sea krait);</li> <li>○ All venomous, mid- or rear-fanged, Duvernoy-glanded "Typical Snakes (members of the family</li> </ul> </li> </ul>	<p>They receive very few snake-related complaints, but staff acknowledges that there may be many snakes in the community of which they are unaware.</p>	<p>The OSPCA is contracted by Markham to enforce the provisions of the Town's Animal Control By-law, but the Town intakes the complaints.</p> <p>If an individual owns a snake of a species which is specified on the prohibited animal list, they still may apply to council for a permit to keep the animal.</p> <p>Markham's Animal Care Committee advises council on animal regulations and reportedly takes an unfavourable view toward the keeping of exotic animals as pets.</p>

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

666

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p style="text-align: center;">Colubridae), even if devenomized</p> <ul style="list-style-type: none"> <li>• Any member or hybrid offspring of the family Boa, including, but not limited to the common or green anaconda and yellow anaconda.</li> <li>• Any member of the family Python, including but not limited to,               <ul style="list-style-type: none"> <li>○ The African rock python;</li> <li>○ The Indian or Burmese python;</li> <li>○ The Amethystine or scrub python;</li> </ul> </li> <li>• Any member of the Monitor family including:               <ul style="list-style-type: none"> <li>○ The white throated monitor;</li> <li>○ Boscs or African savannah monitor;</li> <li>○ The water monitor;</li> <li>○ The Komodo monitor or dragon;</li> <li>○ The Bornean earless monitor;</li> <li>○ The Nile monitor;</li> <li>○ The crocodile monitor;</li> </ul> </li> <li>• Any member of the Iguana family, including the green or common iguana;</li> <li>• Any member of the Teiidae, including but not limited to the golden, common or black and white tegu.</li> <li>• All members of the family Chelydridae, including snapping</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>turtle and alligator snapping turtle.</p> <ul style="list-style-type: none"> <li>• All members of the Crocodylia, including, but not limited to alligator, caiman and crocodile.</li> </ul> <p>*Additionally prohibit all other snakes that can reach adult length larger than three metres (9.84 feet), and all other lizards that reach adult length longer than two metres (6.56 feet)</p>		
Ottawa	Yes	<p>By-law prohibits:</p> <ul style="list-style-type: none"> <li>• all front-fanged venomous snakes, even if de-venomized,</li> <li>• all venomous, mid- or rear-fanged, Duvernoy-glanded typical snakes (members of the family Colubridae), even if de-venomized,</li> <li>• all front-fanged venomous snakes, even if de-venomized, including, but not limited to:               <ul style="list-style-type: none"> <li>○ all Vipers (viper, pit viper),</li> <li>○ all Elapids (cobra, mamba, krait, coral snake),</li> <li>○ all Atractaspidids (African burrowing asp),</li> <li>○ all Hydrophids (sea snake), and</li> <li>○ all Laticaudidae (sea krait).</li> </ul> </li> <li>• any member or hybrid offspring of the large snakes (family Boidae), including but, not limited to the common or green anaconda and yellow anaconda, save and except members of the family Boa reaching</li> </ul>	<p>Minimal number of complaints. Minimal number of strays.</p>	<p>Snakes are generally not considered to be a problem. The City has received a number of media requests recently, but not many inquiries or complaints from the public.</p>

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

211

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>an adult length of no greater than two metres (6.56 feet)</p> <ul style="list-style-type: none"> <li>• any member of the family Python, including but, not limited to the African rock python, the Indian or Burmese python, the Amethystine or scrub python, save and except members of the family Python reaching an adult length of no greater than two metres (6.56 feet)</li> <li>• any member of the Monitor family (family Varanidae), including but, not limited to               <ul style="list-style-type: none"> <li>○ the white throated monitor, the water monitor,</li> <li>○ the Komodo monitor or dragon,</li> <li>○ the Bornean earless monitor, the Nile monitor,</li> <li>○ the crocodile monitor, save and except members of the family Varanidae reaching an adult length of no greater than one metre (3.28 feet)</li> </ul> </li> <li>• any member of the family Iguana, including the green or common iguana,</li> <li>• any member of the family Teiidae, including but not limited to the golden, common or black and white tegu,</li> <li>• all members of the family Chelydridae, including snapping turtle and alligator snapping turtle,</li> <li>• all members of the order Crocodylia, including, but not limited to alligator,</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>caiman and crocodile,</p> <p>*Additionally prohibit all other snakes that can reach an adult length larger than three metres (9.84 feet) and all other lizards that read an adult length longer than two metres (6.56 feet).</p>		
Halifax	Yes	<p>By-law prohibits all venomous snakes, any snake longer than 3.3 metres (10.83 feet) from snout to tip of tail and the following seven species of the Boid family: green anaconda, yellow anaconda, reticulated python, African rock python, Burmese python, Indian python and amethyst python.</p> <p>By-law prohibits all venomous lizards, and lizards longer than two) metres (6.56 feet), from snout to tip of tail.</p> <p>By-law prohibits all venomous snakes, reptiles, insects and arachnids.</p>	<p>Minimal number of calls. Estimates three in the last year. Complaints sometimes focus on the length of the snakes.</p>	<p>Generally positive experience.</p>
Moncton	Yes	<p>By-law is silent about exotic pets, but many species are prohibited under provincial legislation.</p> <p>New Brunswick's Fish and Wildlife Act requires individuals to obtain permits to keep all exotic reptiles in captivity except for the following species:</p> <ul style="list-style-type: none"> <li>• Mountain Horned Dragon</li> </ul>	<p>Minimal number of snake-related complaints, but staff does report hearing of the occasional instance of someone walking with their pet snake in a public place.</p>	<p>Staff considers this to be a federal/ provincial matter. New Brunswick has legislation in place which prohibits several species of exotics.</p>

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

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City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Common (Red-headed) Agama</li> <li>• Rainbow Lizard (Jungle Runner)</li> <li>• Jungle Ameiva</li> <li>• False Coral Snake</li> <li>• Grenada Bush Anole (Grey Anole)</li> <li>• Green Anole</li> <li>• Knight (Bighead) Anole</li> <li>• Antares python</li> <li>• Woma python</li> <li>• Common Basilisk</li> <li>• Double-crested Basilisk</li> <li>• Basilisks Lizard (Banded Basilisk)</li> <li>• Boa constrictors</li> <li>• Calabar (Burrowing) Python</li> <li>• Zebra Tail Lizard</li> <li>• Changeable Lizard</li> <li>• Ocelated Skink</li> <li>• Veiled Chameleon</li> <li>• Flap Neck Chameleon</li> <li>• Jackson's Chameleon</li> <li>• Panther Chameleon</li> <li>• Rubber boa</li> <li>• Rosy boa</li> <li>• Frilled Lizard</li> <li>• Banded Gecko</li> <li>• Tree boa</li> <li>• Solomon Island Skink</li> <li>• Forest Chamaeleon (Helmeted Iguana)</li> <li>• Collared Lizard</li> <li>• Leopard Lizard</li> <li>• Blue Tail Skink</li> <li>• Spiny-tailed Iguana</li> </ul>		



## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Spiny Tail Gecko</li> <li>• Indigo (Gopher) Snake</li> <li>• Major Skink</li> <li>• Corn Snake</li> <li>• Texas Rat Snake</li> <li>• Black Rat Snake</li> <li>• Yellow Rat Snake</li> <li>• Taiwanese Beauty Snake</li> <li>• Rainbow boa</li> <li>• Sand boas</li> <li>• Panther (Leopard) Gecko</li> <li>• Five-lined Skink</li> <li>• Broad-headed Skink</li> <li>• Tokay Gecko</li> <li>• Yellow Throated Plated Lizard</li> <li>• Sudan Plated Lizard</li> <li>• Black Lined Plated Lizard</li> <li>• False Map Turtle</li> <li>• Mississippi Map Turtle</li> <li>• House Gecko</li> <li>• Fat-tailed Gecko</li> <li>• Western Hognose Snake</li> <li>• Sonoran Earless Lizard</li> <li>• Sailfin Lizard</li> <li>• Jeweled Lacerta</li> <li>• Green Lacerta</li> <li>• Conehead Lizard</li> <li>• Milk Snake</li> <li>• King Snakes</li> <li>• Florida (Common) King Snake</li> <li>• Speckled King Snake</li> <li>• African House Snake</li> <li>• Star Agama Lizard</li> <li>• Curly-tailed (Crested-keeled)</li> </ul>		

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## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

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City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>Lizard</li> <li>• Curly Tail Lizard</li> <li>• White lipped python</li> <li>• Water python</li> <li>• Butterfly Agama Lizard</li> <li>• Carpet python</li> <li>• Brown Water Snake</li> <li>• Brown Anole</li> <li>• Rough Green Snake</li> <li>• Glass Lizard</li> <li>• Madagascar Ground Gecko</li> <li>• Day Geckos</li> <li>• Mountain Short-horned Lizard</li> <li>• Desert Horned Lizard</li> <li>• Argentina Horned Toad (Lizard)</li> <li>• Asian Water Dragon</li> <li>• Bull Snake</li> <li>• Black Pine Snake</li> <li>• Bearded Dragon</li> <li>• Sinai Agama Lizard</li> <li>• Angola python</li> <li>• Blood python</li> <li>• Ball python</li> <li>• Timor python</li> <li>• New Caledonian Bumpy Gecko</li> <li>• New Caledonian Crested Gecko</li> <li>• Fire Skink</li> <li>• Common Chuckwalla</li> <li>• Emerald Swift</li> <li>• Crevice Spiny Lizard</li> <li>• Swift</li> <li>• Sand Skink</li> <li>• Sand-eye Gecko</li> <li>• Longtail Grass Lizard</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Eastern (Peninsula) Ribbon Snake</li> <li>• Blue-Tongued Skinks</li> <li>• Sliding Turtle</li> <li>• Changeable Agama Lizard</li> <li>• Pale Agama Lizard</li> <li>• Orange-Eyed Crocodile Skink</li> <li>• Florida Softshell Turtle</li> <li>• Dwarf boas</li> <li>• Tegu lizards</li> <li>• Fringe-toed (Finger) Lizard</li> <li>• Uromastyx</li> <li>• Spear-Point Leaf-Tail Gecko</li> <li>• Guenther's Leaf-Tail Gecko</li> <li>• Henkel's Leaf-Tail Gecko</li> <li>• Lined Leaf-Tail Gecko</li> <li>• Fantastic Leaf-Tail Gecko</li> <li>• Mossy Leaf-Tail Gecko</li> <li>• Common Side-Blotched Lizard</li> <li>• Black Throat Monitor</li> <li>• Savannah Monitor</li> <li>• Green Tree Monitor</li> <li>• Sunbeam Snake</li> </ul>		
Montreal	Yes	By-law prohibits snakes that are venomous and are more than three metres (9.84 feet) long when fully-grown.	Minimal number of snake-related complaints.	Information not available.
Winnipeg	Yes	By-law prohibits: <ul style="list-style-type: none"> <li>• all Helodermatidae (e.g. gila monster and Mexican bearded lizard);</li> <li>• all front-fanged venomous snakes, even if de venomized,</li> </ul>	Information not available.	Information not available.

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## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

200

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>including, but not limited to:</p> <ul style="list-style-type: none"> <li>○ all Viperidae (e.g. viper, pit viper),</li> <li>○ all Elapidae (e.g. cobra, mamba, krait, coral snake),</li> <li>○ all Atractaspididae (e.g. African burrowing asp),</li> <li>○ all Hydrophiidae (e.g. sea snake), and</li> <li>○ all Laticaudidae (e.g. sea krait);</li> </ul> <ul style="list-style-type: none"> <li>• all venomous, mid- or rear-fanged, Duvernoy-glanded members of the family Colubridae, even if devenomized;</li> <li>• any member or hybrid offspring of the family Boidae, including, but not limited to, the common or green anaconda and yellow anaconda, except members of the family Boidae reaching an adult length of no greater than two metres (6.56 feet);</li> <li>• any member of the family Pythonidae, including, but not limited to, the African rock python, the Indian or Burmese python, the Amethystine or scrub python, except members of the family Pythonidae reaching an adult length of no greater than two metres (6.56 feet);</li> <li>• any member of the family Varanidae, including, but not</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>limited to,</p> <ul style="list-style-type: none"> <li>○ the white throated monitor,</li> <li>○ the water monitor,</li> <li>○ the Komodo monitor or dragon,</li> <li>○ the Bornean earless monitor,</li> <li>○ the Nile monitor, the crocodile monitor, except members of the family Varanidae reaching an adult length of no greater than one (1) metre;</li> <li>● any member of the family Iguanidae, including the green or common iguana;</li> <li>● any member of the family Teiidae, including, but not limited to, the golden, common or black and white tegu;</li> <li>● all members of the family Chelydridae, including snapping turtle and alligator snapping turtle;</li> <li>● all members of the order Crocodylia, including, but not limited to, alligator, caiman and crocodile;</li> <li>● all other snakes of a species or subspecies that can reach an adult length greater than three metres (9.84 feet), whether the particular snake exceeds that length or not; and</li> </ul>		

200

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

299

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• all other lizards of a species or subspecies that can reach an adult greater than two metres (6.56 feet), whether the particular lizard exceeds that length or not.</li> <li>• all venomous spiders, including, but not limited to, tarantula, black widow and solifugid, scorpion, except the following species of tarantula: Chilean Rose (<i>Grammostola rosea</i>), Mexican Red-Knee (<i>Brachypelma smithi</i>) and Pink-Toed (<i>Avicularia</i>); and</li> <li>• all venomous arthropods, including, but not limited to, centipede.</li> <li>• All other venomous or poisonous animals.</li> <li>• All protected or endangered animals, whether native or non-native, whose possession or sale is prohibited in Manitoba because they are designated as protected or endangered pursuant to an international, federal, or provincial law, regulation, rule or agreement.</li> </ul>		
Edmonton	Yes	<p>By-law prohibits poisonous snakes only. Silent about lizards and arachnids.</p> <p>Alberta's Wildlife Act states that a person must not be in possession of a 'controlled animal' unless they are authorized by permit to do so. Regulations under the</p>	<p>Receive maximum 10 snake-related complaints per year. In most cases, they accidentally discover snakes in the context of a house fire or some other investigation. Strays tend not to be a significant issue.</p>	<p>Provincial Department of Fish and Wildlife conducts their own investigations of prohibited exotic animals, and the City will refer complaints to them.</p>

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>Wildlife Act identify the following species of reptiles as 'prohibited species':</p> <p><b>SNAPPING TURTLES</b></p> <ul style="list-style-type: none"> <li>• Snapping Turtle</li> <li>• Alligator Snapping Turtle</li> </ul> <p><b>BEADED LIZARDS</b></p> <ul style="list-style-type: none"> <li>• Gila Monster</li> <li>• Mexican Beaded Lizard</li> </ul> <p><b>LIZARDS</b></p> <ul style="list-style-type: none"> <li>• Viviparous Lizard</li> </ul> <p><b>MONITORS</b></p> <ul style="list-style-type: none"> <li>• Bengal Monitor</li> <li>• Perentie Monitor</li> <li>• Komodo Dragon</li> <li>• Nile Monitor</li> <li>• Crocodile (Salvadori's) Monitor</li> <li>• Water Monitor</li> <li>• Lace Monitor</li> </ul> <p><b>LARGE SNAKES</b></p> <ul style="list-style-type: none"> <li>• Anacondas</li> </ul> <p><b>PYTHONS</b></p> <ul style="list-style-type: none"> <li>• Amethystine Python</li> <li>• Burmese/Indian Rock Python</li> <li>• Oenpelli Python</li> <li>• Reticulated Python</li> <li>• African Rock Python</li> </ul> <p><b>TYPICAL SNAKES</b></p> <ul style="list-style-type: none"> <li>• Ground Vipers</li> <li>• Two headed Snakes</li> </ul>		

211

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

255

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Harlequin Snakes</li> <li>• Natal Black Snake</li> <li>• Snake Eaters</li> <li>• Rear fanged Snakes</li> <li>• Blackhead (Burrowing) Snakes</li> <li>• Cat eyed Snakes</li> <li>• Tree Snakes</li> <li>• Mussuranas</li> <li>• Black striped Snakes</li> <li>• African Tree Snakes</li> <li>• Boomslangs</li> <li>• False Coral Snakes</li> <li>• Malagasy Snakes</li> <li>• Bark Snakes</li> <li>• Night Snakes</li> <li>• Vine Snakes</li> <li>• Madagascar Leaf nosed Snakes</li> <li>• Cat eyed Snakes</li> <li>• Montpellier and Moila Snakes</li> <li>• Neotropical Vine Snakes</li> <li>• Mock Viper</li> <li>• Skaapstenkers</li> <li>• Checkerbelly</li> <li>• Old World Catsnakes</li> <li>• Twig (Bird) Snakes</li> <li>• Eastern Racer</li> <li>• Sharp-tailed Snake</li> <li>• Smooth Snakes</li> <li>• Pere David's Rat Snake</li> <li>• Steppe Rat Snake</li> <li>• Hodgson's Rat Snake</li> <li>• Black (Western) Rat Snake</li> <li>• Red backed (Chinese Garter) Snake</li> <li>• Russian (Amur) Rat Snake</li> <li>• Fox Snake</li> <li>• Eastern Hognose Snakes</li> </ul>		



## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Southern Hognose Snake</li> <li>• Parrot Snakes</li> <li>• Eastern Milk Snake</li> <li>• Pale Milk Snake</li> <li>• Smooth Green Snake</li> <li>• Royal and Diadem Snakes</li> <li>• Tropical Rat (Chicken) Snakes</li> <li>• Keel bellied Water Snakes</li> <li>• Dog faced Water Snakes</li> <li>• Rainbow Water Snakes</li> <li>• Tentacled Water Snake</li> <li>• Crab eating Water Snakes</li> <li>• Masked Water Snakes</li> <li>• Richardson's Mangrove Snake</li> <li>• Wolf Snakes</li> <li>• Water Snakes</li> <li>• Ringnecked Snakes</li> <li>• Rat Snakes</li> <li>• South American Water Snakes</li> <li>• Keelbacks and Water Snakes</li> <li>• Dice Snake</li> <li>• Bamboo Snakes</li> <li>• Fanged Water Snakes</li> <li>• Butler's Garter Snake</li> <li>• Eastern Ribbon Snakes</li> <li>• Odd toothed Snakes</li> <li>• Hispanolian Snakes</li> </ul> <p>ALL COBRAS AND ALLIES</p> <ul style="list-style-type: none"> <li>• Death Adders</li> <li>• Shield nosed Snakes</li> <li>• Collared Adders</li> <li>• Australian Copperheads</li> <li>• Water Cobras</li> <li>• Kraits</li> <li>• Australian Crowned Snakes</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

2007

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Oriental Coral Snakes</li> <li>• Small eyed Snakes</li> <li>• Australian Whip Snakes</li> <li>• Mambas</li> <li>• Mud Adders</li> <li>• Crowned Snakes</li> <li>• Bardick's Snakes</li> <li>• Little Brown Snakes</li> <li>• Venomous Garter Snakes</li> <li>• Australian Naped Snakes</li> <li>• Rinkhal</li> <li>• Australian Swamp Snakes</li> <li>• Broad headed Tree Snakes</li> <li>• Slender Coral Snakes</li> <li>• Solomon's Small eyed Snake</li> <li>• Long ganded (Malaysian)</li> <li>• Western Coral Snakes</li> <li>• Coral Snakes</li> <li>• Australian Black naped and Black striped Snakes</li> <li>• Mainland Tiger Snake</li> <li>• Fiji Cobra</li> <li>• King Cobra</li> <li>• Taipan</li> <li>• Fierce Snakes</li> <li>• Burrowing Cobras</li> <li>• Hediger's Coral Snakes</li> <li>• Australian Black Snakes</li> <li>• Tree Cobras</li> <li>• Australian Brown Snakes</li> <li>• Snouted Snakes</li> <li>• Solomon's Coral Snake</li> <li>• Australian Coral Snakes</li> <li>• Little Snakes</li> <li>• Venomous Island Snakes</li> <li>• Rough scaled Snakes</li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>• Australian and New Guinea Whip Snakes</li> <li>• Bandy bandies</li> <li>• Desert Cobras</li>   <li>ALL SEA SNAKES</li> <li>• Spiny headed Sea Snake</li> <li>• Indo Pacific Sea Snakes</li> <li>• Sea Snakes</li> <li>• Egg eating and Turtlehead Sea Snakes</li> <li>• Beaked Sea Snakes</li> <li>• North West Mangrove Sea Snake</li> <li>• Darwin's Sea Snake</li> <li>• Jerdon's Sea Snake</li> <li>• Bighead Sea Snake</li> <li>• Arafura Smooth Sea Snake</li> <li>• Pelagic Sea Snake</li> <li>• Anomalous Sea Snake</li> <li>• Sea Kraits</li>   <li>ALL VIPERS AND ADDERS</li> <li>• Fea's Viper</li> <li>• Vipers/Adders</li> <li>• Bush Vipers</li> <li>• African Adders</li> <li>• Desert Horned Vipers</li> <li>• Russell's Viper</li> <li>• Saw scaled Vipers</li> <li>• McMahon's Desert Viper</li> <li>• False Horned Vipers</li> <li>• True Vipers</li> <li>• Night Adders</li>   <li>ALL PIT VIPERS</li> <li>• Copperheads/Moccasins/Cantils/</li> </ul>		

244

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

2003

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p style="text-align: center;">Cottonmouths</p> <ul style="list-style-type: none"> <li>• American Lanceheads</li> <li>• Malayan Pit Viper</li> <li>• Rattlesnakes</li> <li>• Sharp nosed (Hundred pace) Viper</li> <li>• Mamushi and Central Asian Vipers</li> <li>• Hump nosed Vipers</li> <li>• Bushmasters</li> <li>• Pygmy Rattlesnakes</li> <li>• Asian Lance headed (Bamboo) Vipers</li> <li>• Wagler's Vipers</li> </ul>		
Calgary	Yes	<p>By-law is silent about snakes, lizards and arachnids.</p> <p>Alberta provincial legislation restricts several species of exotic pets. See information for Edmonton above for further detail.</p>	Information not available	Information not available
Vancouver	Yes	<p>By-law prohibits reptiles and snakes classified as venomous, whether or not they have venom glands, and owners from keeping any more than six snakes.</p> <p>The British Columbia <i>Controlled Alien Species Regulation</i> prohibits the possession of the following species of snakes in the absence of a permit:</p> <ul style="list-style-type: none"> <li>• Atractaspididae [mole vipers, stiletto snakes and burrowing asps];</li> <li>• all species of the family Crotalidae [pit</li> </ul>	Receive maximum five snake-related complaints per year. Complaints typically regard strays.	Not a significant change since the provincial regulation came into force.

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<p>vipers] except <i>Crotalus oreganus</i> [western rattlesnake];</p> <ul style="list-style-type: none"> <li>• all species of the family Elapidae [death adders, cobras, kraits and mambas];</li> <li>• all species of the family Helodermatidae [gila monsters and bearded lizards];</li> <li>• all species of the family Hydrophiidae [sea snakes and kraits];</li> <li>• all species of the family Viperidae [vipers].</li> <li>• Reptiles of the following species of the family Boidae:               <ul style="list-style-type: none"> <li>○ all species of the genus <i>Eunectes</i> [anacondas];</li> <li>○ <i>Epicrates angulifer</i> [Cuban boa].</li> </ul> </li> <li>• Reptiles of the following species of the family Colubridae [venomous snakes]:               <ul style="list-style-type: none"> <li>○ all species of the genus <i>Boiga</i> [cat and mangrove snakes];</li> <li>○ all species of the genus <i>Dispholidus</i> [boomslang snakes];</li> <li>○ all species of the genus <i>Elapomorphus</i> [diadem and lizard-eating snakes];</li> <li>○ all species of the genus <i>Hydrodynastes</i> [false water cobras];</li> <li>○ all species of the genus <i>Leptophis</i> [parrot snakes];</li> <li>○ all species of the genus <i>Phalotris</i> [Argentinean black-headed snakes];</li> </ul> </li> </ul>		

2xx

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

299

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>○ all species of the genus Philodryas [green racers];</li> <li>○ all species of the genus Ptychophis [fanged water snakes];</li> <li>○ all species of the genus Rhabdophis [keelback snakes];</li> <li>○ all species of the genus Tachymenis [Boulenger's and Chilean slender snakes];</li> <li>○ all species of the genus [twig snakes];</li> <li>○ all species of the genus Xenodon [false fer-de-lance].</li> <li>● Reptiles of the following species of the family Pythonidae:               <ul style="list-style-type: none"> <li>○ Morelia amethystina [amethystine python];</li> <li>○ Morelia boeleni [Boelen's python];</li> <li>○ Morelia clastolepis [Seram scrub python];</li> <li>○ Morelia kinghorni [Australian scrub python];</li> <li>○ Morelia oenpelliensis [Oenpelli python];</li> <li>○ Python molurus [Indian and Burmese python];</li> <li>○ Python natalensis [South African rock python];</li> <li>○ Python reticulatus [reticulated python];</li> <li>○ Python sebae [African rock python].</li> </ul> </li> <li>● Reptiles of the following species of the family Varanidae:               <ul style="list-style-type: none"> <li>○ Varanus bengalensis [Bengal monitor and clouded monitor];</li> </ul> </li> </ul>		

## Regulatory Approaches of Other Canadian Municipalities With Respect to Exotic Pets

City/Town	Exotic Pets Allowed?	Restrictions on Exotic Pets	How many snake-related complaints annually? What type of complaints?	Comments Re. Experience Enforcing the Snake-Related By-Law
		<ul style="list-style-type: none"> <li>○ Varanus giganteus [perentie];</li> <li>○ Varanus komodoensis [komodo dragon];</li> <li>○ Varanus niloticus [Nile monitor and water leguaan];</li> <li>○ Varanus salvadorii [Salvadori's monitor and crocodile monitor];</li> <li>○ Varanus salvator [Asiatic water monitor and water monitor];</li> <li>○ Varanus varius [lace goanna].</li> </ul>		

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**NEWS**

Ministry of Community Safety and Correctional Services

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**Ministers Release Statement on Exotic Animals**

August 13, 2013 9:35 a.m.

Today, Madeleine Meilleur, Minister of Community Safety and Correctional Services, Linda Jeffrey, Minister of Municipal Affairs and Housing, and David Oraziotti, Minister of Natural Resources, released the following statement:

"The recent events in New Brunswick have touched many Ontario families who need to know that the rules are in place to help avoid such tragedies in our own province.

Currently, the responsibility for dealing with exotic animals falls to individual municipalities, which each have their own approach to bylaws and enforcement.

As a result, the Ontario government will review the rules in place dealing with the possession and ownership of exotic animals in the province. Our three ministries will create a working group to examine the current structure and whether any changes need to be made. The government will also seek input from key stakeholders, including municipalities, and report back this fall with options for moving forward.

The safety and well-being of all Ontarians is of greatest importance."

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**Maria Lamani** Minister's Office  
416-325-2240   
**Andrew Morrison** Communications Branch  
416-325-0432 

**Available Online**  
**Disponible en Français**



### City of Mississauga Recommended List of Prohibited Exotic Pets

The following animals are prohibited:

- Reptiles purely or partially of the following species:
  - Anacondas;
  - Cuban Boa;
  - Amethystine and Scrub Pythons;
  - Boelen's python;
  - Oenpelli python;
  - Indian and Burmese Python;
  - African Rock Python;
  - Southern African Rock Python
  - Komodo Dragon
  - Reticulated Python;
  - Perentie;
  - Nile Monitor;
  - Crocodile Monitor;
  - Water Monitors; and,
  - Lace Monitor.
  
- All venomous, even if de venomized, poisonous and species with the potential to become poisonous vertebrates and invertebrates.
  
- All snakes purely or partially of a species, which reaches an adult length of 3.0 metres (9.84 feet) or greater on average.
  
- All lizards purely or partially of a species, which reaches an adult length of 2 metres (6.56 feet) or greater on average.



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**From:** John Bell [mailto:John.Bell@mississauga.ca]  
**Sent:** November 8, 2013 4:12 PM  
**To:** Filejski, Dr. Catherine (MOHLTC)  
**Subject:** City of Mississauga Exotic Pet By-law

Hi Dr. Filejski,

The City of Mississauga is currently reviewing by-laws for the prohibition of exotic animals that have the potential to be dangerous to people. I was hoping you would be able to have a look at the proposed list and provide us with comments as to whether or not we have captured potentially dangerous exotic animals.

I can be contacted at the information below.

Thank you,

**John Bell RVT, MLEO**  
*City of Mississauga Animal Services*  
Transportation and Works  
Enforcement  
735 Central Parkway W.  
Mississauga, Ontario  
L5C 4H4  
(905)896-5864 ext. 2  
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October 25, 2013

Re: Mississauga By Law Animal Services Proposal Appendix 4

Good Morning John and Andrea,

Thank you for including CanHerp in your research in the possible changes in your Mississauga Prohibited Species List related to Reptiles, Amphibs etc;

The version Appendix 4 CanHerp agrees and supports with the species specific list and the length perimeters you are proposing to put in place. It is very specific and to the point, cut and dry. CanHerp does not support the definition of the prohibition of venomous and poisonous in regards to its wording.

- *All venomous, even if de-venomized, poisonous, and species with the potential to become poisonous vertebrates and invertebrates. Excluding vertebrates and invertebrates with toxins of bacterial origin.*

Its present vague wording will have a significant impact on the pet trade in Mississauga and affect a portion of the exotic reptile's pets being kept by responsible pet owners in the City of Mississauga.

I look forward to working with you in achieving this proposal for the residents and responsible pet owners of the city of Mississauga.

--  
Grant Crossman  
Acting Executive  
Director  
CanHerp  
[Grant@Canherp.com](mailto:Grant@Canherp.com)  
905 302 5321



## Appendix 4

The following animals are prohibited:

- Reptiles purely or partially of the following species:
  - Anacondas;
  - Cuban Boa;
  - Amethystine and Scrub Pythons;
  - Boelen's python;
  - Oenpelli python;
  - Indian and Burmese Python;
  - African Rock Python;
  - Southern African Rock Python
  - Reticulated Python;
  - Perentie;
  - Nile Monitor;
  - Crocodile Monitor;
  - Water Monitors; and,
  - Lace Monitor.
- *All venomous, even if de-venomized, poisonous, and species with the potential to become poisonous vertebrates and invertebrates. Excluding vertebrates and invertebrates with toxins of bacterial origin.*
- All snakes purely or partially of a species, which reaches an adult length of 3.0 metres (9.84 feet) or greater on average.
- All lizards purely or partially of a species, which reaches an adult length of 2 metres (6.56 feet) or greater on average.





# Corporate Report

Clerk's Files

Originator's Files

**DATE:** November 12, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

**SUBJECT:** **2014 Pilot Program: Summer Playgrounds**

<p>General Committee</p> <p><b>DEC 04 2013</b></p>
--

**RECOMMENDATION:** That Council endorse the Recreation Division's proposal to operate a pilot program in 2014 consisting of supervised playground program sites at twelve (12) City parks, as outlined in the report dated November 12, 2013 from the Commissioner of Community Services.

<p><b>REPORT HIGHLIGHTS:</b></p>	<ul style="list-style-type: none"> <li>• A supervised playground program is a free outdoor drop-in program offered during the summer period for children aged six (6) to twelve (12), offering access to safe, supervised activities in the local neighbourhood.</li> <li>• The pilot program is designed to provide and service 11,000 free drop-in visits. Twelve (12) parks across the city each weekday for nine (9) weeks. The total program budget in 2014 is \$ 80,200, and will be funded through non tax supported sources.</li> <li>• The pilot is an example of neighbourhood building initiative and supports the City's strategic plan to build complete neighbourhoods and connect communities</li> <li>• The pilot will be measured based on usage, feedback and sustainability, before being renewed for a second season.</li> </ul>
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**BACKGROUND:**

A supervised playground program is a free outdoor drop-in program offered during the summer period for children aged six (6) to twelve (12). Such programs are the summer-time equivalent to free after-school programming and offer access to a safe, supervised place to play in local neighbourhoods. Mississauga Recreation operated eighteen (18) supervised playground program sites on school grounds until 1996 when the program ended and the funding was reallocated to emerging community priorities at the time.

A number of recent studies have confirmed the value of providing free or low cost recreation programs for children. Evidence gathered in these studies shows that:

- Playground leaders act as positive role models for children;
- Healthy child development requires access to safe, supervised, quality programs;
- Physical activity is important in the fight against childhood obesity;
- Neighborhood connections are facilitated by local programs;
- Children connect to nature when encouraged to play in outdoor environments.

The rationale for providing an element of free local drop-in programming particularly during higher risk periods (summer break / after school) for children and youth is well researched. The Affordable Access to Recreation for Low Income Families policy framework recommends universal programs because they provide equitable opportunity for families with limited means, access to core, fundamental services without having to qualify for financial assistance. These compelling health, social, developmental and community benefits have prompted municipalities in Ontario to establish and maintain universal programs, such as summer playgrounds. They find them to be well attended, affordable to deliver and highly valued by participants, families and neighborhoods. The proposal which introduces supervised summer playground programs at twelve (12) Mississauga Parks in 2014 is based on these fundamentals.

The pilot program uses a non-tax revenue stream including Youth Employment Funds, a donation from the Jerry Love Children's Fund and corporate sponsorships.

**COMMENTS:**

The pilot program is designed to provide and service 11,000 free drop-in visits by children aged six (6) to twelve (12) years. This will be accomplished by delivering a three hour program at twelve (12) parks across the city each weekday for nine (9) weeks.

The three-hour daily program involves a combination of organized games, sports, arts and crafts, nature skills and outdoor experiential learning. A total of fourteen (14) seasonal playground staff will be required to operate the program. This complement will be organized into six, two-person teams with leadership provided by a Summer Supervisor and Playground Senior Staff.

The supervised playground program is designed to meet the High Five Quality Assurance Standard being introduced to the recreation division in 2014, and city policies, procedures and risk management expectations to ensure the safety of staff and participants.

Locations were identified using the following criteria including:

- \* Walk to / cycle to without having to cross major roads;
- \* the availability of park amenities, including washrooms, play structures and sports fields;
- \* sufficient distance from other City operated and community operated free / low cost programs
- \* the extent to which the program is likely to foster a stronger sense of community and;
- \* achieving geographic coverage by Ward.

Recreation staff will be in consultation with the area Councillor to identify the park based on the criteria. Locations will be confirmed in January to inform marketing collateral.

The pilot program will optimize a number of employment grants and has the full support of Jerry Love, who has agreed to apply Jerry Love Funds to support the program, and to work with staff on achieving sustainability through corporate donations in order to build the funds capacity over time.

Subject to Council's endorsement of the 2014 pilot, Recreation staff will finalize program preparations, obtain employment funds to hire staff and initiate a corporate campaign to secure a corporate sponsor



and attract local community donations. Recreation Staff will provide a pilot evaluation report for Council in fall 2014 and confirm the longer term program strategy.

**STRATEGIC PLAN:** The supervised playground program advances the City's Strategic Pillars of Belong, Connect and Living Green. Additional strategic linkages include the Mississauga's Youth Plan and Future Directions for Recreation.

**FINANCIAL IMPACT:** The total program budget is \$80,200, or \$6,700 per site, and will be funded using non tax supported sources, including youth employment grants through the YMCA and the Jerry Love Foundation. Subject to a successful pilot, ongoing financial sustainability of the program will be achieved by obtaining a multi-year corporate sponsor for the program, similar to "Wal-Mart At Play", an annual contribution from the Jerry Love Children's Fund, and ongoing employment grants. Additional sites and hours of operations may be considered for 2015, but would be subject to the availability of incremental funding.

**CONCLUSION:** Supervised playground programs bring children and community together during the summer months through the simple pleasures of play. The proposed pilot program will extend free, drop-in programs for children six (6) to twelve (12) years during these high risk periods. Safe, quality, affordable recreation programs have long demonstrated value for money and help build a stronger, healthier and more engaged community, a strategic priority for the City of Mississauga.



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Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

*Prepared By: Jennifer Clarke, Community Program Supervisor,  
Recreation Division*



PARK LOCATIONS





# Corporate Report

Clerk's Files

Originator's  
Files

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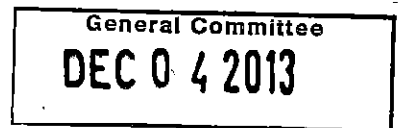
**DATE:** November 20, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

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

**SUBJECT:** **Amendments to the Business Licensing By-law 1-06, as amended,  
to require licensing of Personal Services Settings**

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- RECOMMENDATION:**
1. That a by-law to amend the Business Licensing By-law 1-06, as amended, be enacted to license personal services settings in a form satisfactory to Legal Services substantially similar to the draft by-law contained in (Appendix 1) to the report from the Commissioner of Transportation and Works dated November 20, 2013 and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".
  2. That Compliance and Licensing Enforcement staff enforce the personal services settings amendments to the Business Licensing By-law 1-06, as amended, in the manner set out in the Enforcement Action Plan outlined in the report dated November 20, 2013, from the Commissioner of Transportation and Works and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".
  3. That the Regional Council of Peel be sent a copy of the report dated November 20, 2013, from the Commissioner of Transportation and Works and entitled "Amendments to the Business Licensing By-law 1-06, as amended, to require licensing of Personal Services Settings".

**REPORT****HIGHLIGHTS:**

- The Medical Officer of Health for the Region of Peel has requested that the City of Mississauga license personal services settings to facilitate the identification, inspection and consistent enforcement standards of practices for personal services settings across the Region of Peel.
- Personal services settings are businesses where aesthetic services such as body piercing, tattooing, hairdressing, barbering, manicure, pedicure and other services are provided, where there is a risk of exposure to blood.
- A requirement that personal services settings be licensed and require Peel Public Health approval, would assist Peel Public Health in identifying personal services settings for the purpose of health inspections.
- Public health inspections help to reduce the risk of acquiring infections and blood-borne diseases from personal services settings.
- There are approximately 700 identified personal services settings in the City.

**BACKGROUND:**

On November 24, 2011, a report on the Licensing of Personal Services Settings and Fees for Public Health Inspection Services by Janette Smith, Commissioner of Health Services and David L. Mowatt, Medical Officer of Health, was brought before Regional Council of Peel (Appendix 2). Subsequently, on November 24, 2011 Regional Council of Peel adopted Resolution 2011-1226 (Appendix 3) requesting:

*“That the City of Mississauga be requested to license personal services settings, in consultation with Peel Public Health staff;*

*And further, that the Town of Caledon be requested to expand their current tattoo and piercing licensing by-law to include other types of personal services settings, in consultation with Peel Public Health staff;*

*And further, that fees for inspection services by Peel Public Health not be imposed at this time”.*

The licensing of personal services settings is the first phase being undertaken as part of a complete review of the Business Licensing By-law scheduled for completion in 2014. This by-law is currently under review to identify efficiencies, update categories and align our practices with similar municipalities and the revenue and resources are included in the 2014 Budget.

**COMMENTS:**

The Peel Medical Officer of Health noted in his report (italicized below) to Regional Council of Peel, the following information:

*“Report Highlights: The Ontario Public Health Standards (2008) require regular inspection of a variety of private and public sector enterprises for the purpose of public health protection and disease prevention.*

*Personal services settings are businesses where aesthetic services such as body piercing, tattooing, hairdressing, barbering, manicure, pedicure and other services are provided. Public health inspections help to reduce the risk of acquiring infections and blood-borne diseases from these services.*

*Personal services settings operators are not required to notify the Medical Officer of Health of their intention to operate.*

*Municipal licensing of all personal services settings facilitates the identification, inspection and enforcement of standards of practice.*

*Currently, all personal services settings are licensed by the City of Brampton; tattooing and body piercing establishments are licensed by the Town of Caledon; no personal services settings are licensed by the City of Mississauga.*

*A consistent approach to licensing would allow for consistent enforcement of standards of practice across the Region.*

**Background**

*At the February 10, 2011 meeting of Regional Council the Medical*

*Officer of Health was requested to communicate with area municipal licensing departments to request that the cost of health inspections be incorporated within the licensing fee and to require the licensing of all tattoo and body piercing establishments. In addition, the Medical Officer of Health was further requested to report to a future meeting of Regional Council on the feasibility of recovering health inspection costs related to inspections of private sector enterprises.*

*The Ontario Public Health Standards (2008) require regular inspection of a variety of private and public sector enterprises for the purpose of public health protection and disease prevention.*

### **Findings**

#### **a) Licensing of Personal Services Settings**

*With respect to the licensing of tattoo and body piercing establishments, the City of Brampton and Town of Caledon currently require these establishments to hold a municipal license.*

*Town of Caledon By-law 2010-062 requires that no person shall engage in or carry on any business that conducts tattoo or piercing procedures unless that person is licensed in accordance with the by-law. The by-law does not apply to other types of personal services settings such as barbers, hair salons, manicure or pedicure services. In addition, the Town of Caledon by-law is supported by an approved schedule of set fines which allows for offence notices to be issued for areas of non-compliance.*

#### **LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH INSPECTION SERVICES**

*In Brampton, Schedule S-27 to Licensing By-law 1-2002 requires that a license be obtained by every person who owns or operates a business which offers personal aesthetic procedures. Personal aesthetic procedures are defined as any procedures that contact intact or non-intact skin, or which penetrate skin, and include shaving, tattooing, piercing, manicures and pedicures.*

*Both the Town of Caledon by-law and the City of Brampton by-law outline sanitation, equipment, documentation and record keeping and*

*record retention requirements which are also included in the Inspection Prevention and Control Best Practices for Personal Services Settings (Ministry of Health and Long-Term Care, January 2009). In addition, both by-laws require that all procedures and handling of equipment and instruments conforms to all applicable guidelines established by the Province of Ontario and the Medical Officer of Health. The inclusion of these requirements allows Town of Caledon, City of Brampton and Peel Public Health staff to collaborate on charges for non-compliance. Both by-laws also impose a requirement for proof of general liability insurance for all establishments offering tattooing services. In addition, the Town of Caledon by-law requires proof of liability insurance for piercing services.*

*Mississauga does not currently license personal services settings. Mississauga Compliance and Licensing Enforcement staff indicate that the by-law amendments required to license such establishments are not currently in their work plan.*

### ***Proposed Direction***

*With respect to the licensing of all tattoo and body piercing establishments, it is recommended that the City of Mississauga and Town of Caledon in consultation with Peel Public Health staff, develop a plan to license all personal services settings.*

### ***CONCLUSION***

*It is recommended that consistent personal services settings licensing by-laws be established in the Region of Peel. Therefore, it is recommended that the City of Mississauga license all personal services settings and the Town of Caledon enhance their current licensing by-law to include other types of personal services settings.”*

### ***Peel Public Health***

Enforcement staff have consulted with staff from Peel Public Health in preparing the amendments to the Business Licensing By-law. Peel Public Health have identified that there are approximately 700 personal services settings located in the City. Currently, since the City

does not license personal services settings, Peel Public Health rely on flyers, other advertising and those in the process of being inspected to identify personal services settings within the City.

A requirement that personal services settings be licensed and require Peel Public Health approval, would assist Peel Public Health in identifying these settings for the purpose of health inspection. Further, the licence revocation provisions in the Business Licensing By-law would also assist, as they could be used to revoke a licence where a business is in non-compliance with any applicable guidelines and regulations established by the Province of Ontario and the Medical Officer of Health.

The approximate 700 identified personal services settings have been categorized by Peel Public Health as follows:

- Aesthetics (facial services): 72
- Body Piercing: 4
- Ear Piercing: 53
- Electrolysis: 19
- Hair Dressing/Barbering: 260
- Manicure/Pedicure: 259
- Micropigmentation: 12
- Tattooing: 20

In addition, many of these personal services settings offer multiple types of personal services such as hair salons, which offer hair cutting services and ear piercing.

**Proposed Amendment Highlights to Business Licensing By-law 1-06, as amended:**

Attached as Appendix 1 is a draft by-law to amend the Business Licensing By-law requiring personal services settings to be licensed. The amendments to the Business Licensing By-law includes the following provisions:

- “Personal Services Setting” means any building, structure or other location that provides customers with services such as, but not limited to: hairdressing and barbering, tattooing and body piercing,



manicure/pedicure services, removing hair by electrolysis, removing hair by waxing, skin care, providing facial treatments and any other aesthetic service where substances, instruments, tools or other equipment are applied to any part of the human body for purposes of aesthetic or cosmetic treatment, where there is a risk of exposure to blood;

- Any person who provides medical or therapeutic treatment and who is a member of a College of Health profession as set out in schedule 1 to the *Regulated Health Professions Act*, 1991, S.O. 1991, c.18 is exempt from all licensing requirements to own or operate a Personal Services Setting;
- All owners and operators of personal services settings must comply with all applicable guidelines and regulations established by the Province of Ontario and the Medical Officer of Health including, but not limited to “Infection Prevention and Control Best Practices for Personal Services Settings” as published by the Ontario Ministry of Health and Long-Term Care, as may be amended from time to time;
- Every application for a new licence to own or operate a Personal Services Setting shall be accompanied by evidence of completion of a satisfactory health inspection dated within the last 120 days, issued and signed by the Medical Officer of Health or designate.

In addition, all licensees will also have to comply with the standard provisions set out in the Business Licensing By-law such as being a permitted use in compliance with the Zoning By-law 0225-2007, as amended; obtaining a separate licence for each of the premises at which an owner carries on business; and, are subject to licence refusal or revocation for non-compliance with the by-law.

### **Licence Fees**

A single licence is viewed as appropriate even if multiple personal services settings are provided. The proposed licence would encompass all personal services settings being offered at a single location that are regulated. The health risks presented by each personal services setting type being licensed are similar, as are the procedures to mitigate the risks including the use of appropriate sterile technique, maintenance of

equipment needed for sterilization and sound health practices while delivering the services.

Annual licence fees are proposed to be commensurate with other City business licences and to offset costs related to administering and enforcing the Business Licensing By-law. Staff recommend an initial licence fee of \$200 and a licence renewal fee of \$180. The City of Brampton's current licence fee is \$165 and they are proposing to amend the by-law to increase the fee to \$200.

### **Enforcement Action Plan**

Once Council has enacted the by-law, staff from Communications will implement a communications plan to raise awareness and support the proposed by-law amendments. Following that, Enforcement staff will notify by letter, all personal services settings previously identified by Peel Public Health, of the requirement commencing April 1, 2014 to obtain a business licence under the Business Licensing By-law.

This is the proposed date for the amendments to the Business Licensing By-law to come into force and effect, in order to notify all personal services settings of the new licensing requirement and to allow staff sufficient time to complete the standard administrative and technological changes for a new class of business licences.

In addition, due to the requirement that Peel Public Health approval is required prior to the issuance of a new licence, Enforcement staff will not commence enforcement of the new provisions of the Business Licensing By-law for an additional four months from the date the by-law comes into force and effect. This will provide sufficient time for Peel Public Health to conduct the estimated 700 inspections that would be required to be undertaken. Enforcement staff will then initiate proactive follow-up to ensure the identified personal services settings obtain the required licence. Moving forward, staff recommend that the new class of license be investigated and enforced on a reactive basis to complaints received, as currently done for businesses requiring a licence under the Business Licensing By-law.

**FINANCIAL IMPACT:** Personal Services Settings are not currently required to be licensed under the Business Licensing By-law, and therefore are not subject to regular inspection. Peel Public Health have identified that there are approximately 700 personal services settings in the City of Mississauga. These facilities are dispersed throughout the City and it has been calculated that the long-term effect on the need for an enforcement presence will be minimal, as Compliance and Licensing typically experiences a high rate of compliance with licensing by-laws.

There will be a financial impact related to the need to supply administrative support for the processing of initial licence and yearly renewals. Administrative staff are currently working at capacity and the inclusion of additional licences for processing, will require increased capacity identified in the 2014 Budget.

The 2014 Budget includes provision for one additional administrative staff person at a cost of approximately \$33,000, effective July 2014 (annualized cost approximately \$66,000) and additional licensing revenue of \$70,000.

**CONCLUSION:** Regional Council adopted Resolution 2011-1226 requesting the City of Mississauga license all personal services settings in consultation with Peel Public Health staff. Enforcement staff support the licensing of personal services settings to facilitate the identification, inspection and consistent enforcement standards of practise across the Region of Peel as set out in the Medical Officer of Health's report. Further, it is proposed that the amendments to the Business Licensing By-law be enforced as outlined in the Enforcement Action Plan.


**ATTACHMENTS:**

- Appendix 1: Draft by-law amending the Business Licensing By-law
- Appendix 2: Peel Region Medical Officer of Health Report dated October 25, 2011
- Appendix 3: Resolution 2011-1226

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Appendix 4: Letter to the City Manager dated January 4, 2012

Appendix 5: Letter to the Medical Officer of Health dated January 6, 2012



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

*Prepared By: Douglas Meehan, Manager, Compliance and  
Licensing Enforcement*

# APPENDIX 1

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## A by-law to amend the Business Licensing By-law 1-06, as amended, to license personal services settings

WHEREAS subsection 11(3) of the *Municipal Act*, 2001, S.O. c. 25 as amended, grants authority to municipalities to pass by-laws with respect to business licensing;

AND WHEREAS subsection 151(1) of the *Municipal Act*, 2001, c.25, as amended, states that a municipality may provide for a system of licences with respect to a business and may impose conditions as a requirement of obtaining, continuing to hold or renewing a licence for a business;

AND WHEREAS on November 24, 2011, the Council of the Regional Municipality of Peel passed resolution 2011-1226, requesting that City of Mississauga be required to license personal services settings, in consultation with Peel Public Health staff;

AND WHEREAS the Council of the City of Mississauga considers it desirable to amend the Business Licensing By-law 1-06, as amended, to license and regulate the operation of personal services settings;

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

1. That section 1 of By-law 1-06, as amended, is hereby amended by adding the following terms and definitions in alphabetical order:

**"Personal Services Setting"** means any building, structure or other location that provides customers with services such as, but not limited to: hairdressing and barbering, tattooing and body piercing, manicure/pedicure services, removing hair by electrolysis, removing hair by waxing, skin care, providing facial treatments and any other aesthetic service where substances, instruments, tools or other equipment are applied to any part of the human body for purposes of aesthetic or cosmetic treatment, where there is a risk of exposure to blood.

2. That section 2 of By-law 1-06, as amended, is hereby amended by adding the following subsection:

(cc) own or operate a Personal Services Setting;

3. That schedule 1 of By-law 1-06, as amended, is hereby amended by adding the following:

<u>TYPE OF LICENCE</u>	<u>NEW</u>	<u>RENEWAL</u>
Personal Services Setting	\$200.00	\$180.00

4. That schedule 2, of By-law 1-06, as amended, is hereby amended by adding the following to subsection 1(1):

Schedule 29 Personal Services Setting

5. That By-law 1-06, as amended, is hereby amended by adding schedule 29 attached hereto as Appendix A.
6. That the amendments to By-law 1-06, as amended, set out herein shall come into force and effect on April 1, 2014.

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ENACTED AND PASSED this      day of      , 2013.

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MAYOR

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CLERK

## Appendix A

SCHEDULE 29  
PERSONAL SERVICES SETTINGS

1. For the purpose of this Schedule:
  - (1) **"Best Practices Document"** means *Infection Prevention and Control Best Practices for Personal Services Settings* as set out in current and any other applicable guidelines or standards established by the Province of Ontario or the Medical Officer of Health;
  - (2) **"Invasive Service"** means a service that involves the penetration of skin, such as, but not limited to, tattooing, ear lobe piercing, body piercing, body modification, electrolysis and micropigmentation;
2. Any Person who provides medical or therapeutic treatment in their capacity as a duly authorized member of a College of Health profession as set out in schedule 1 to the *Regulated Health Professions Act*, 1991, S.O. 1991, c.18 is exempt from all licensing requirements to own or operate a Personal Services Setting under this by-law.
3. Every application for a new Licence to own or operate a Personal Services Setting under this by-law and in accordance with this schedule shall be accompanied by evidence of completion of a satisfactory health inspection dated within the last 120 days, issued and signed by the Medical Officer of Health or their authorized designate.
4. Every Owner and/or Licencee of a Personal Services Setting shall comply with:
  - a. this by-law,
  - b. any other law or by-law, including any Region of Peel by-law; and
  - c. any applicable Provincial guidelines or standards including the Best Practices Document.
5. Every Owner and/or Licencee of a Personal Services Setting shall:
  - a. ensure that the licenced premises is kept in a clean, neat and sanitary condition;
  - b. provide at all times, in the Personal Services Setting, an adequate supply of hot and cold water for hand washing, operating, and cleaning purposes;
  - c. ensure that the floors, walls, and ceilings of the Personal Services Setting are made of materials that can be easily cleaned and that the said floors, walls, and ceilings are kept in a clean condition at all times; and
  - d. Provide proof of general liability insurance showing a minimum of \$2,000,000.00 coverage
6. Every Owner and/or Licencee of a Personal Services Setting shall maintain a record of all Invasive Services on site for a minimum of one year and on file for a minimum of five (5) years and the record shall include:
  - a. Name, address and telephone number of client;
  - b. Name of service provider;
  - c. Date of procedure; and
  - d. Description of procedure

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## APPENDIX 2

HE-D3-1



**REPORT**  
**Meeting Date: November 24, 2011**  
Regional Council

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DATE: October 25, 2011

REPORT TITLE: **LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH INSPECTION SERVICES**

FROM: Janette Smith, Commissioner of Health Services  
David L. Mowat, MBChB, MPH, FRCPC, Medical Officer of Health

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### RECOMMENDATION

**That the City of Mississauga be requested to license personal services settings, in consultation with Peel Public Health staff;**

**And further, that the Town of Caledon be requested to expand their current tattoo and piercing licensing by-law to include other types of personal services settings, in consultation with Peel Public Health staff;**

**And further, that fees for inspection services by Peel Public Health not be imposed at this time.**

### REPORT HIGHLIGHTS

- The Ontario Public Health Standards (2008) require regular inspection of a variety of private and public sector enterprises for the purpose of public health protection and disease prevention.
- Personal services settings are businesses where aesthetic services such as body piercing, tattooing, hairdressing, barbering, manicure, pedicure and other services are provided. Public health inspections help to reduce the risk of acquiring infections and blood-borne diseases from these services.
- Personal services settings operators are not required to notify the Medical Officer of Health of their intention to operate.
- Municipal licensing of all personal services settings facilitates the identification, inspection and enforcement of standards of practice.
- Currently, all personal services settings are licensed by the City of Brampton; tattooing and body piercing establishments are licensed by the Town of Caledon; no personal services settings are licensed by the City of Mississauga.
- A consistent approach to licensing would allow for consistent enforcement of standards of practice across the Region.
- Most of public health inspection services are intended to be cost-shared 75:25 per cent provincial:municipal, while some are 100 per cent provincially funded services. No fees are currently charged for inspection services.



October 25, 2011

**LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH  
INSPECTION SERVICES**

**DISCUSSION**

**1. Background**

At the February 10, 2011 meeting of Regional Council the Medical Officer of Health was requested to communicate with area municipal licensing departments to request that the cost of health inspections be incorporated within the licensing fee and to require the licensing of all tattoo and body piercing establishments. In addition, the Medical Officer of Health was further requested to report to a future meeting of Regional Council on the feasibility of recovering health inspection costs related to inspections of private sector enterprises.

The Ontario Public Health Standards (2008) require regular inspection of a variety of private and public sector enterprises for the purpose of public health protection and disease prevention. Businesses and services under inspection include:

- food premises
- public swimming pools, spas, wading pools and splash pads
- bathing beaches
- tobacco vendors
- personal services settings including tattoo, body piercing, manicurists/pedicurists, hair salons
- small drinking water systems
- boarding and lodging homes

Most of these inspection services are intended to be cost-shared 75:25 per cent provincial:municipal, while some are 100 per cent provincially funded services.

Currently, fees for Peel Health, Environmental Health services are limited to food handler training and certification courses, materials and exams, and marijuana grow-op investigations. No fees are currently charged for inspection services.

The area municipalities currently charge an annual licensing fee for a number of different businesses under inspection by Peel Public Health staff. However, the licensing by-laws and fees vary significantly from municipality to municipality.

**2. Findings**

**a) Licensing of Personal Services Settings**

With respect to the licensing of tattoo and body piercing establishments, the City of Brampton and Town of Caledon currently require these establishments to hold a municipal license.

Town of Caledon By-law 2010-062 requires that no person shall engage in or carry on any business that conducts tattoo or piercing procedures unless that person is licensed in accordance with the by-law. The by-law does not apply to other types of personal services settings such as barbers, hair salons, manicure or pedicure services. In addition, the Town of Caledon by-law is supported by an approved schedule of set fines which allows for offence notices to be issued for areas of non-compliance.

October 25, 2011

**LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH INSPECTION SERVICES**

In Brampton, Schedule S-27 to Licensing By-law 1-2002 requires that a license be obtained by every person who owns or operates a business which offers personal aesthetic procedures. Personal aesthetic procedures are defined as any procedures that contact intact or non-intact skin, or which penetrate skin, and include shaving, tattooing, piercing, manicures and pedicures.

Both the Town of Caledon by-law and the City of Brampton by-law outline sanitation, equipment, documentation and record keeping and record retention requirements which are also included in the **Inspection Prevention and Control Best Practices for Personal Services Settings** (Ministry of Health and Long-Term Care, January 2009). In addition, both by-laws require that all procedures and handling of equipment and instruments conforms to all applicable guidelines established by the Province of Ontario and the Medical Officer of Health. The inclusion of these requirements allows Town of Caledon, City of Brampton and Peel Public Health staff to collaborate on charges for non-compliance. Both by-laws also impose a requirement for proof of general liability insurance for all establishments offering tattooing services. In addition, the Town of Caledon by-law requires proof of liability insurance for piercing services.

Mississauga does not currently license personal services settings. Mississauga Compliance and Licensing Enforcement staff indicate that the by-law amendments required to license such establishments are not currently in their work plan.

Personal services settings operators are not required to notify the Medical Officer of Health of their intention to operate and can establish their business without notifying public health. In addition, the standards for personal services settings which currently inform public health inspections are provincial guidelines which cannot be enforced. The City of Brampton and Town of Caledon licensing by-laws codify important sections of the provincial guidelines, thus enabling enforcement through collaboration between Peel Public Health and City of Brampton or Town of Caledon staff.

A consistent approach to licensing would allow for consistent enforcement of standards of practice across the Region of Peel.

**b) Charging Fees for Public Health Inspections**

There is ample literature discussing the concept, advantages and disadvantages of charging fees for public health and health care services. With respect to public health, a recurrent theme is that services related to population health should be tax revenue supported (e.g. immunization to prevent epidemics), while services that are of benefit to a narrower portion of population could be considered for cost-sharing between tax supported and fee for service. Examples of this might include food handler training courses or vaccines that provide health protection for an individual or small group rather than the population as a whole.

It could be argued that mandatory public health programs, including the inspection of personal services settings, do benefit the broader community as much or more than they benefit the individual business operator and patrons alone.

October 25, 2011

**LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH INSPECTION SERVICES**

Moreover, the Ministry of Health and Long-Term Care (MOHLTC) Program Based Budget User Guide provides clear direction on charging user fees. The Guide indicates that boards of health may, pursuant to the *Municipal Act, 2001*, charge user fees for mandatory and related programs as long as charging for the service is not specifically prohibited by a regulation. There are currently no provincial regulations specifically prohibiting the charging of fees for public health services.

However, where a board of health elects to charge a user fee all revenue collected must be offset against the expense before the subsidy is applied. This is consistent for all areas with funding from the MOHLTC. By way of example, assuming 75:25 percent cost sharing, a \$100,000 program would attract a \$75,000 subsidy and leave \$25,000 for the tax levy. If \$20,000 in user fees were charged, the total expense would drop to \$80,000, with the subsidy dropping to \$60,000 and the tax levy to \$20,000. This results in the province benefiting significantly more from the user fee than the municipality.

In addition, the administrative costs associated with collecting the fees would be at the expense of the municipality.

**c) Other Considerations**

The MOHLTC Program Based Budget User Guide suggests that the following considerations also be taken into account when determining whether or not to charge user fees for mandatory programs:

- the impact on the public (i.e. spectrum of public benefit versus public harm);
- the impact on low-income or other special-needs populations (e.g. affordability and accessibility);
- only charging for the recovery of direct costs;
- directing the revenue back to the program to enhance public safety;
- ensuring revenue received exceeds the cost of its collection; and
- ensuring the user fee is not deemed to be an indirect tax.

A scan of other Greater Toronto Area health units revealed that none charge a fee for inspection services. Implementing inspection fees in Peel would not likely be well received by small business owners, particularly during the current economic climate.

**3. Proposed Direction**

Based on the considerations alluded to in this report it is not recommended that fees for inspection services be imposed at this time.

With respect to the licensing of all tattoo and body piercing establishments, it is recommended that the City of Mississauga and Town of Caledon in consultation with Peel Public Health staff, develop a plan to license all personal services settings.

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October 25, 2011

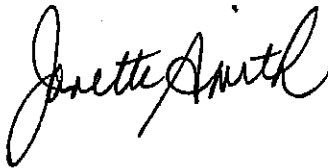
**LICENSING OF PERSONAL SERVICES SETTINGS AND FEES FOR PUBLIC HEALTH INSPECTION SERVICES**

**FINANCIAL IMPLICATIONS**

Inspections of personal services settings are currently budgeted for in the Peel Public Health budget and are cost-shared with the Ministry of Health and Long-Term Care. No changes in services are anticipated and therefore no changes in the Council approved budget would be required.

**CONCLUSION**

For the reasons outlined in this report it is not recommended that a fee be imposed for inspection of personal services settings or other businesses under inspection by Peel Public Health. It is recommended that consistent personal services settings licensing by-laws be established in the Region of Peel. Therefore, it is recommended that the City of Mississauga license all personal services settings and the Town of Caledon enhance their current licensing by-law to include other types of personal services settings.



Janette Smith  
Commissioner of Health Services



David L. Mowat, MBChB, MPH, FRCPC  
Medical Officer of Health

**Approved for Submission:**



D. Swarc, Chief Administrative Officer

*For further information regarding this report, please contact Paul Callanan at extension 2802 or via email at paul.callanan@peelregion.ca.*

c. Legislative Services  
 Manager, Financial Support Unit (FSU)

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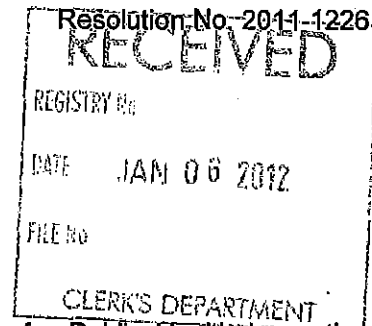
Council KJg 4r



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

January 4, 2012

Ms. Crystal Greer  
City Clerk  
City of Mississauga  
300 City Centre Drive  
Mississauga ON L5B 3C1



Dear Ms. Greer:

Subject: Licensing of Personal Services Settings and Fees for Public Health Inspection Services

I am writing to advise that Regional Council approved the following resolution at its meeting held on November 24, 2011:

"That the City of Mississauga be requested to license personal services settings, in consultation with Peel Public Health staff;

And further, that the Town of Caledon be requested to expand their current tattoo and piercing licensing by-law to include other types of personal services settings, in consultation with Peel Public Health staff;

And further, that fees for inspection services by Peel Public Health not be imposed at this time".

The above resolution is provided, on behalf of Regional Council, for your information.

Sincerely,

Curtiss Law  
Legislative Specialist

CL:tr

c: Janette Smith, Commissioner of Health Services  
Dr. David Mowat, Medical Officer of Health

45

## APPENDIX 4



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

January 4, 2012

Resolution No. 2011-1226

Janice M. Baker, CA  
City Manager and Chief Administrative Officer  
City of Mississauga  
300 City Centre Drive  
Mississauga, ON L5B 3C1

Dear Ms. Baker:

Subject: Licensing of Personal Services Settings and Fees for Public Health Inspection Services

I am writing to advise that Regional Council approved the following resolution at its meeting held on November 24, 2011:

"That the City of Mississauga be requested to license personal services settings, in consultation with Peel Public Health staff;

And further, that the Town of Caledon be requested to expand their current tattoo and piercing licensing by-law to include other types of personal services settings, in consultation with Peel Public Health staff;

And further, that fees for inspection services by Peel Public Health not be imposed at this time."

Personal service settings have the potential to place the health of the City's residents at risk. Peel Public Health inspects these businesses, as required by the *Health Protection and Promotion Act* and the Ontario Public Health Standards, but is able to do so only if businesses can be identified. A system of licensing, similar to that in place in Brampton, would facilitate complete coverage by our inspectors.

I am writing to you at the request of Regional Council, to request that the City of Mississauga license personal services settings. Staff from Peel Public Health would be pleased to meet with Mississauga staff to assist with this issue.

---

**Health Services**

7120 Hurontario St., PO Box 667 RPO Streetsville, Mississauga, ON L5M 2C2  
Tel: 905-799-7700 peelregion.ca

**Public Health**

Office of the Medical Officer of Health

Thank you for considering this request.

Sincerely,



David L. Mowat, MBChB, MPH, FRCPC  
Medical Officer of Health

- c: Janette Smith, Commissioner of Health Services
- Paul Callanan, Director of Environmental Health
- Dr. Eileen de Villa, Associate Medical Officer of Health
- Curtiss Law, Legislative Services

---

**Health Services**

7120 Hurontario St., PO Box 667 RPO Streetsville, Mississauga, ON L5M 2C2  
Tel: 905-799-7700 peelregion.ca

**Public Health**

Office of the Medical Officer of Health

44

Transportation and Works Department  
Enforcement Division

City of Mississauga  
300 City Centre Dr  
MISSISSAUGA ON L5B 3C1



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January 6, 2012

Mr. David L. Mowat, MBChB, MPH, FRCPC,  
Medical Officer of Health  
Region of Peel  
7120 Hurontario St.  
PO Box 667 RPO Streetsville  
Mississauga, Ontario  
L5M 2C2

Dear Mr. Mowat:

**Re: Licensing of Personal Services Settings and Fees for Public Health Inspection Services**

This is further to your letter of January 4, 2012 to Ms. Janice Baker, City Manager and Chief Administrative Officer, City of Mississauga, where on behalf of Regional Council you requested that the City of Mississauga license personal services settings.

In 2012, we will be reviewing and updating the City's Business Licensing By-law 1-06, and will be bringing forward a Corporate Report to Council recommending that the revised by-law be approved. As part of this update, the by-law will be amended to include the licensing of personal services settings.

I appreciate your offer to have staff from Peel Public Health meet with Mississauga staff to assist with this issue. When we commence our review of the Business Licensing By-law, we will meet with your staff and take advantage of their expertise in this area.

Yours truly,

Mickey Frost  
Director, Enforcement

cc: Janice Baker, City Manager and Chief Administrative Officer  
Martin Powell, Commissioner, Transportation and Works  
Douglas Meehan, Manager, Compliance and Licensing Enforcement





# Corporate Report

Clerk's Files

5.

Originator's  
Files

MG.23.REP

---

**DATE:** November 8, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

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

**SUBJECT:** **Application of Noise Attenuation Barrier Policy for 157 Achill Crescent under Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges - Priority Lien Status (Ward 7)**

General Committee

DEC 04 2013

- 
- RECOMMENDATION:**
1. That a new noise barrier be constructed under the Mississauga Noise Barrier Retrofit Program along the south side of Central Parkway West from approximately 25 metres (82 feet) east of Achill Crescent to a point approximately 25 metres (82 feet) easterly, in accordance with the Corporate Policy 09-03-03 Noise Attenuation Barriers on Major Highways, subject to Council approval of the noise barrier program funding proposed in the 2014 Capital Budget.
  2. That a by-law be enacted authorizing the dismantling and removal of the existing fence and installation of a 2.5 metre (8.2 feet) high wooden noise attenuation barrier along the south side of Central Parkway West from approximately 25 metres (82 feet) east of Achill Crescent to a point approximately 25 metres (82 feet) easterly, to be financed in accordance with Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges - Priority Lien Status, at an estimated cost to the City of

approximately \$17,500.00, with a 50% cost recoverable from the homeowner of \$8,750.00.

**BACKGROUND:**

A petition was received by the Office of the City Clerk on behalf of the homeowner at 157 Achill Crescent, requesting the dismantling and removal of the existing fence and construction of a noise attenuation barrier adjacent to Central Parkway West under a local improvement (see Appendix 1). The petition was certified by the Deputy Clerk as sufficient according to the requirements of Ontario Regulation 586/06. It was received by Council on February 6, 2013 and referred to the Transportation and Works Department for appropriate action.

**COMMENTS:**

The City of Mississauga's Noise Attenuation Barriers on Major Roadways Corporate Policy 09-03-03, as amended, requires that in addition to a petition from abutting residents, certain criteria be met for construction of a retrofit noise barrier as follows:

1. ***The noise level must be greater than 60dBA (leq. daytime\*)***

A noise level measurement completed on October 3, 2012 for the 16 hour period found a sound level in the Outdoor Living Area or rear yard at 157 Achill Crescent of 61.0 dBA. This level exceeds the minimum 60dBA requirement and therefore satisfies the noise level criteria.

\* ***Leq. means equivalent sound level***

\* ***Daytime means daytime average between 7:00AM-11:00PM***

2. ***The residential areas must be adjacent to arterial or major collector roads, as designated in the Official Plan***

The rear yard of 157 Achill Crescent is adjacent to Central Parkway West, which is designated as a major collector road.

3. ***Barriers must be installed on a complete block to ensure their effectiveness***

The proposed length of noise barrier adjacent to 157 Achill Crescent is considered a complete block.

To reduce the existing and ultimate noise from Central Parkway West to below the specified sound level of 60dBA (leq. daytime) in the rear yard of the subject property a noise barrier of 2.5 metres (approximately 8.2 feet) in height is required.

The noise barrier would be installed on City property adjacent to Central Parkway West from approximately 25 metres (82 feet) east of Achill Crescent to a point approximately 25 metres (82 feet) easterly. The location of the proposed noise wall is shown in Appendix 2.

The cost for a wooden noise attenuation barrier of 2.5 metres (8.2 feet) in height which meets City of Mississauga standards is estimated at \$700 per linear metre (\$213.41 per foot), which includes removal, disposal and installation costs. Final costs charged to the applicant will be the actual costs, plus administration and taxes, cost-shared between the homeowner and the City of Mississauga on a 50/50 basis in accordance with Corporate Policy 09-03-03. A summary of the estimated costs is provided in Appendix 3.

The total estimated cost of the work along Central Parkway West is \$17,500, or \$8,750 for each of the City and homeowner. In accordance with the City policy, the interest rate in effect at the time of construction will be applied to the homeowner's cost.

A public notice of the proposed local improvement by-law will be placed in the Mississauga News on December 11, 2013 and sent to the affected homeowner. A letter was sent by the Office of the City Clerk to 157 Achill Crescent abutting Central Parkway West, indicating that the property qualified under the City of Mississauga's Retrofit Program and of the associated costs.

Section 40 of Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges - Priority Lien Status, 2001, requires that before passing the by-law undertaking work, a report addressing the following items is required:

1. *A report as to the lifetime of the work*

The minimum lifetime expectancy for a properly installed wooden noise attenuation barrier meeting required specifications is approximately 20 years.

2. *A report as to reductions, if any, which ought to be made under Section 28 in respect of any lot and the aggregate amount of such reductions*

No reduction under section 28 of Ontario Regulation 586/06 of the Municipal Act, 2001, Local Improvement Charges - Priority Lien Status is being sought.

3. *An estimate of the cost of the work*

The estimated cost of the work along Central Parkway West is \$17,500. This is based on a length of approximately 25 metres (82 feet) at a cost of \$700 per linear metre (\$213.41 per foot).

4. *A statement of the share or proportion of the cost that should be borne by the land abutting directly on the work and by the Corporation respectively*

The estimated cost to be borne by the homeowner is \$8,750.00 for works along Central Parkway West.

5. *A statement as to the number of installments by which the special assessment should be made payable*

The installments will be made over a 20-year period unless a written request for a 10-year repayment term or a lump sum is received by the Deputy City Clerk by the property owners on or before **December 31, 2014**.

**FINANCIAL IMPACT:**

The supply and installation of the necessary noise attenuation barrier will be tendered by the City of Mississauga. Adequate funds are proposed in the 2014 Capital Budget.

**CONCLUSION:**

The 157 Achill Crescent site satisfies all criteria and requirements as identified in the City of Mississauga's Noise Attenuation Barrier

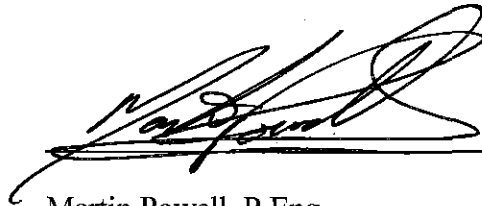
on Major Highways Policy 09-03-03 for the construction of a new noise barrier under the Retrofit Program.

**ATTACHMENTS:**

Appendix 1 – Petition - Local Improvement Charges

Appendix 2 – Location of Proposed Noise Attenuation Barrier

Appendix 3 – Cost Estimate for 157 Achill Crescent



Martin Powell, P.Eng

Commissioner of Transportation and Works

*Prepared By: Loudel Uy,*

*Roadway Programming Technologist*

5e

APPENDIX 1

Corporate Services  
Legislative Services Division  
City of Mississauga  
300 City Centre Dr  
MISSISSAUGA ON L5B 3C1



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February 7, 2013

Yogesh Bhadresa  
157 Achill Crescent  
Mississauga, Ontario L5B 1Z2

Re: Noise Wall Petition

Dear Yogesh Bhadresa

This is to advise that Mississauga Council at its meeting on February 6, 2013 received and referred your petition.

Your letter has been referred to the Transportation and Works Department for appropriate action.

Yours truly,

A handwritten signature in black ink, appearing to read "C. Radice".

**Carmela Radice**  
Legislative Coordinator  
Legislative Services Division  
Phone: 905-615-3200 Ext. 5426  
E-Mail: [carmela.radice@mississauga.ca](mailto:carmela.radice@mississauga.ca)

cc Martin Powell, Commissioner of Transportation and Works

**PETITION**

**LOCAL IMPROVEMENT CHARGES**

**Municipal Act, 2001, R.S.O. 2001  
Ontario Reg. 586/06**

We the undersigned owners hereby petition the Council of the Corporation of the City of Mississauga to construct under Ontario Regulation 586/06 of the Municipal Act, 2001, R.S.O. 2001, the following works as a local improvement:

**Description of Works:**

**The work will include dismantling and removal of existing fence and construction of a new noise attenuation wall having a height of 2.0m for approximately 20 meters (65.5 feet) along the side yard of 157 Achill Crescent property.**

Ontario Regulation 586/06 of the Municipal Act, 2001, R.S.O. 2001, states the following:

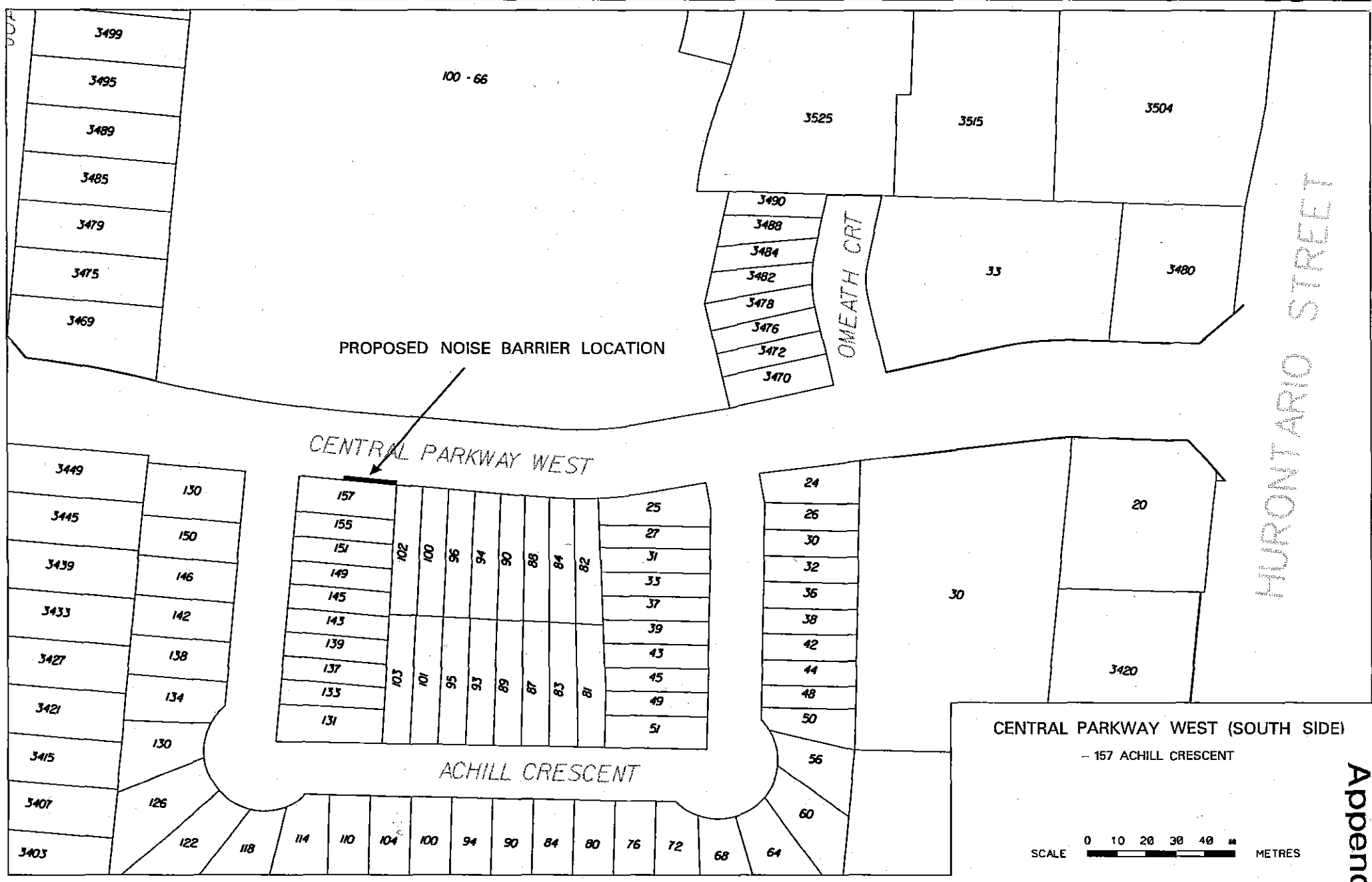
9. (2) A petition in favour of undertaking a work as a local improvement shall be signed by at least two-thirds of the owners representing at least one-half of the value of the lots liable to be specially charged for the work

10. (5) Where two or more persons are jointly assessed for a lot, in determining the sufficiency of a petition,

- (a) they shall be treated as one owner only; and
- (b) the majority of them must sign the petition for the petition to be determined sufficient.

Name of Petitioner (Owner)	Signature of Petitioner (Owner)	Property Address and Assessment Roll Number	Date	In Favour of Yes/No
Jogesh Bhadani Chhayaban Bhadani	<i>[Signature]</i>	157 Achill Crescent Mississauga L5B 1L2	11th Jan 2013	Yes Yes

Roll #  
05-04-0-143  
- 13200 - 0070 - 00



CENTRAL PARKWAY WEST (SOUTH SIDE)

- 157 ACHILL CRESCENT

SCALE 0 10 20 30 40 METRES



APPENDIX 3

2.5m High- WOOD NOISE WALL COST ESTIMATE						
				Construction Cost		
COLUMN				E	F	G
				Remove, Supply & Install		
Home Address	PIN	Lot#	Roll#	Main Wall Length (m)	Cost per linear meter	TOTAL COST (E x F)
157 Achill Crescent	05322700	34	21-05-040-143-13200-0000	25.00	\$700.00	\$17,500.00
<b>RESIDENTS TOTAL COST</b>						<b>\$8,750.00</b>
<b>CITY'S TOTAL COST</b>						<b>\$8,750.00</b>

**Note:**

- 1) Cost per linear meter is based on the previous tender pricing schedules.
- 2) Actual cost per linear meter will be determined at the time of tender.
- 3) Cost of Main wall is shared on a 50/50 bases between the owner and the City of Mississauga pending Council Approval.

55



# Corporate Report

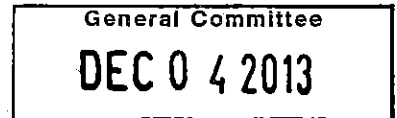
Clerk's Files

Originator's Files  
MG.23.REP  
T-94025,  
Phase 3B

6.

**DATE:** November 8, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013



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

**SUBJECT:** **Storm Water Management Development Charge Credits and Payment to be Granted to The Erin Mills Development Corporation, the Developer of the Proposed Industrial Subdivision T-94025, Phase 3B, Located South of Eglinton Avenue West, West of Ridgeway Drive (Ward 8)**

- RECOMMENDATION:**
1. That the Development Agreement for Plan T-94025, Phase 3B, located south of Eglinton Avenue West, west of Ridgeway Drive, provide a Storm Water Management Development Charge Credit in the amount of \$2,782,263.40, for the costs associated with the construction of the storm water management facility and storm sewer oversizing.
  2. That the Servicing Agreement for Plan T-94025, Phase 3B, located south of Eglinton Avenue West, west of Ridgeway Drive, indicate payment by the City of Mississauga to The Erin Mills Development Corporation in the amount of \$152,098.60, representing the difference between the total amount owed to the developer for the construction of the storm water management facility and associated land, and the total development charge credit available for this development.

**BACKGROUND:**

Appendix 1, attached, indicates the lands south of Eglinton Avenue West, west of Ridgeway Drive, owned by the developer of Plan T-94025, Phase 3B, The Erin Mills Development Corporation, 7501 Keele Street, Suite 500, Concord, Ontario, L4K 1Y2.

This development is now proceeding towards registration. In accordance with the City's Development Charges By-law, the developer will be required to pay a Storm Water Management Development Charge in the amount of \$2,782,263.40.

**COMMENTS:**

Under the terms of the proposed Servicing Agreement, the developer will be constructing a storm water management facility as well as constructing a trunk storm sewer varying in size from 1650mm (66 inches) to 2250mm (96 inches) in diameter, which will provide an outlet for external upstream lands and for servicing the subdivision. Under the City's Development Charges By-law, the developer is entitled to a Storm Water Management Charge Credit for 100% of the cost of constructing a storm water management facility and the cost of the incremental portion of any storm sewer in excess of 1500mm (60 inches) in diameter. The cost of constructing the above works has been estimated to be \$770,073.78 (\$582,742.39 for the storm water management facility and \$187,331.39 for the storm sewer in excess of 1500mm).

Also, in accordance with the Development Charges By-law, the City is required to compensate the developer for the value of the table lands on which the storm water management facility is located. In this instance, the table land area required for construction of this facility is 1.10 hectares (2.71 acres) in rounded numbers. The value used in calculating the credit for the land component of the storm water management facility for non-residential development has been established at \$1,976,880.00 per hectare (\$800,016.18 per acre). Therefore, the developer is entitled to an additional Storm Water Management Charge Credit in the amount of \$2,164,288.22 (1.0948 hectares at \$1,976,880.00 per hectare).

Based on the above costs incurred, the developer is entitled to a total Storm Water Management Charge Credit in the amount of

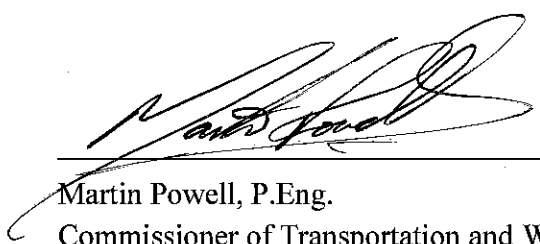
\$2,934,362.00 (\$770,073.78 plus \$2,164,288.22).

As the Storm Water Management Charge in the amount of \$2,782,263.40 owing with respect to this development is less than the Storm Water Management Charge Credit in the amount of \$2,934,362.00, the developer is entitled to payment from the City in the amount of \$152,098.60 (\$2,934,362.00 less \$2,782,263.40).

**FINANCIAL IMPACT:** Funding is available in the Development Charge Account, Storm Water Management Reserve Fund #31350.

**CONCLUSION:** The developer is constructing a storm water management facility as well as oversizing storm sewers to accommodate their development and upstream lands. As these works are included in the City's Development Charges By-law, the developer is entitled to receive full compensation for the construction, and the cost of the storm sewer in excess of 1500mm (60 inches in diameter). In addition, the developer is entitled to full compensation for the table land on which the storm water facility is located, as this land cost is also included in the Development Charges By-law.

**ATTACHMENTS:** Appendix 1: Site Location Map



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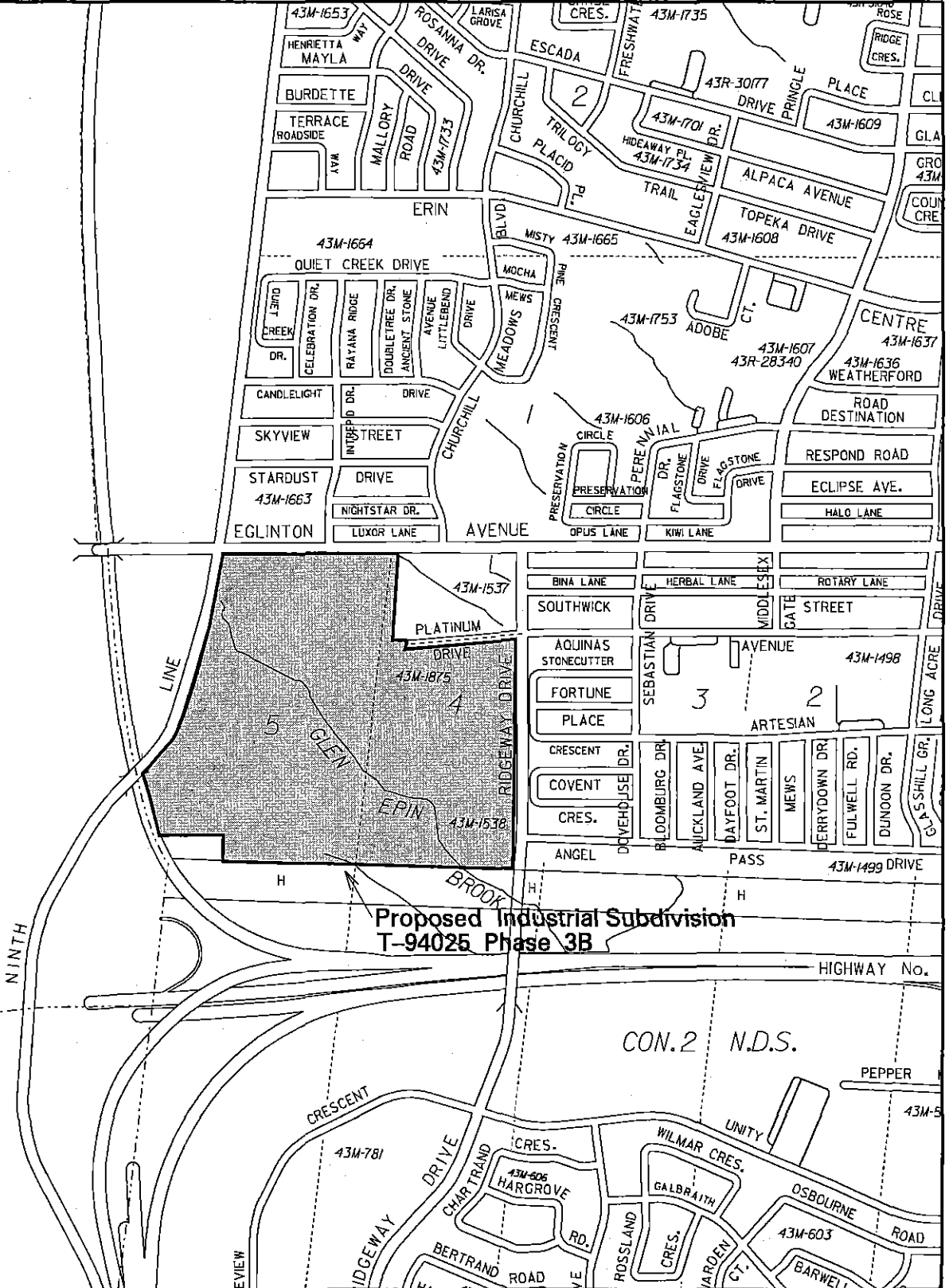
Martin Powell, P.Eng.

Commissioner of Transportation and Works

*Prepared By: Ken Franklin, C.E.T.  
Servicing Agreement Coordinator  
Development Engineering*

6c

TOWN OF MILTON



**Proposed Industrial Subdivision  
T-94025 Phase 3B**

CON.2 N.D.S.

Highway No.



**Transportation and Works**

**Transportation & Infrastructure Planning**

**Proposed Industrial Subdivision  
T-94025 Phase 3B  
Appendix #1**

SCALE FOR REDUCED DRAWINGS



# Corporate Report

Clerk's  
Files

Originator's Files 43M-1758  
CD.06.MOL  
43M-1777

7.

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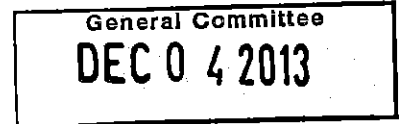
**DATE:** November 14, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

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

**SUBJECT:** Assumption of Municipal Works (Wards 7, 8 and 11)

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**RECOMMENDATION:** That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1758, Cabot Trail Estates Ltd (lands located north of Derry Road West, south of Comiskey Crescent, east of McLaughlin Road and west of the Fletcher Creek, in Z-52, known as the Derrydale Drive & McLaughlin Road Subdivision) and that the Letter of Credit in the amount of \$1,675,765.31 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.

43M-1758 (Ward 11)

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for CD.06.MOL, Mr. Gino Molinaro O/A Molinaro's Fine Italian Foods Ltd., (lands located north of the Queen Elizabeth Way, south of the Queensway West, east of Stavebank Road and west of Hurontario Street in Z-15, known as 213 Isabella Avenue), and that the Letter of Credit in the amount of \$49,300.00 be returned to the developer.

CD.06.MOL (Ward 7)

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Servicing Agreement for 43M-1777, Jungfrau Developments Limited (lands located north of Dundas Street West, south of Burnhamthorpe Road West, west of the Credit River and east of Mississauga Road in Z-24, known as Jungfrau Subdivision), and that the Letter of Credit in the amount of \$235,000.00 be returned to the developer and that a by-law be enacted to establish the road allowances within the Registered Plan as public highway and part of the municipal system of the City of Mississauga.

43M-1777 (Ward 8)

**BACKGROUND:**

The developers identified on the attached Table of Assumptions (Appendix 1) have complied with all the requirements of the Servicing Agreement and Municipal Works Agreement for the installation of the municipal services.

**FINANCIAL IMPACT:**

With the assumption of the Derrydale Drive & McLaughlin Road Subdivision (43M-1758) the City will now be required to provide maintenance of newly constructed storm sewers, a stormwater management facility, and 2.53 lane kilometres (8300 feet) of roadway.

With the assumption of the sanitary sewer extension for 213 Isabella Avenue, (CD.06.MOL), there will be no financial impact to the City.

With the assumption of the Jungfrau Subdivision (43M-1777), the City will now be required to provide maintenance of newly constructed storm sewers and 0.132 lane kilometres (433 feet) of roadway.

**CONCLUSION:**

It is in order for the City to assume the municipal works within the sites identified on the attached Table of Assumptions (Appendix 1).

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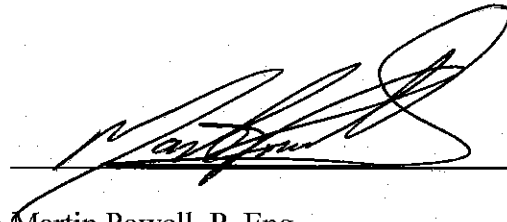
**ATTACHMENTS:**

Appendix 1: Table of Assumptions

Appendix 2: Approximate location of the Derrydale Drive & McLaughlin Road Subdivision

Appendix 3: Approximate location of 213 Isabella Avenue

Appendix 4: Approximate location of the Jungfrau Subdivision



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Martin Powell, P. Eng.

Commissioner of Transportation and Works

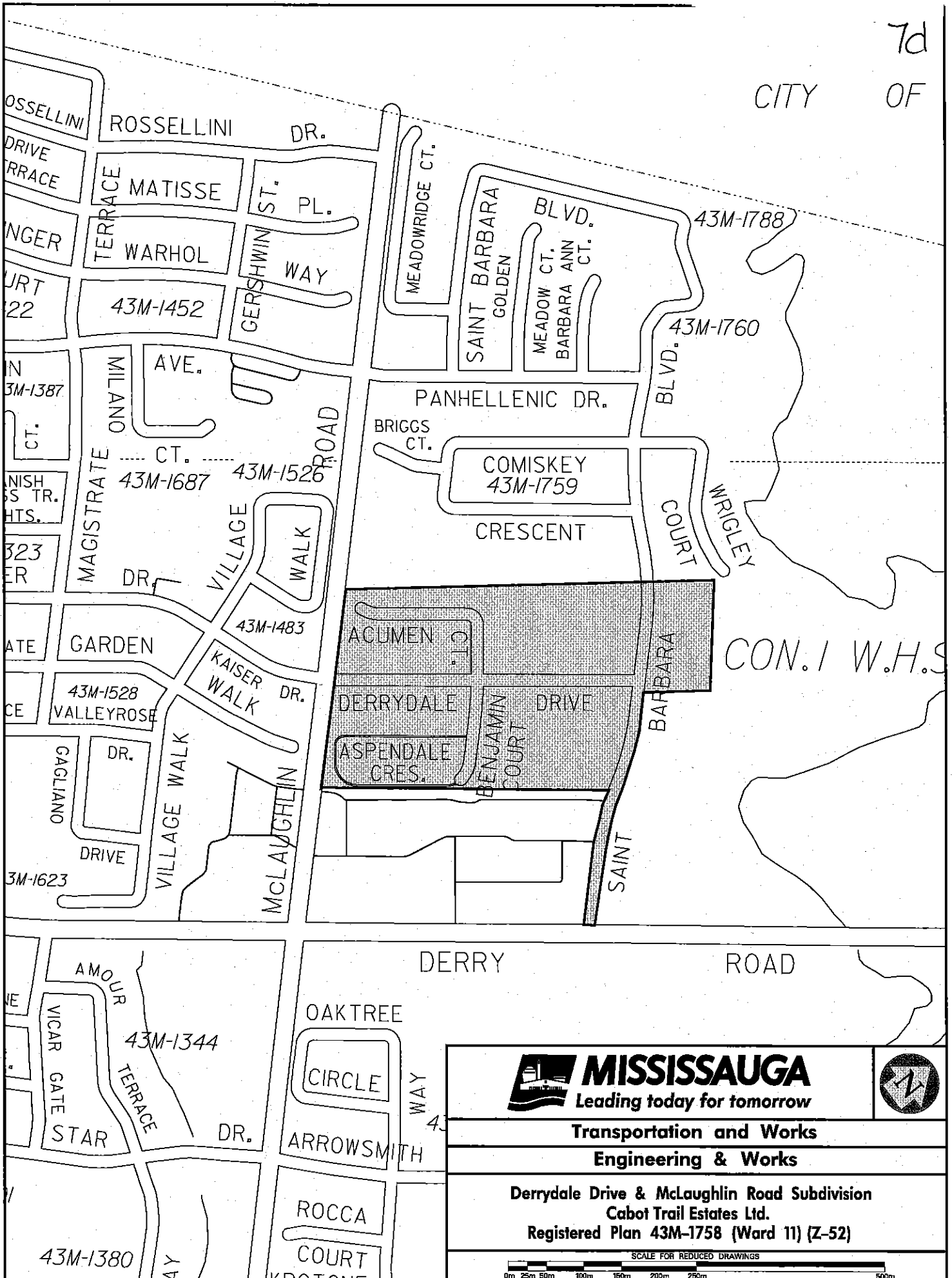
*Prepared by: Silvio Cesario, P.Eng.,*

*Acting Manager, Development Construction*



## TABLE OF ASSUMPTIONS

PLAN/FILE REFERENCE #	LOCATION	DEVELOPER ADDRESS	SERVICING AGREEMENT DATE	SECURITIES TO BE RELEASED
43M-1758	North of Derry Road West, south of Comiskey Crescent, east of McLaughlin Road and west of the Fletcher Creek (Z-52)	Cabot Trail Estates Ltd 80 Tiverton Court, Suite 300 Markham, ON L3R 0G4  Attention: Mr. Randy Eadie	August 1, 2007	\$1,675,765.31  (Cancel Insurance)
CD.06.MOL	North of the Queen Elizabeth Way, south of the Queensway West, east of Stavebank Road and west of Hurontario Street (Z-15)	Mr. Gino Molinaro O/A Molinaro's Fine Italian Foods Ltd 2345 Stanfield Road, Unit 50 Mississauga, Ontario, L4Y 3Y3  Attention: Mr. Gino Molinaro	February 10, 2010	\$49,300.00  (Cancel Insurance)
43M-1777	North of Dundas Street West, south of Burnhamthorpe Road West, west of the Credit River and east of Mississauga Road (Z-24)	Jungfrau Development s Limited 1 Bradwick Drive Units 1 and 2 Concord , ON L4K 2T4  Attention: Mr. Randy Griffin	September 24, 2008	\$235,000.00  (Cancel Insurance)



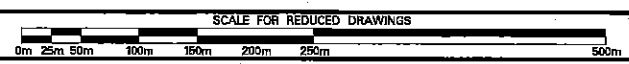
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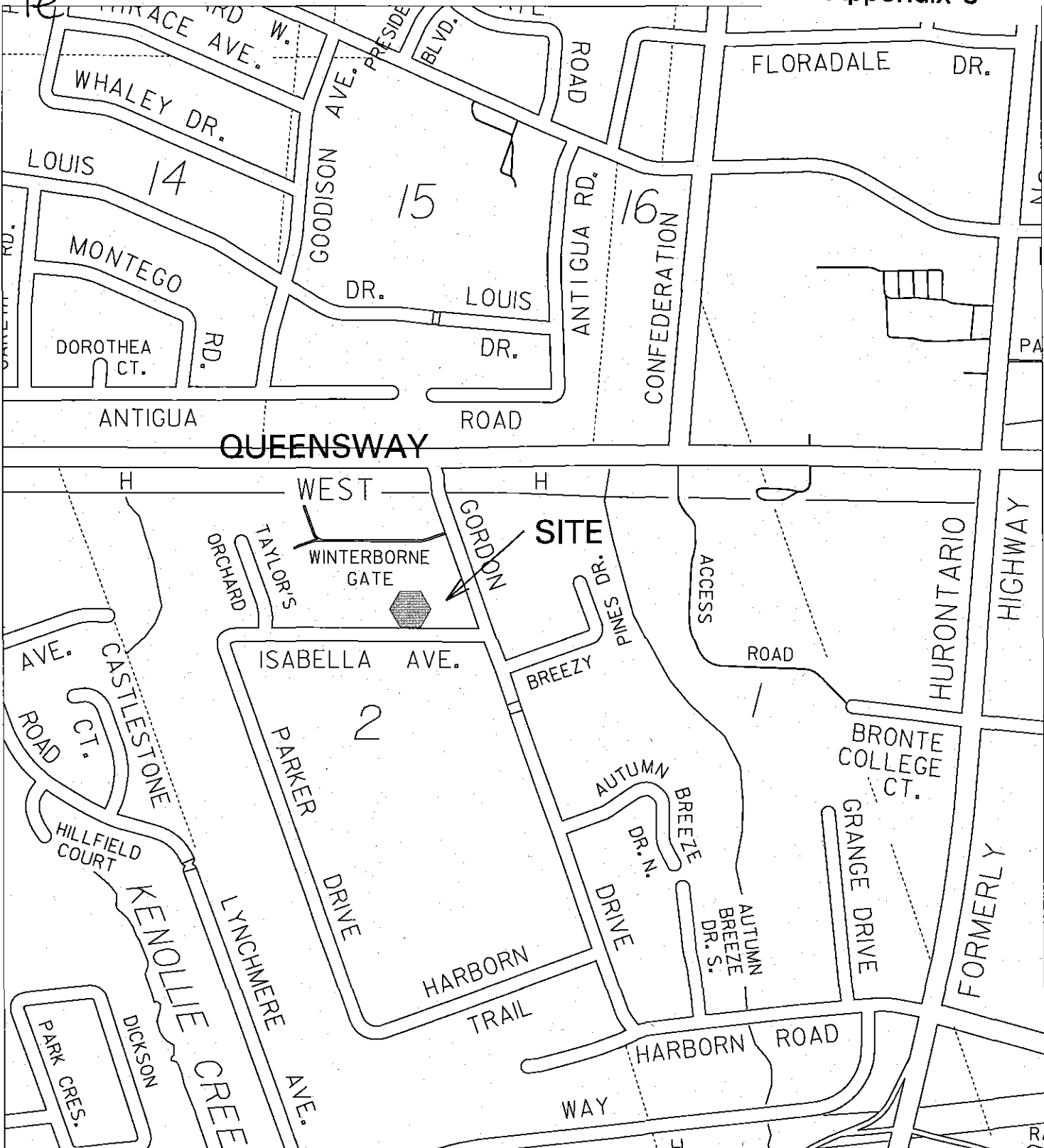
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 Leading today for tomorrow



**Transportation and Works  
 Engineering & Works**

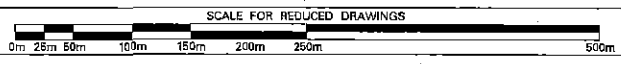
**Derrydale Drive & McLaughlin Road Subdivision  
 Cabot Trail Estates Ltd.  
 Registered Plan 43M-1758 (Ward 11) (Z-52)**

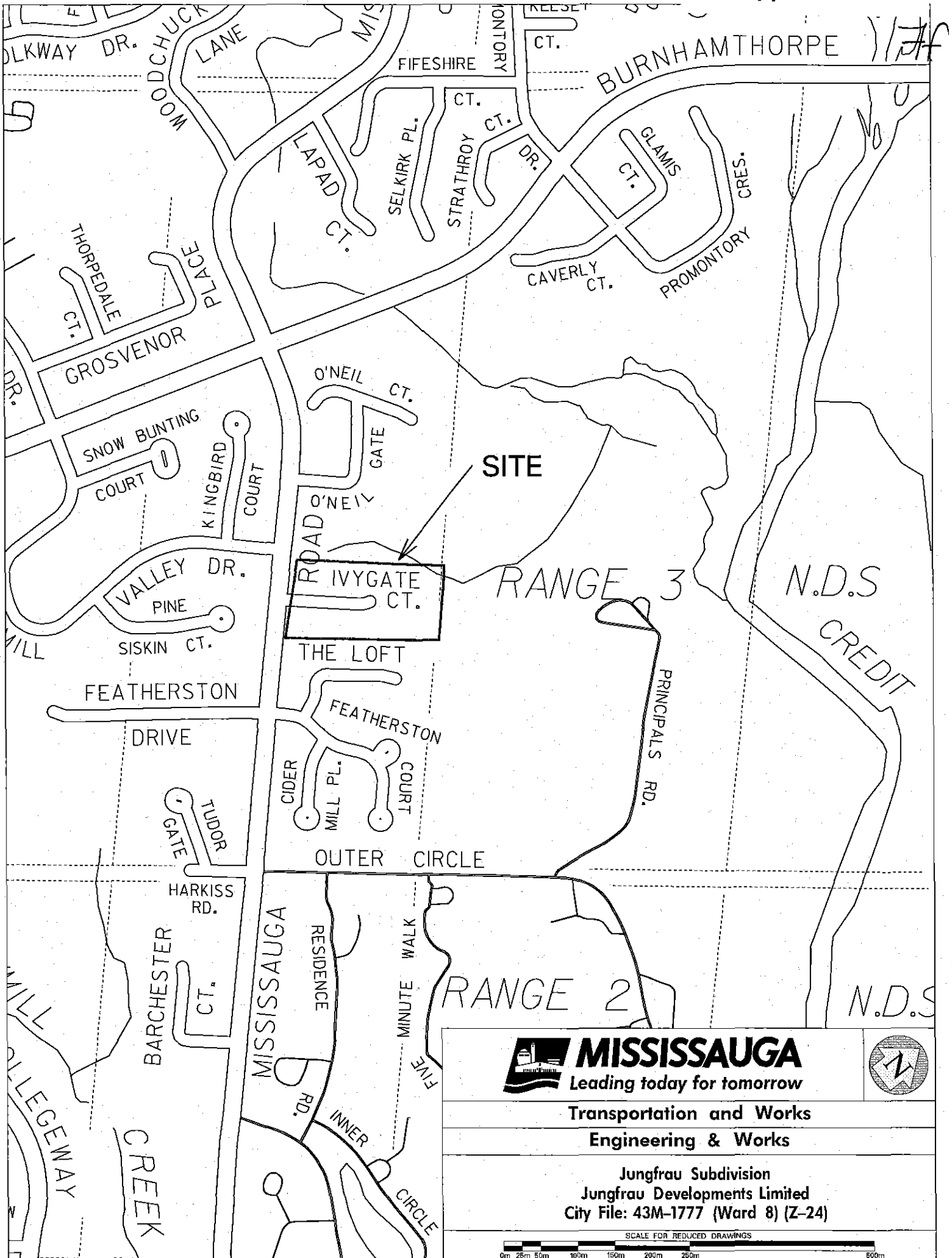




**Transportation and Works  
Engineering & Works**

213 Isabella Ave. – Municipal Works (Sanitary Sewer Ext)  
Gino Molinaro O/A Molinaro's Fine Italian Foods Ltd.  
City File No. : CD.06.MOL – (Ward 7) (Z-15)



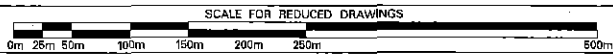


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 Leading today for tomorrow



Transportation and Works  
 Engineering & Works

Jungfrau Subdivision  
 Jungfrau Developments Limited  
 City File: 43M-1777 (Ward 8) (Z-24)





# Corporate Report

Clerk's Files

Originator's  
Files

8

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**DATE:** November 4, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

**SUBJECT:** **Establishment of an Older Adult Advisory Panel**

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General Committee

DEC 04 2013

- RECOMMENDATION:**
1. That an Older Adult Advisory Panel be established for the purpose of seeking citizen and stakeholder input in the planning and delivery of municipal services that impact older adults; and
  2. That the Older Adult Advisory Panel investigates and assists staff to pursue the designation of an Age Friendly City from the World Health Organization as outlined in the report dated November 4, 2013 from the Commissioner of Community Services.

**REPORT  
HIGHLIGHTS:**

- The purpose of the Older Adult Advisory Panel (OAAP) is to extend advice and support to staff in pursuit of four outcomes:
  - coordinate the annual Older Adult Educational Symposium;
  - assist in planning Senior Month Activities for the month of June;
  - provide input into Future Directions through participation in a community physical space review for current and future needs; and
  - pursue designation as an Age Friendly City from the World Health Organization (WHO).

- The OAAP will be comprised of 8 community members and 5 city staff representing each department.

**BACKGROUND:**

The City's Older Adult Plan (2008) was supported in principle by Council in February 2008. Recommendation 3A of the Older Adult Plan recommends that an Older Adult Advisory Committee with staff resources be established to assist in implementing the Older Adult Plan.

This report proposes a structure for such a panel to ensure residents' input in the development and continuous improvement of municipal older adult programs and services.

Staff reviewed similar committee models used in other municipal environments including Ottawa, Oakville, Halton, Waterloo, Vaughan, Edmonton, Calgary, Burlington, and Hamilton.

A growing number of cities worldwide are striving to plan for and better meet the needs of their older residents. Many neighbouring municipalities have created formal committee structures of citizens and staff to achieve this objective; these examples have been reviewed by Mississauga staff. Further, some Ontario municipalities (Ottawa, London, Waterloo, and Hamilton) have or are in the process of obtaining an Age Friendly City designation from the World Health Organization (WHO) – a top-tier international accreditation.

**COMMENTS:**

Many of the Older Adult Plan's recommendations have been implemented and reported to Council, most recently through the 2012 Report Card on Older Adults.

An outstanding recommendation is the formation of an OAAP to maintain the momentum of implementation outstanding recommendations and to renew planning efforts geared to ongoing service delivery for older adult residents. Staff have developed a work plan and governance structure for the OAAP. The principle components are highlighted below:

### Panel Organization

The Recreation Division's Community Development Coordinator for Older Adults will provide governance support and act as Chair of the OAAP. Member composition includes:

- Eight (8) community panel members from Mississauga, representing the cities geographic areas;
- One (1) staff member from Transportation and Works Department;
- One (1) staff member from Corporate Services Department (Accessibility Coordinator);
- One (1) staff member from City Planning and Building Department;
- Two (2) staff members from Community Services Department; and
- Two (2) City Councillors as Ex-Officio members to be determined by Council in 2015 after the OAAP's first full year of operation.

The term for each Community Panel Member will be two years and members may serve on the OAAP for a maximum of two consecutive terms.

The selection criteria for community panel members will include:

- Must be 55 years of age or older;
- Is prepared to represent the broader interests of the older adult population;
- Applications for the inaugural term of the OAAP will be reviewed by a staff selection committee. The Terms of Reference will outline the process for ongoing recruitment and selection. Every effort will be taken to recruit panel members that represent Mississauga's ethnic diversity and gender balance.

Staff will promote the existence of and recruitment process for the OAAP through a variety of media:

- Pylon signs and interior digital signage in all recreation facilities;
- Seniors club newsletters;

- Notices to existing seniors clubs and affiliated groups; and
- Community agency websites and newsletters (i.e. CARP, ZOOMERS and Community Support Services groups).

The OAAP will not report directly to Council; however, status reports on the OAAP's activities will be included in the Recreation Division's regular updates on the Older Adult Plan.

#### Proposed Panel Work Plan

The OAAP provides an opportunity for information and advice to be exchanged between older adults and City staff, permitting informed decision making related to Older Adult programs and service delivery. The development of a multi-year work plan will be important to guide the panel's activity and focus. Key initiatives that will be advanced using the OAAP as an advisory group include:

- The City's submitting on to the WHO for the Age Friendly City designation;
- Planning and assisting in the Older Adult Educational Symposium;
- Organizing events for "June is Seniors Month"
- Providing input to the 2014 Future Directions Master Plan as it relates to facilities and services geared to Older Adults
- The OAAP will review recommendations of the OAP that are the responsibility of other departments (ie: Transit), to ensure all city services are applying an "Age Friendly lens"

#### Age Friendly Designation

Pursuing an Age Friendly designation from the WHO in a manner that involves community and staff working together demonstrates the spirit and intent of the internationally-recognized program. Further, the Province of Ontario, Ontario's Senior's Secretariat is providing support and services to municipalities in Ontario that aspire to achieve Age Friendly designation.

Criteria must be met in the following eight categories.

- social participation;
- respect and social inclusion;



- civic participation and employment;
- communication and information;
- community support and health services;
- outdoor spaces and buildings;
- transportation; and
- housing

**STRATEGIC PLAN:** The OAAP is a demonstration of older adult residents engaging with municipal government to make improvements in service delivery and programming that impact older residents. The OAAP supports City Mississauga's Vision; "***belong*** – *ensuring youth, older adults and new immigrants thrive.*

**FINANCIAL IMPACT:** There is no direct financial impact related to this report.

**CONCLUSION:** The establishment of the Older Adult Advisory Panel will establish a new approach for information sharing and service planning between older adults and city staff leading to the pursuit of an Age-Friendly City designation from the WHO.



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Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

*Prepared By: Lorena Smith, Community Development Coordinator,  
Older Adults*



# Corporate Report

Clerk's Files

Originator's  
Files

9

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**DATE:** November 20, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

**SUBJECT:** **A Case for A Strong Neighbourhood Strategy**

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General Committee  
DEC 04 2013

**RECOMMENDATION:** That Council endorse the report entitled A Case for A Strong Neighbourhood Strategy, dated November 20, 2013 from the Commissioner of Community Services.

**REPORT  
HIGHLIGHTS:**

- Mississauga Recreation's Community Development Team of eight (8) members are active in almost all community-based, not-for-profit initiatives that require a relationship with or support from the City, including special events and festivals, youth and seniors clubs, targeted programming, neighbourhood improvement initiatives, inclusion, community engagement and service partnerships.
- Staff from the Region of Peel and Mississauga Recreation, with involvement from the United Way; have created a proposal to develop a Strong Neighbourhood Strategy that will rationalize community development supports to various neighbourhoods including those not traditionally supported.
- A Strong Neighbourhood Strategy will help to justify, rationalize and apply the right interventions, supports and measures that can be used by our respective organizations in the community development work that staff do.

**BACKGROUND:**

Community Development (“CD”) is a core service provided Mississauga’s Recreation Division and by most public recreation departments across the country. CD is the act of supporting individuals and organizations at a local level to mobilize their own assets - their passion, knowledge, skills and relationships - in support of building healthy communities and strong neighbourhoods.

Mississauga Recreation’s CD Team of 8 members are active in almost all community-based, not-for-profit initiatives that require a relationship with or support from the City, including special events and festivals, youth and seniors clubs, targeted programming, neighbourhood improvement initiatives, inclusion, community engagement and service partnerships such as the Square One Older Adult Centre, the Boys and Girls Club of Peel, Community Living Mississauga, Global 180 Youth Group and the Erin Mills Youth Center. A detailed list of the organizations the team is actively engaged with is noted in Appendix 1.

The CD Team has a lead role in advancing Mississauga’s Older Adult Plan and Youth Plan with dedicated staff in place to pioneer strategically aligned programs, partnerships and neighbourhood building events such as Carrassauga, Rebel Week, and Next Step to Active Living. CD staff also facilitate important engagement with the Mississauga Youth Advisory Council and the Senior’s Clubs.

The Community Grant Program and the Community Group Recognition Program (which establishes an affiliated or community group) are two important tools widely used by the CD Team to provide access to City resources and facilities at lower rates and ensure the services provided by these organizations benefit residents.

To date, in 2013, the CD Team has:

- Supported 165 parents/guardians requiring accommodation assistance for their children with a special need to participate in a summer camp program;
- Provided liaison assistance to 181 special events in across the City;
- Provided program support and assistance to 41 community initiatives;
- Administered over 300 active not-for-profit applications for

- affiliated or community group recognition; and
- Administered \$740,000 in community grant allocations approved by Council for 2013.

A defining characteristic and success of the present CD program is the broad, citywide impact it has had on not-for-profit organizations and their relationship with the City. As a direct result of our facilitated support, organizations using city facilities, fields and parks for festivals, events and other recreational activities demonstrate good governance, deliver quality programs and build volunteer capacity.

In recent years and in fast growth and urbanizing city, the CD Team has been asked to participate in and facilitate a number of neighbourhood building initiatives. Most often, these have been reactive to circumstances and situations that are stressors in a particular community. Partnerships, funding, interventions and other supports have been put in place to build stronger social capital. Successes in the past number of years include neighbourhood development in the Malton area, through the establishment of the Dixie-Bloor Neighbourhood Association, the Sheridan Library partnership, the Erin Mills Youth Centre as well as our work in a number of social housing communities such as Colonial Terrace.

While effective, what has lacked is a co-ordinated effort between levels of government and agencies in planning and funding this work. Measures are also not well established and expectations for sustainability in the agencies we work with, not identified. As a result, the 2010 Mississauga Summit advanced a more intentional and proactive approach to community development by recommending the need for a Neighbourhood Strengthening Strategy.

Consequently, staff from the Region of Peel and Mississauga Recreation, with involvement from the United Way, have created a proposal to develop a Strong Neighbourhood Strategy that may extend community development supports to neighbourhoods not traditionally supported and that may inform a redeployment of existing resources. Sharing of data, knowledge and a coordination of resources would be of benefit to all involved in this work.

This report outlines a rational and methodology for developing a Strong Neighbourhood Strategy.

9c

**COMMENTS:**

**The Case for a Strong Neighbourhood Strategy**

Neighbourhoods are always in a state of transition and transformation. Some have more challenges than others but all have assets. Leveraging these helps to improve the level of engagement and quality of life within the local neighbourhood, extending to the broader community.

In Peel Region and in Mississauga, the condition of local neighbourhoods is not viewed or assessed by common criteria. This approach would inform the need for community development services at a local level as well as broader neighbourhood planning strategies that can be replicated across the region.

Provincial and federal grant programs are increasingly geared to support targeted neighbourhood issues and often require local plans and assessment criteria to support applications (i.e. Ontario After School Program Funding). The United Way of Peel's Neighbourhood Development Fund is a recent local example of this.

In the absence of a shared understanding and strategy, the City lacks the projects, initiatives and neighbourhood readiness to be well positioned to advance and/or respond to funding opportunities that are designed to build local neighbourhood capacity.

Mississauga is at an interesting point in its maturity. With growth now becoming intensified and demographics changing and becoming more urbanized and highly diverse, that "sense of community identity" becomes vitally important in order to build local connections and support pro-social, civic engagement. A Strong Neighbourhood Strategy will help to justify, rationalize and apply the right interventions, supports and measures that can be used by our respective organizations in the community development work that staff do.

**Defining Neighbourhoods**

Neighbourhoods can be defined as a district within a community where residents live within proximity to each other and relate to common yet distinctive historical, social and physical characteristics. Mapping local assets such as schools, places of worship, community centres, parks and natural assets and demographic condition within a defined geography

has proven effective in other such research. For this study, we are able to apply this definition of neighbourhood to the character areas that were mapped in 2011.

In terms of indicators, the Social Determinants of Health will be used to inform a neighbourhood conditions assessment. These determinants are accepted as indicators of a community's overall conditions and include factors such as income, culture, social supports, physical and social environment, healthy child development and access to health services.

A Strong Neighbourhood Strategy is one that will support healthy communities across the city through partnerships, programs, services and facilities that support specific neighbourhood needs. The vision is that all of our neighbourhoods have strengthened social, economic and physical conditions, over time and through the necessary government, agency and business levers and investments.

### **Study Purpose Statement**

Develop and apply a neighbourhood conditions assessment to inform strategies that would be effective in building capacity within neighbourhoods in greater need of support

### **Study Approach**

The methodology incorporates best practices observed by other municipalities that have undertaken strong neighbourhood strategies and will:

- Validate the defined character areas in the City of Mississauga.
- Applying Social Determinants of Health data, indexing to the Mississauga average, develop a neighbourhood profile for each character area.
- Compile a summary document of best practices from 2-3 jurisdictions that have undertaken similar neighbourhood development strategies (i.e. Toronto, Hamilton and Ajax).
- Identify 5 character areas that have the highest rates of deviation from the Mississauga average and inventory community assets (services, funding, agencies, volunteer networks, community

organizations, service clubs, and physical infrastructure) that exist.

- Engage in neighbourhood conversations to validate strengths, challenges, opportunities related to the 5 character areas, identifying tangible local supports.
- Apply best practice and consultation results to inform recommendations on capacity building strategies within each of the neighbourhoods of focus (i.e. funding, programs, neighbourhood building initiatives/partnerships).
- Identify outcome indicators and measures that can be used to monitor change at the local level over time.
- Prepare a final report to Council as well as the Board of Directors of the United Way and key stakeholders.

**Deliverables:**

- A clear process to undertake neighbourhood conditions assessment that includes neighbourhood engagement and social capital data.
- Character areas within the City of Mississauga are mapped and assessed using Social Determinants of Health data.
- A summary of best practices to inform recommendations is compiled.
- 5 focus neighbourhoods are identified to initiate capacity building work.
- Recommendations informed by local agencies, government and residents that, if implemented, would serve to build local neighbourhood capacity.
- Character area maps for the balance of neighbourhoods to inform community development priorities.

**Collaborators**

The development of the strategy will involve City staff and service partners from other governments and agencies, including:

Steering Group

Region of Peel, City of Mississauga, United Way

Contributors

Peel Children and Youth Initiative, Boards of Education, Peel Poverty Reduction Steering Committee, Municipal Leadership Teams and United Way of Peel Region Board of Directors, Peel Newcomers Strategy Group, Peel Police

Consultative bodies

City/Regional Council, Local Neighborhood Associations, LHIN

Community Engagement

Focus groups within the identified neighbourhoods will be the method of engagement used to inform the study.

**STRATEGIC PLAN:**

Undertaking a Strong Neighbourhood Strategy aligns with and achieves objectives identified in the following strategic plans:

- Our Future Mississauga “Completing Our Neighbourhoods”
- 2010 Mississauga Summit’s “Big Idea”
- 2012’s renewed investment strategy for the United Way
- Region of Peel Community Investment Strategy, Neighbourhood Capacity Support Strategy

**FINANCIAL IMPACT:**

There is no direct financial impact associated with the recommendations of this report. The study objectives will be achieved using existing staff resources.

**CONCLUSION:**

Creating strong neighbourhoods has and will always matter to residents of Mississauga. The Community Development Team’s involvement in local neighbourhood initiatives has contributed to many successful projects and ongoing events that are a great source of community pride. The Strong Neighbourhood Strategy recommended in this report will focus future community development efforts in



99

neighbourhoods that demonstrate a readiness to support change and to be active participants in the process given the City's more limited human and financial resources. The continued impact of the City's investment in community and neighbourhood development cannot be underestimated in terms of helping to achieve a greater quality of life for all of our residents and businesses.

**ATTACHMENTS:**

Appendix 1: Community Development Initiatives



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Paul A. Mitcham, P.Eng., MBA  
Commissioner of Community Services

*Prepared By: Michael Cleland, Manager, Recreation Services*

Neighbourhood	Partners	Project name and Description
Clarkson - Ward 2	Culture, Clarkson CC	Minute movies - pilot project with a skateboard audience for youth/arts week. "mobile minute movie" using film techniques, final products put on web
Clarkson and Port Credit - Ward 1 and 2	Skate for Jake, CCAP, The Dam, Clarkson CC, Port Credit Arena, West 49	Skateboard Series – skateboard “friendly” competition for youth (2k per location) in partnership with local community stakeholders promoting neighbourhood, safe riding and respect for your “hood”.
Clarkson - Ward 2	Clarkson SS, Peel Board of Education, and Clarkson CC	Substance Abuse Incentives - menu of program incentives offered to students who complete the Peel Board of Education Substance abuse program. Drop in programs offered at Clarkson CC to encourage participation and positive opportunities to keep students involved in alternative activities to drugs. (3 sessions)
Clarkson - Ward 2	Clarkson SS, Peel Board of Education	Climate for Learning Team - girls night in/guys night in: during mental health week, fitness instructors and supplies provided to students of Clarkson SS
Lakeview, Cawthra, Lyndwood - Ward 1	Boys and Girls Club of Peel	March Break Basketball Tournament - 2 day tournament for 3 sites, ran at Carmen Corbasson CC
Sheridan - Ward 2	PICS, Sheridan Programmers table	Sheridan March Break Wellness program - specialized fitness instruction
Sheridan - Ward 2	Sheridan library	Eco education program
Sheridan - Ward 2	Eco Source, Sheridan programmers table	Gardening and wellness series - workshop Balcony pots
West Acres - Ward 1	St Edmunds Separate School, Westacres Public School, Clarkson CC, and Carmen Corbasson CC pool staff, Parks Mentor Artist	Don McLean Westacres Outdoor Pool Hoarding Project - to involve the 2 local schools adjacent to the outdoor pool with decorating the construction hoarding fence while the pool is being rebuilt.

9i

## 2013 Community Development Initiatives

Appendix 1

Sheridan - Ward 2	Oakridge HUB Board of Education, Boys and Girls Club of Peel, Sheridan Mall, Global 180	Summer Camp - literacy and leisure program designed to give children an opportunity to do both in one camp experience
Lyndwood - Ward 1	Lyndwood Community School Association, Tennis Club, Boys and Girls Club of Peel	Summer camp - variety of camp experiences involving sport, recreation and arts
Sheridan - Ward 8	Sheridan library	Computer workshop for children, in the Fall
Clarkson and Sheridan - Ward 2	Region of Peel, Sheridan Table, CCAP, Libraries	Youth Volunteer leadership course
Port Credit - Ward 1	Port Credit library	March break puppet program
Lakeview - Ward 1	Lakeview Library	Theatre in the Park - Lakeview library volunteers plan and operate a play
Cooksville - Ward 1	Cooksville library, Eco Source, Food Bank, the Dam, Interim Place	Plant a Row, Grow a Row Mobile Gardening program - teach residents to food gardening to be less reliant on store bought vegetables.
Huron Park - Ward 4	Huron Park RC, Woodlands Library, Floradale Hub	Outreach program for youth for redeveloped basketball courts
Clarkson Village - Ward 2	Interim Place, Cycling Committee, CCAP, Safe City Mississauga	Exploring the Trails - learn to cycle program: teach and demonstrate to clients in temporary housing due to abusive relationships, to use the trails for walking and bicycling to redirect energy
Colonial Terrace, Ward 8	Region of Peel, NCSS, Erin Mills Youth Centre	Yoga - moms and daughters, using CAWWS grant and CD funds to offer a weekly introductory program to newcomers
Colonial Terrace, Ward 8	NCSS, Canadian Jump Start Grant	Ridgway Soccer club - introduction to soccer for youth in the colonial terrace area using Jump Start seed funding
Colonial Terrace, Ward 8	Region of Peel, Boys and Girls Club of Peel	Purchase outdoor basketball equipment

Streetsville and Meadowvale, Wards 9 and 11	Re-creation group, Vic Johnson Arena, Meadowvale CC	8 week basketball program in each neighbourhood, using staff from Re-creation group
Colonial Terrace, Ward 8	NCSS, Erin Mills Youth Centre, Boys and Girls Club of Peel	PALS program - program to teach youth leaders to play in parks while keeping an eye on their younger siblings and neighbourhood kids
Streetsville Square - Ward 11	Culture Division, local artists and businesses	Provide arts programs to youth on the square
Colonial Terrace – Ward 8	Peel Regional Police, United Way Region of Peel	Support anti-violence basketball – colonial neighbourhood
South Common CC and Churchill Meadows CC - Wards 8 and 10	City staff	Skateboard Series - operate a learn to skateboard workshops for youth (2k per location)
Wards 3,4,5,	Carassauga, School Boards, MIAG, Dixie Bloor Neighbourhood Services	Provide Carassauga passports to low income, new immigrant families so they can experience transit routes and participate in cultural events as well as familiarize themselves with City recreation centres and arenas
McKechnie - Ward 5	Reachout Committee Inc.	Friday night youth drop-in, activities for youth Winter, Spring and fall seasons
Mississauga Valley CC - Ward 4	Citizens for Advancement of Community Development MVCC staff	After school drop-in, 4 days a week, during the school year for youth Grades 6 to 8.
Mississauga Valley CC - Ward 4	MIAG and MVCC staff	Women's Fitness program targeted to introduce newcomers to Canada to participate in wellness activities
Mississauga Valley CC – Ward 34	MIAG	Summer soccer program for youth
Mississauga Valley CC - Ward 3	Dixie Bloor Neighbourhood Services	Transit passes provided to newcomer youth to introduce and encourage them to attend Celebration Square's youth events

9K

## 2013 Community Development Initiatives

Appendix 1

Malton - Ward 5	Lancaster Public School Bd of Ed	Program to assist children with disabilities to participate in a summer camp
Malton - Ward 5	Malton Black Development Association, Nu-Breeds Inc., Family Education Centre	5 weeks of summer camp at Wildwood Park - subsidized camp \$50 per week per child
Malton - Ward 5	Nu-Breeds Inc. and GNM Genesis Productions	Malton summer arts theatre program for children and youth operated at Morningstar School in July
Malton - Ward 5	Malton Festival and Malton CC staff	Malton Festival - admin and printing costs
Burnhamthorpe CC - Ward 3	Burnhamthorpe CC program staff, library staff and 60 agencies	Dixie - Bloor Networking training session - sports groups, schools, and social service agencies in the area to network about what each does
Burnhamthorpe CC - Ward 3	Dixie Bloor Neighbourhood Centre and Burnhamthorpe CC staff	Yoga for new immigrant seniors
Burnhamthorpe CC - Ward 3	Mississauga East CHC	Yoga for new immigrants
Burnhamthorpe CC - Ward 3	TransformNation Inc.	Summer Camp program at Bethesda Common Park 1 week
Queen Frederica Town Houses - Ward 3	Dixie Bloor Neighbourhood	After school program during winter and spring, (sponsored 2 of a 5 day program)
Mississauga Valley CC - Ward 4	Catholic Family Services and the HEAL network	Active Families program, operates Saturday for single parent families who have experienced spousal abuse, program is geared to introduce and encourage participation in active programs
Malton CC and Burnhamthorpe CC - Wards 3, 5	Visions of Science Network for Learning, Malton CC staff, Burnhamthorpe CC staff	Science Club – introduced science and technology to low-income, diverse communities for 10 weeks in the winter



# Corporate Report

Clerk's Files

Originator's Files

**DATE:** November 1, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Paul A. Mitcham, P. Eng., MBA  
Commissioner of Community Services

**SUBJECT:** Toronto 2015 Pan American and Para Pan American Games

<p align="center"><b>General Committee</b> <b>DEC 04 2013</b></p>
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**RECOMMENDATION:** That a by-law be enacted to authorize the Commissioner of Community Services to enter into a Municipal Designation Agreement with the Toronto Organizing Committee of the 2015 Pan Am/Para Pan Am Games ("TO2015"), in a form satisfactory to Legal Services as outlined in the Corporate Report dated November 1, 2013.

<p><b>REPORT HIGHLIGHTS:</b></p>	<ul style="list-style-type: none"> <li>• The City of Mississauga is a host community for TO2015 and will stage a cluster of combative sports for the Pan Am Games as well as powerlifting, goalball and wheelchair rugby for the Para Pan Am Games. This makes Mississauga the 4<sup>th</sup> largest cluster of Pan Am and Para Pan Am events outside of the City of Toronto.</li> <li>• TO2015 presented Gold, Silver, Bronze and Viva level designation options to all host municipalities offering visual identity programs and festival engagement to augment ticketed sporting events.</li> <li>• Staff reviewed the three level options and recommend that the City become a Silver Municipal Designation Host City at a value of \$125,000.</li> </ul>
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**BACKGROUND:**

On February 20, 2013, City Council endorsed the execution of a license agreement with the 2015 Pan Am and Para Pan Am Games ("TO2015") for the use of the Hershey Centre bowl and community rinks in the summer of 2015 making Mississauga an official host municipality for the TO2015 Games. (GC-0087-2013). The Hershey Centre will stage judo, karate, taekwondo and wrestling during the Pan Am Games and powerlifting, goalball and wheelchair rugby during the Para Pan Am Games.

The license Agreement ensured the City was "made whole" during the exclusive use period and in fact stands to benefit through food and beverage sales during a typically slower use period.

An event of this magnitude can activate a community to volunteer, host, perform and compete while fostering a sense of civic pride and partnership with residents, businesses and community organizations. Host communities and other partners are declaring their communities and organization "municipal designates" in order to augment the full experience of these Games for athletes, visitors, and citizens to ensure optimal profile of the municipality in the look and feel of the Games and its many festivals. The estimated values are \$200,000 for a Gold level title, \$125,000 for Silver, \$50,000 for Bronze and \$30,000 for a Viva designation. The benefit to the participating municipality is dependent on the level selected. Funding is used locally in order to augment local festival and signage programs (i.e. way-finding signage, street banners), to be designated a Torch Relay stop, event tickets, promotional opportunities, mascot appearances and priority volunteer selection.

**COMMENTS:**

Mississauga is the 4<sup>th</sup> largest cluster of events, the "gateway" city to the Games and one of two Para Pan Am hosts. Staff reviewed the municipal designation program and recommends that the City becomes a Silver Municipal Designate up to \$125,000. The Silver Municipal Designation includes the following benefits:

- Torch Relay and half day Celebration;
- 2 designated torch bearer positions;
- Access to mascot appearances and imagery;
- 25 tickets per day to any event;
- "Host City" designation on TO2015 promotional properties;

- Local Street Banners and Way-Finding signage; and
- Priority local volunteer processes

The Silver Municipal Designation provides the greatest return on investment for Mississauga. It achieves objectives within the Sport Tourism Strategy and the Cultural Master Plan by showcasing the City's ability to host major events to an international audience and engaging the community through volunteerism and arts/cultural programming in tandem with the staging of sport events. Partnering with Mississauga's abundant arts and culture community for the development of festival components would "cultivate the creative and expressive potential of citizens and develop a shared, authentic cultural identity" that fulfills strategic goals of the Cultural Master Plan.

In comparison, the Gold Designation requests daily festival activations requiring staff and funding resources of more than an estimated \$250,000 outside of current operating budgets. This would be in addition to the \$200,000 value of the Gold Level designation. Staff determined that these added elements would not be operationally or financially feasible. The Bronze Designation would not allow for a preferred date selection for the Torch Relay or provide a local festival component surrounding this event.

Funding will be provided in the form of cash and in-kind consideration. The City will provide \$70,000 in cash for the purchase of tangible items to be used within the community. These items include way finding signs and street banners to dress City travel corridors to and from the Hershey Centre and Celebration Square. This amount also includes costs associated with the staging and marketing of the Torch Relay festival and possible activation events at Celebration Square during the Games.

The remaining \$55,000 will be provided in-kind to promote the games to our residents through access to prime advertising properties that include digital media screens, rink boards, Active Guide ad space and on-line media opportunities.

**FINANCIAL IMPACT:** Subject to Council approval, the \$125,000 value of the Silver Municipal Designation will be achieved with \$55,000 promotional in-kind and an additional \$70,000 in cash from the Sport Hosting



Budget in 2015. Staff will pursue grant funding opportunities and community partnerships which may partially offset spending on the festival activation portion of the Torch Relay event.

**CONCLUSION:**

The 2015 Pan Am and Para Pan Am Games are the largest multi-sport event to ever be staged in the GTA. Mississauga plays an integral role in the success of these Games as host of one of the largest cluster of events for both the Pan Am and Para Pan Am Games outside of Toronto. To showcase the magnitude of Mississauga's involvement, designation at the Silver level provides great value to the city in terms of profile and exposure to an international audience of local in addition to increased community spirit and pride.



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Paul A. Mitcham, P. Eng., MBA  
Commissioner of Community Services

*Prepared By: Clara Grassia, Sport Events Coordinator*



# Corporate Report

Clerk's Files

Originator's  
Files

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**DATE:** November 13, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

**SUBJECT:** **Single Source Contract Award to AON Hewitt Inc. for Employee Group Benefits Program Consulting Services, File Ref. FA.49.614-13**

General Committee

DEC 04 2013

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- RECOMMENDATION:**
1. That, in accordance with Purchasing By-law #374-2006, as amended, the Purchasing Agent be authorized to execute an agreement with AON Hewitt Inc. to provide consulting services for the City's employee group benefit programs in the estimated amount of \$360,000 for the term of January 2, 2014 to December 31, 2018 subject to annual review of vendor performance.
  2. That the Purchasing Agent be authorized to issue contract amendments to increase the value of the contract where necessary to accommodate additional services subject to budget availability.

**BACKGROUND:** In October 2010, the City conducted a Request for Proposals (RFP) procurement process for Employee Group Benefits Consulting Services. Several proposals were received and evaluated. AON Hewitt Inc. was selected for the award as they provided the Best Value bid.

AON Hewitt Inc. has been providing consulting services over the past 3 years assisting the City in delivering comprehensive employee group benefit programs in a cost effective manner.

With health care costs rising and an aging City workforce, there will be significant pressure on employee benefits costs in the next few years. These benefit cost increases will need to be properly managed

with a long term strategy that AON Hewitt is best positioned to support the City with.

**COMMENTS:**

The current contract with AON Hewitt Inc. expires on December 31, 2013. AON Hewitt Inc. has provided exceptional service to the City. They are knowledgeable and experienced with the City's benefit program and the complexities of managing the different group benefit programs with the City's 7 collective agreements, non-union staff, and retirees.

AON Hewitt Inc. provides similar services to other public sector organizations in Ontario, including several municipalities, the power and electricity, education, and university sectors.

Aon Hewitt Inc. has saved the City a total of \$869,780 through the effective negotiation of the insured rates for the annual Sun Life contract renewal. In addition, their actuarial trending analysis allowed the City to reduce the ASO (Administrative Services Only) budget by \$800,000 in 2014.

The level of knowledge and expertise provided by AON Hewitt makes them ideally qualified to deliver the services that the City requires to achieve its benefit program objectives. It is unlikely that better overall value could be achieved by conducting a competitive procurement process. Their continued expertise, analyses and advice will be critical as the City prepares for and participates in negotiations with 6 collective agreements scheduled over the next few years. Furthermore, in recognition of the mutual benefits of continuing to provide us with their services, the new rates proposed by AON Hewitt Inc. for consulting services are 14% lower than their current rates.

This report recommends AON Hewitt Inc., be designated as the single source vendor for the provision of Employee Group Benefits Program Consulting Services for the period January 1, 2014 to December 31, 2018.

The Purchasing By-law #374-2006 provides for single source awards such as this, wherein it states, in Schedule A 1.(b) (iv) *the solicitation of competitive bids would not be economical to the City*. Council approval is required for single source contracts having a value of \$100,000 or more.

**FINANCIAL IMPACT:**

Year	Estimated Annual Expenditure
2014	\$72,000
2015	\$72,000
2016	\$72,000
2017	\$72,000
2018	\$72,000
<b>Total for 5 Years</b>	<b>\$360,000</b>

Funds for this purpose are made available through account # 715617.

**CONCLUSION:**

The City receives valuable expert advice and analysis tools from AON Hewitt Inc. The services being provided fully support the objectives of the City's employee group benefits program.

Over the past 3 years AON Hewitt has assisted the City with identification, development and implementation of various cost containment strategies. Some of these strategies have been implemented and have already resulted in cost avoidance and savings.

Soliciting competitive bids would not be economical for the City at this time and would adversely impact momentum in achieving implementation of initiatives currently in progress; and also result in a potential knowledge gap while preparing for upcoming union negotiations.

This report recommends that AON Hewitt Inc. be designated as the single source vendor to provide consulting services for the City's Employee Group Benefits Program for the period January 1, 2014 through to December 31, 2018.

**ATTACHMENTS:**

Appendix 1: Statement of Work for Employee Group Benefits Program Consultant



Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

*Prepared By: Mavis Reid, Manager, Compensation and Benefits*

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**Statement of Work for Employee Group Benefits Program Consultant**

Scope Description	Frequency
<p><b>Annual Benefit Plan Stewardship/Strategy Meeting</b></p> <ul style="list-style-type: none"> <li>• Annual Planning (e.g. Process review, etc.)</li> <li>• Looking back/looking forward</li> <li>• Consider hotspots requiring attention</li> <li>• Define objectives/goals for upcoming year</li> <li>• Attendance at one 2 hour annual strategy meeting</li> <li>• Related (1) discussion guide</li> </ul>	<p><b>Annual meeting</b></p>
<p><b>General Benefit Consulting</b></p> <ul style="list-style-type: none"> <li>• General Client Inquiries</li> <li>• General Design consulting (e.g., Basic design review, Basic Benchmarking using qualitative database; etc.) to include wellness program recommendations based on current plan data from Drug Utilization Review and plan statistics</li> <li>• One meeting with a wellness expert to explore structure of potential wellness strategy.</li> <li>• One introductory planning meeting to assess the feasibility of a flexible plan for the City to incorporate managed health and dental objectives.</li> <li>• Carrier Assistance (e.g., Support, intervention and advice in connection with carrier claims and/or service issues)</li> <li>• Review of contracts, booklets, amendments, etc. (excluding providing legal interpretations and opinion on contract language)</li> <li>• Legislative advice (e.g., Legal input/guidance on HR issues, basic inquiries to research team etc.)</li> <li>• One meeting to be held with employee focus groups to develop new programs to limit the City's costs and meet increasingly diverse employee needs; meeting numbers and number of focus groups will be determined by the structure of the review.</li> <li>• Review of basic communications for technical accuracy</li> <li>• Basic Plan Design pricing requests (Excludes a full plan re-design)</li> <li>• Related discussion guides, correspondence and documentation</li> <li>• Attendance at client calls/meetings as appropriate</li> </ul>	<p><b>Ongoing – including two meetings per year</b></p>
<p><b>Annual Budget Projection</b></p> <ul style="list-style-type: none"> <li>• Medical and Dental Claims experience analysis (combined and union/non-union breakdown, if required)</li> <li>• Setting budget rates for upcoming budget process</li> <li>• Related correspondence to client along with commentary</li> </ul>	<p><b>Annually</b></p>

<p><b>Union Negotiation Assistance</b></p> <ul style="list-style-type: none"> <li>• Conference call with the City prior to start of negotiations to understand the plan changes being considered</li> <li>• Provide tools to City to measure plan changes “on the spot”</li> <li>• Perform basic advance calculations of potential plan changes</li> <li>• Negotiate final rates on plan changes negotiated with provider</li> </ul>	<p><b>Defined by term of union contract</b></p>
<p><b>General Disability Management</b></p> <ul style="list-style-type: none"> <li>• Semi-annual disability management file review meetings with provider</li> <li>• Confirm claims being actively managed</li> <li>• Miscellaneous requests (e.g., Disability management matters such as Terminations, Employment standards compliance, Plan operation matters, Research, Handling exceptions and escalations, etc.)</li> <li>• Monitor key performance indicators for integration with renewal – i.e. incidence rates</li> </ul>	<p><b>As requested</b></p>
<p><b>Insurance Carrier Renewal Analysis and Benefit Budget Pricing</b></p> <ul style="list-style-type: none"> <li>• Review of annual rate proposals from carrier</li> <li>• Insured Benefit analysis, including ASO fees, pool charges and claims delivery options for cost effectiveness (combined analysis for all divisions)</li> <li>• Long Term Disability trend split by division (Non-union, Transit, Fire)</li> <li>• Discussions and Negotiations with insurer(s)</li> <li>• Medical and Dental Claims experience analysis (combined and union/non-union breakdown, if required)</li> <li>• Benchmarking of claims and fees against Aon Hewitt database (combined)</li> <li>• Related detailed (1) discussion guide, correspondence and final renewal documentation</li> <li>• Attendance at one annual renewal meeting</li> <li>• Advice/renewal rate summary to providers on final rates, plan design</li> <li>• Prepare Drug Utilization Review (DUR). The DUR (two cuts union and non-union) identifies demographic distribution, corresponding cost distribution, utilization patterns and cost drivers and benchmark data</li> </ul>	<p><b>Annual – includes one meeting per year</b></p>
<p><b>Governance and Financial and Analysis</b></p> <ul style="list-style-type: none"> <li>• Plan governance consulting (e.g., Review and advice on underwriting) arrangements, audit of insurance carrier ASO Statements/Financial Statements for all policies, risk management)</li> <li>• Provide research summaries of legislative updates</li> <li>• Provide rapid response survey results</li> </ul>	<p><b>As required</b></p>

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<b>Additional Out of Scope Projects</b>	
<b>Predictive Plan Modeling</b> <ul style="list-style-type: none"><li>• In depth scientific assessment of impact of change to plan on future costs (i.e. Short Term Disability)</li><li>• Related detailed (1) discussion guide and meeting to review results</li></ul>	<b>As requested</b>
<b>Developing Wellness Strategy</b> <ul style="list-style-type: none"><li>• Produce inventory of wellness initiatives/resources in place</li><li>• Determine organization health profile, Health Risk Assessment, Biometric clinics, Drug Utilization Review</li><li>• Develop Wellness Objectives and Key Performance Indicators</li><li>• Create wellness brand</li><li>• Communication</li><li>• Analytics – measure outcomes</li></ul>	<b>As requested</b>



# Corporate Report

Clerk's Files

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Files

12

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**DATE:** November 19, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

**SUBJECT:** **City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems**  
**(File Ref: FA.49.0131-14)**

General Committee

DEC 04 2013

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- RECOMMENDATION:**
1. That the updated City Standards for IT Systems as listed in Appendix 1 of the report dated November 19, 2013 from the Commissioner of Corporate Services and Chief Financial Officer entitled "City Standards for IT Systems and Acquisition of Support and Maintenance Services for Standard Systems", be approved.
  2. That the Purchasing Agent be authorized to negotiate and execute agreements to cover 2014 annual support and maintenance for City Standard IT Systems which have been approved as Standards, where the estimated cost will exceed \$100,000.

**BACKGROUND:** The Purchasing By-law 374-06, as amended provides for the establishment of "City Standards" which is defined as "Specific Goods approved by Council that best fill a long-term City-wide need or requirement". This report updates Council on the changes in City Standards proposed for 2014 and requests Council approval.



The Purchasing By-law also requires Council approval for single source procurements of support and maintenance services for the 2014 City Standards which may exceed \$100,000 during the year.

**COMMENTS:**City Standards for IT Systems

Appendix 1 identifies the systems which are required in 2014 to maintain operations. Continued use of Information Technology Standards is consistent with the IT simplification initiative.

In 2014, 2 existing IT standards will be enhanced and 1 new IT standard will be put in to operation:

- SirsiDynix (Library Self-Serve Check-out System);
- Park Smart (Administrative Penalty System); and
- Onx Enterprise Solutions Ltd. (Future State Network & Security Infrastructure).

Support and Maintenance Purchases required in 2014

Appendix 2 lists the planned procurements for services needed to support and maintain City Standards for 2014 where the estimated support and maintenance costs exceed \$100,000. Amounts shown are based on historical spend amounts and are included in the IT Division budget for this purpose.

**FINANCIAL IMPACT:** The required annual support and maintenance costs for the City Standard IT systems are included in the IT operating budget.

**CONCLUSION:** Various IT Systems have become essential to City services and operations, and have been designated by Council as City Standards. In accordance with the Purchasing By-law (374-06), purchase contracts with the suppliers of these Standards are executed on a single/sole source basis. Staffs in IT and Materiel Management negotiate agreement terms and all commitments are reviewed by Legal Services. This report recommends that the Purchasing Agent be authorized to purchase support and maintenance for the 2014, City Standards as set out in Appendices 1 and 2 attached to this report.

**ATTACHMENTS:**

Appendix 1: City Standards – Information Technology Systems  
2014

Appendix 2: IT Systems designated as City Standards for which  
the 2014 support and maintenance is valued at  
\$100,000 or more.



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Gary Kent,  
Commissioner of Corporate Services and Chief Financial Officer

*Prepared By: Shawn Slack, Director, Information Technology*

No.	IT Systems/ Vendors	Description
1	Accenture	Maintenance and support for clone and test tools for the SAP system
2	Active Networks	Maintenance and licensing of the CLASS Recreation and Parks Registration and Bookings system; CLASS point of sale for credit card payments at Community Centres; eCity Public Library workstation booking system
3	Ahearn and Sopher	Maintenance and licensing of the Vehicle Business Photo system used in Transportation and Works Mobile Licensing Enforcement section
4	Archive Systems Inc.	Maintenance and licensing of the WORDS document management system for maintaining Council records
5	Belden IBDN Copper Systems	Structured copper wire computer and telephony cabling system used throughout all City facilities
6	Bell Canada	eCity portal hosting fees for www.mississauga.ca, E-recruit, licensing fees and transaction fees, T1 Megalink, 1FL Business Lines
7	Bell Mobility Cellular Return	Service fees for wireless voice and data services used throughout all departments
8	Bentley Systems Inc.	Maintenance and licensing of the Microstation software used by Transportation and Works Geomatics section
9	Blackberry Ltd.	Maintenance and licensing of the Blackberry Enterprise Server used by all City departments for email connectivity with Blackberry devices
10	CCG/ Faster Asset Solutions	Maintenance and licensing of the Faster vehicle fleet maintenance software used to manage the maintenance of City vehicles used in the various City departments
11	CISCO Systems Canada Co.	Maintenance and licensing of Cisco equipment and software used to provide voice and data services to all City departments
12	Commvault Systems Canada Inc.	Maintenance and licensing of the City enterprise data backup and recovery system
13	CSC (Computer Science Corp)	Maintenance and licensing of the Riskmaster risk management and claims system used by the Finance Department Risk and Insurance section
14	CSDC	Maintenance and licensing of the Amanda vehicle licenses/business licenses system used by Transportation and Works Mobile Licensing Enforcement section
15	E S & S	Maintenance and licensing of the election system including software and the votematic hardware devices
16	Enghouse Transportation	Maintenance and licensing of the Transit bus routing information system used by the public
17	Infor Public Sector Inc. (previous Enroute 911)	Maintenance and licensing of the Fire Dispatch and AVL system software
18	Faronics	Maintenance and licensing of Deep Freeze PC software used for the Public Library patron walk-up PC's
19	Flexera Software	Maintenance and licensing of Admin Studio software for development of MSI packaging for enterprise software distribution
20	Garival	Maintenance and licensing of the Transit Farebox system hardware and software used by Mississauga Transit

21	GIRO	Maintenance and licensing of the Hastus transit bus scheduling system used by Mississauga Transit
22	Global GEO	Maintenance and support of Apple computers used in various City departments
23	Globe POS	Maintenance and licensing of the point of sale system used at the cashier's counter at City Hall
24	Google	Maintenance and support for the Google search appliance used to search data on City web site
25	HLP Inc	Maintenance and licensing of the Chameleon Animal Services system used by our Transportation and Works Animal Service section.
26	HP	Maintenance and licensing of the Information Technology storage area networks, blade servers, Vmware and Unix servers
27	Industry Canada	Licensing of the mobile radio trunking system used by Fire Emergency Services and all City Departments
28	Infor Global Solutions (Previous Hansen)	Maintenance and licensing of the Hansen Infrastructure Management system used by several City departments
29	Intergraph	Maintenance and licensing of the Intergraph Geomedia software used by Transportation and Works Geomatics section
30	Intraprint	Maintenance and licensing of the print management system used by the City print shop
31	Iron Mountain	Escrow Services for various IT systems
32	ITC	Maintenance and licensing of the print management system used by Library patrons
33	Liberty Digital Recording System (High Criteria Inc)	Maintenance and licensing of the Court House digital recording system used for voice recording of Court proceedings
34	McAfee Inc	Maintenance and licensing of McAfee intrusion protection system and virus protection of City PC's and servers
35	Methodicall	Maintenance and licensing of the long distance reporting system used to track long distance calling through the City Cisco telephone system
36	Microsoft	Maintenance and licensing of Microsoft software for use on all City PC's and servers
37	Mobile Business	Maintenance and repair of non-emergency department radios
38	Glentel	Maintenance and support of Non-emergency radio system
39	Motorola	Maintenance and support of Fire Department radio system
40	Nice Systems (Wilmac Canada)	Maintenance and support of voice digital recording systems for various departments
41	Nordat	Maintenance and licensing of freedom of information software used by Clerk's department
42	Ontolica (Surfray)	Enterprise search engine for City Share Point sites to provide quick and accurate search results
43	OnX Enterprise Solutions Ltd	Maintenance and support for Networking hardware
44	Open Text	Maintenance and licensing of the Hummingbird software to access the ICON Provincial Court system used by Corporate Services Court Administration staff
45	Oracle	Maintenance and licensing of the Oracle database software used by Information Technology systems including TAX and MAX

46	Orderline	Maintenance and licensing for maintaining the Mississauga Zoning By-law
47	Parksmart	Maintenance and licensing of the APS (Administrative Penalty System) which includes parking, business licensing and animal services system for managing enforcement tickets
48	Public Sector Digest	Maintenance and licensing of tangible capital asset system
49	Questica	Maintenance and support of financial Integrated Budgeting System
50	Region of Niagra	Maintenance and licensing of the Provincial Offences Court Administration Management System
51	Region of Peel	Maintenance and support of the Fire emergency radio communications system (Part of Region Vcom system)
52	Region of Peel	Maintenance and support of the non-emergency radio communications system (Part of Region Vcom system)
52	Rogers Wireless Inc.	Service fees for wireless voice and data services used throughout all departments
54	SAP Canada Inc	Maintenance and licensing of the SAP financial and HR management system and Business Intelligence used by all City departments
55	Silverware POS Canada	Maintenance and licensing of restaurant point of sale systems located in City facilities
56	SirsiDynix (Canada) Inc	Maintenance and licensing of the Mississauga Library book catalogue system for management of books and other library materials, also LSSC (Library Self Serve Check-out system)
57	Telus Mobility	Service fees for wireless voice and data services used throughout all departments
58	TERANET	Maintenance and licensing for access to Ontario government land registration management system used by Transportation and Works Geomatics section
59	Terraview	Maintenance and licensing of Terraview software used to access the Ontario government land registration management system used by Transportation and Works Geomatics section
60	Verisign	Licensing of software security certificates used to ensure secure data transport in Information Technology systems
61	VFA	Maintenance and licensing of Facility Asset Program system
62	Viasat Geo Technologies	Maintenance and licensing of development tools ERMAPPER used by Transportation and Works Geomatics section
63	WellNet	Maintenance and support of the City material safety data sheets used in all City departments
64	Winshuttle	Maintenance and licensing of Winshuttle application used for the transfer of Excel/Access Spreadsheet data to and from SAP
65	Workopolis	Maintenance and licensing for eRecruit application running on the City portal.

IT Systems designated as City Standards for which the 2014 support and maintenance is valued at \$100,000 or more

Vendor	Description	2014 Budget
Region of Peel	Maintenance and support of the Fire emergency radio communications system (Part of Region Vcom system)	\$205,705
SAP Canada Inc	Maintenance and licensing of the SAP financial and HR management system and Business Intelligence used by all City departments	\$390,800



# Corporate Report

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13

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**DATE:** November 20, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

**SUBJECT:** **2013 Year-End Operating Financial Forecast as of September 30, 2013, 3<sup>rd</sup> Quarter**

General Committee

DEC 04 2013

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- RECOMMENDATION:**
1. That the Corporate Report entitled 2013 Year-End Operating Financial Forecast as of September 30, 2013, dated November 20, 2013 from the Commissioner of Corporate Services and Chief Financial Officer, be received.
  2. That up to \$1,021,825 of the year end surplus be approved for transfer to the Operating Budget Reserve (Account #305145).
  3. That up to \$245,000 of the year end surplus be allocated to fund the Parks and Forestry Emergency Flood Repairs Capital Project (PN13340) associated with the July 8<sup>th</sup> flooding.
  4. That up to \$260,000 of the year-end surplus be approved for transfer to the General Contingency Reserve (Account #305125) to increase the Reserve to approximately 1% of the City's gross operating expenditures.
  5. That any remaining surplus above \$1.5 million be approved for transfer to the Capital Reserve Fund (Account #33121) to provide for future capital infrastructure requirements.

6. That the budget adjustments listed in Appendix 4 attached to the Corporate Report dated November 20, 2013 from the Commissioner of Corporate Services and Chief Financial Officer be approved.

**REPORT****HIGHLIGHTS:****• Operating Forecast**

A year-end surplus of \$8.4 million is forecast based on the actual operating results to September 30, 2013 and the outlook for the remainder of the year.

The forecast surplus is comprised of the following:

- A revenue surplus of \$1.8 million mainly driven by favourable variances for Supplementary Taxes, GTAA Payments in Lieu of Taxes, Penalty & Interest, POA revenue and Development & Design Application fees, which are partially offset by unfavourable revenue variances in building permit fees, recreation user fees and Transit farebox revenue.
- An unfavourable variance in other operating expenses of \$2.9 million mainly attributable to unexpected higher Assessment Appeal costs and unfavorable diesel fuel cost due to higher than budgeted unit pricing, partially offset by favourable Transit equipment costs and maintenance agreements and Recreation's favorable savings in utilities, materials and supplies costs.
- A \$9.5 million savings in labour resulting from staff turnover, vacancies and fringe benefit contract savings.

**BACKGROUND:**

In accordance with the Budget Control and Reserve and Reserve Fund By-laws, the Finance Division of the Corporate Services Department provides Council with a review of the City's financial position a minimum of two times a year. Staff normally provides the report three times per year based on results at the end of June, end of September and the end of December. These reports provide Council with information related to the Operating Program and Reserves and Reserve Funds, as well as providing recommendations for reallocation of funds, if necessary. Separate reports are provided on the status of capital work-in-progress two times per year.



**COMMENTS:**

This report provides a forecast of the City's financial performance for operations to year-end. Part I of the report discusses year-end financial projections based on results as of September 30, 2013 along with forecast highlights. Part II contains recommended reserve and reserve fund transfers. Part III contains operating budget reserve requests. Part IV identifies required operating budget adjustments. Part V addresses funding for Parks and Forestry emergency flooding repairs and uncollectible write-offs and returned checks write-offs.

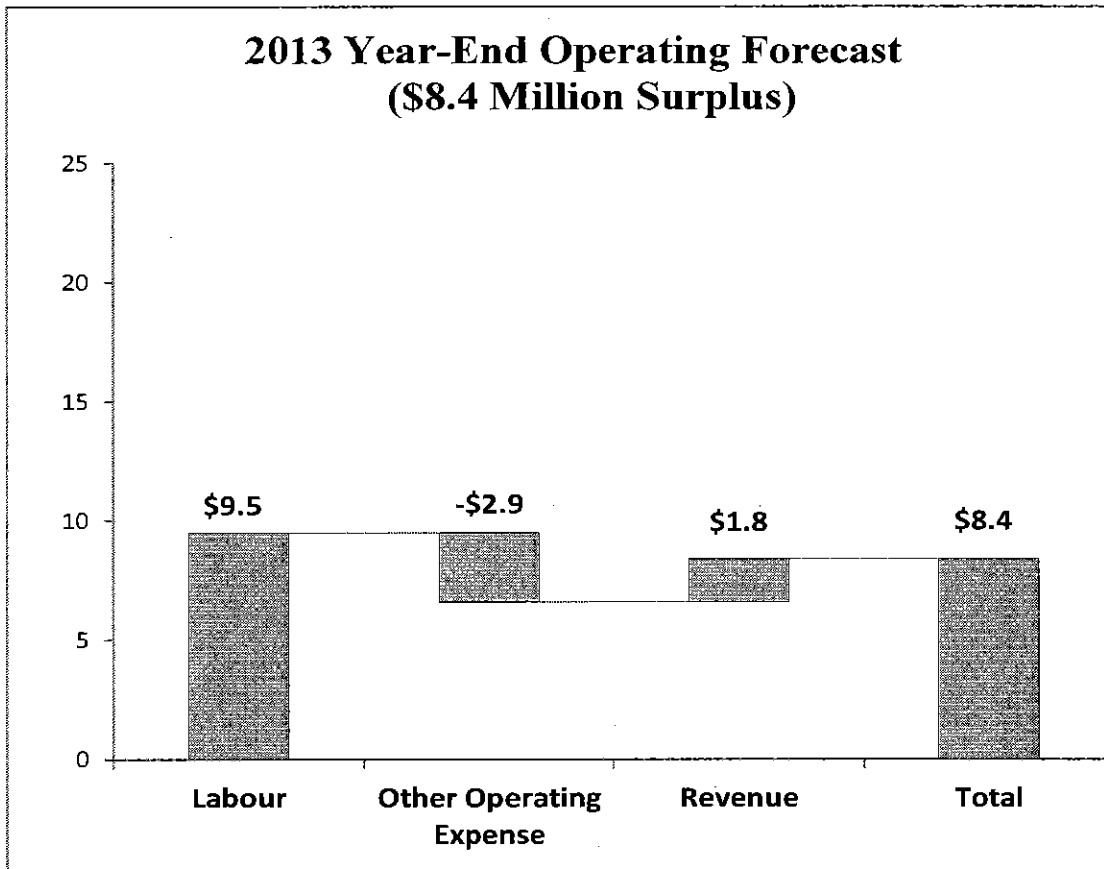
**PART 1: OPERATING FORECAST**

Based on actual results as at September 30, 2013, it is forecast that the City will end the year with a surplus of \$8.4 million or 2.3% of the 2013 operating budget. Compared to the Financial Report as of June 30, 2013, the updated forecast is lower by \$2.3 million primarily because of higher than anticipated Assessment Review Board (ARB) decisions, Requests for Reconsideration related to the 2012 reassessment year and additional forecast labour savings related to Transit. The following table identifies the forecast surplus by service area with greater detail provided in Appendix 1-1.

Service Area (\$ Millions)	Net Budget	YTD Actuals as of Sept 30	Year End Forecast	Projected Year End Variance	
				\$ Fav/(Unfav)	% of Budget
Fire and Emergency Services	89.1	61.0	88.9	0.2	0.2%
Roads, Storm Drainage and Watercourses	68.5	46.6	67.3	1.3	1.8%
Mississauga Transit	54.7	35.9	52.0	2.7	4.9%
Parks and Forestry	30.6	21.8	30.4	0.2	0.7%
Mississauga Library	24.4	16.7	24.2	0.3	1.1%
Business Services	25.0	17.1	24.4	0.6	2.3%
Facilities and Property Management	20.0	12.7	19.4	0.6	3.0%
Recreation	19.8	8.5	20.5	(0.7)	(3.4%)
Information Technology	17.7	12.0	17.4	0.4	2.0%
Strategic Policy	11.2	8.2	11.6	(0.4)	(3.6%)
Land Development Services	6.9	3.2	7.9	(1.0)	(15.2%)
Arts and Culture	6.4	4.9	6.3	0.1	2.0%
Mayor & Council	4.3	3.1	4.3	0.0	0.0%
Regulatory Services	1.7	1.0	2.0	(0.2)	(12.0%)
Legislative Services	(2.5)	(3.4)	(3.6)	1.0	(40.4%)
Financial Transactions	(8.2)	15.3	(11.6)	3.4	(41.8%)
<b>City</b>	<b>369.7</b>	<b>264.5</b>	<b>361.3</b>	<b>8.4</b>	<b>2.3%</b>

Note: totals above may not add due to rounding

The forecasted surplus is comprised of a favourable revenue variance of \$1.8 million or 0.7% of budget; \$9.5 million or 2.2% of budget in Labour related savings, which are partially offset by a shortfall of \$2.9 million or 1.3% of budget in Other Operating Costs. The key items contributing to the surplus are favourable variances in Labour costs, Supplementary Taxes, GTAA Payments in Lieu of Taxes, Tax Penalty and Interest, and POA revenue.



**Year-End Operating Forecast Highlights:** The major areas of variance from budget are highlighted below:

**Revenues**

Transit farebox revenue is forecasted to be \$0.5M below budget primarily as a result of inclement weather negatively impacting ridership, including a colder winter in early 2013.

Roads, Storm Drainage and Watercourses revenue is forecast to exceed the budget by \$0.4M. This favourable variance is primarily attributable to increased off-street parking revenues and subdivision fees.

Regulatory Services parking fine revenues have increased by 2% compared to 2012, but are forecast to be below budget by \$0.5M for the year. The administrative penalties system is expected to be in operation at the start of 2014 and will significantly improve the recovery rate for tickets in future years.

Financial Transaction revenues are forecast to exceed budget by \$5.1 million or 7.1%, due to favourable variances of: \$2.7 million related to Supplementary Taxes; \$1.2 million from Payments in Lieu of Taxes from the Greater Toronto Airport Authority associated with increased passenger counts and an increase in the City's share of total commercial rate; and \$1.0 million in higher penalty and interest revenues.

Building Permit revenues are forecast to be \$7.8 million this year, which is \$1.8 million less than the 2013 approved budget of \$9.6 million and 17% lower than the revenue of \$9.4 million realized in 2012.

Development application revenues are forecast to exceed budget by \$0.7 million in 2013. This favourable variance can be attributed to both the fee increases introduced in May 2013, and the submission of major development applications.

Recreation user fee shortfall of \$1.8 million is primarily due to Golf Course revenue shortfalls of \$0.7 million due to lower than anticipated participation, which is partially offset by \$0.5 million savings in operating expenses. Food Services has a revenue shortfall of \$0.4 million due to the delay in opening of Holcim (Bell Gairdner Estate) and the Banquet Facility at Civic Centre, which are partially offset by lower expenses. Meeting Rooms rental revenue has a shortfall of \$0.3 million; Dome Field usage resulted in a shortfall of \$0.2 million; and Ice Rental revenue has a shortfall of \$0.2 million.

### **Other Operating**

Financial Transactions has forecast a deficit of \$5.3 million in Other Operating. This is due to increases in assessment appeals as a result of accelerated Assessment Review Board decisions and Request for Reconsiderations due to 2012 being a reassessment year. This year, in

addition, the City had to pay retroactive property taxes for the Transit garage related to the years 2011-2013.

Transit's unfavourable diesel fuel variance of \$1.5 million is based on a forecasted actual average price of \$1.00/litre, which is \$0.06/litre higher than the budgeted price of \$0.94/litre. This negative variance will be fully offset by favourable expenditure variances related to equipment costs and maintenance agreements of \$0.7 million, utility cost of \$0.5 million, and contracted services of \$0.4 million.

The major components of the \$0.8 million favourable forecast in the Roads, Storm Drainage and Watercourses service include: \$0.2 million in hydro savings from the LED conversion project; favourable tender prices for the street sweeping contract resulting in savings of \$0.3 million; and \$0.2 million from corporate fleet maintenance attributable to the recent vehicle replacements which require less maintenance.

Recreation surplus of \$0.9 million is primarily due to cost reduction initiatives to offset revenue shortfalls, including materials, supplies, utilities and other expenses.

Facilities and Property Management is forecasting a favourable variance of \$0.2 million due to one time savings in building maintenance costs as less emergency demand maintenance was required than was budgeted; and \$0.2 million favourable variances in various operating costs including utilities.

Legal Services professional service cost is forecasting a deficit of \$0.5 million. The most significant unforeseen cost in 2013 relates to issues involving the Transitway, where legal fees will exceed \$0.3 million. Also litigation matters in the Court of Appeal involving the assessment of tenants of the GTAA, environmental contamination litigation and litigation on a significant number of matters before the Human Rights Commission all required assistance from external legal counsel due to resourcing constraints.

### **Labour**

Transit's forecasted labour gapping savings of \$3.4 million, or approximately 3% of the \$115.5 million budget, are primarily due to

staff turnover, vacant positions and recruitment challenges in the service area.

Financial Transactions labour, which includes retirement benefits and WSIB claims, has a favourable variance of \$3.6 million due primarily to benefit cost savings associated with the benefits contract awarded in 2012.

The remaining Labour cost savings of \$1.9 million are attributed to staff turnover and vacant positions in various service areas including Regulatory Services, Parks & Forestry, Fire and Emergency Services, Business Services, Information Technology, Library and Facilities and Property Management.

## **Part II: Reserve and Reserve Fund Transfers**

Funds are placed in reserves and reserve funds to provide for long term liabilities and to smooth fluctuating expenses. Reserves have been established to offset shortfalls and for any over expenditures.

The current year end forecast at December 31, 2013 is for an operating surplus of \$8.4 million based on trends and outlook for the remainder of the year. Staff are recommending that \$260,000 be allocated to the General Contingency Reserve to reflect best practice of maintaining the reserve balance at 1% of the City's gross operating expenditures or approximately \$6.4 million. Details of the City's reserves and related forecasts can be found in the Reserve and Reserve Fund section of the City's 2014-2016 Business Plan Update and 2014 Budget. Staff are also recommending that approximately \$6.8 million of the forecast surplus be allocated to the Capital Reserve Fund (Account #33121) to provide for future capital infrastructure requirements.

## **Part III: Operating Budget Reserve Requests**

The accounting principles used by the City require that expenditures for goods and services be recorded when received. At year-end, there are some legally binding obligations for goods and services ordered prior to year-end and that are not received. Appendix 3 of this report

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details Operating Budget Reserve Requests totalling \$1,021,825 for 2013 that will be spent in 2014.

**Part IV: Operating Budget Adjustments**

Appendix 4 of this report details Adjustments to the 2013 Operating Budget which require approval by Council. According to the Budget Control Bylaw, all inter-program adjustments require Council authorization. There is no change to the City's net operating budget as the adjustments reallocate budget funds from one program/account to another.

**Part V: Parks and Forestry Emergency Flood Repairs and Uncollectible Write Offs**

Parks and Forestry have identified \$245,000 of emergency flood repair capital works associated with the July 8<sup>th</sup> flooding. To date approximately \$215,000 of costs have been incurred. As no funding source has been allocated for the related Capital works, staff are recommending that \$245,000 of the forecasted year end surplus be allocated to Parks and Forestry Emergency Flood Repair Capital Project (PN13340).

Accounts Receivable Invoicing and Collection Policy 04-07-02 gives the Treasurer the authority to write off uncollectible invoices and bad checks under \$25,000 and requires the amount of invoices and bounced back checks written off to be reported to Council annually. As of November 11, 2013, a total number of five invoices totalling \$1,323.89 were issued and written off as uncollectible. Invoices are only written off after all avenues for collection have been exhausted including adding invoices to the tax roll for collection where authorized under legislation and/or by-laws, assigning to collection agencies and/or taking legal action.

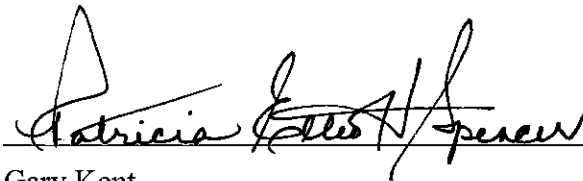
**CONCLUSION:**

**Operating Forecast**

In summary, it is forecast that the City will generate a surplus of \$8.4 million at year-end for 2013, which represents 2.3% of the City's net budget of \$369.7 million.

**ATTACHMENTS:**

- Appendix 1: Key Factors Contributing to the Variances by Service Area
- Appendix 2: Operating Forecasts Details by Service Area
- Appendix 3: Operating Budget Reserve Requests
- Appendix 4: Operating Budget Adjustments



for

Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

*Prepared By: Craig Millar, MBA, CGA  
Manager, Financial Planning and Policy*

## Appendix 1: Key Factors Contributing to the Variances by Service Area

Service Area (in \$Millions)	Items	2013 Net Budget	2013 Year-End Forecast	Year-End Variance	
				\$ Fav/ (Unfav)	% of Budget
<b>Revenues</b>					
Financial Transactions	Supplementary Tax <sup>(1)</sup>	(2.7)	(5.4)	2.7	99.8%
Financial Transactions	GTAA PILT	(19.6)	(20.8)	1.2	6.1%
Financial Transactions	Tax Penalty & Interest	(8.0)	(9.0)	1.0	12.2%
Mississauga Transit	Transit Farebox Revenues	(71.9)	(71.4)	(0.5)	(0.7%)
Land Development	Development & Design Application Fees	(2.0)	(2.7)	0.7	34.8%
Land Development	Building Permit Fees	(9.6)	(7.8)	(1.8)	(18.4%)
Recreation	User Fees	(43.9)	(42.1)	(1.8)	(4.1%)
Regulatory	Parking Fines and Other	(11.8)	(11.0)	(0.8)	(6.7%)
Legislative Services	POA Revenue	(9.9)	(10.8)	0.9	8.6%
Multiple Service Areas	Miscellaneous	(90.0)	(90.3)	0.3	0.3%
<b>All</b>	<b>Revenues</b>	<b>(269.4)</b>	<b>(271.2)</b>	<b>1.8</b>	<b>0.7%</b>

(1) Including supplementary taxes related to taxes payable on City property.

**Other Operating Expenses**

Service Area (in \$Millions)	Items	2013 Net Budget	2013 Year-End Forecasts	Year-End Variance	
				\$ Fav/ (Unfav)	% of Budget
<b>Other Operating Expenses</b>					
Recreation	Utilities, Materials & Supplies	13.2	12.3	0.9	6.5%
Roads, Storm Drainage and Watercourses	Cleaning & Litter Pickup-Contractor	3.0	2.7	0.3	9.9%
Roads, Storm Drainage and Watercourses	Utility Maintenance -Streetlighting	2.4	2.2	0.2	7.1%
Roads, Storm Drainage and Watercourses	Parts Corporate Fleet - Purchase for Resale	0.9	0.7	0.2	22.1%
Mississauga Transit	Equipment Cost and Maintenance Agreements	1.8	1.1	0.7	37.3%
Mississauga Transit	Utilities	2.4	1.9	0.5	20.7%
Mississauga Transit	Contractor Services	0.8	0.5	0.4	41.8%
Mississauga Transit	Transit Diesel Fuel	16.3	17.8	(1.5)	(9.2%)
Facilities and Property Management	Building maintenance, Utilities and various	4.7	4.3	0.4	7.8%
Financial Transactions	Assessment Appeals	3.0	7.0	(4.0)	(133.3%)
Financial Transactions	City Property Taxes *	0.7	2.0	(1.3)	(194.1%)
Strategic Policy	Legal Services	1.0	1.5	(0.5)	(53.2%)
Multiple Service Areas	Miscellaneous	166.2	165.1	1.1	0.6%
<b>All</b>	<b>Other Operating Expenses</b>	<b>216.4</b>	<b>219.3</b>	<b>(2.9)</b>	<b>(1.3%)</b>

\* Including taxes related to taxes payable on Transit Garage.

**Labour Costs**

Mississauga Transit	Labour	115.5	112.0	3.4	3.0%
Regulatory	Labour	11.1	10.8	0.4	3.4%
Financial Transactions	Fringe Benefits Contract Savings	6.0	2.5	3.6	59.2%
Business Services	Labour	23.8	23.6	0.2	1.0%
Information Technology	Labour	13.9	13.6	0.4	2.6%
Legislative Services	Labour	6.0	5.8	0.2	3.0%
Parks and Forestry	Labour	23.2	22.8	0.3	1.3%
Mississauga Library	Labour	20.9	20.5	0.4	1.8%
Fire & Emergency Services	Labour	86.1	85.9	0.2	0.2%
Facilities and Property Management	Labour	13.2	13.0	0.2	1.5%
Multiple Service Areas	Labour	102.9	102.7	0.3	0.3%
<b>All</b>	<b>Labour Costs</b>	<b>422.7</b>	<b>413.2</b>	<b>9.5</b>	<b>2.2%</b>



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**Mississauga Transit**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(96.4)	(69.5)	(95.7)	(0.7)	(0.7%)	The revenue shortfall is primarily attributable to a colder winter in early 2013 with more storm events (including the February 8th storm which was the biggest snow storm in over five years).
Other Operating Expenses	33.6	22.5	33.7	(0.1)	(0.2%)	Based on the year to date average price/litre of \$1.00 for diesel fuel which is \$0.06/litre higher than the budgeted price of \$0.94/litre, an over expenditure of \$1.5M for diesel fuel is forecasted. This is offset by \$0.5M surplus in utilities, \$0.7M surplus in equipment and maintenance agreements, and \$0.4M surplus in contracted services.
Labour Costs	115.5	81.4	112.0	3.4	3.0%	Labour surplus of \$3.4M in excess of the labour gapping target is anticipated. The major factors contributing to this surplus are staff turnover, vacant positions and recruitment challenges.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>52.6</b>	<b>34.4</b>	<b>50.0</b>	<b>2.7</b>	<b>5.1%</b>	
Administrative and Support Costs	2.1	1.5	2.1	0.0	0.0%	
<b>Total Net Cost</b>	<b>54.7</b>	<b>35.9</b>	<b>52.0</b>	<b>2.7</b>	<b>4.9%</b>	

**Parks and Forestry**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(3.8)	(2.5)	(3.5)	(0.3)	(7.2%)	Primarily due to user fees shortfall of \$0.2 million for Sportfields as a result of pricing study implementation.
Other Operating Expenses	10.4	6.4	10.2	0.2	1.7%	Primarily favourable due to vehicle maintenance costs of newer fleet vehicles and various minor favourable variances.
Labour Costs	23.2	17.3	22.8	0.3	1.3%	Normal labour gapping.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>29.7</b>	<b>21.2</b>	<b>29.5</b>	<b>0.2</b>	<b>0.7%</b>	
Administrative and Support Costs	0.9	0.6	0.9	0.0	0.0%	
<b>Total Net Cost</b>	<b>30.6</b>	<b>21.8</b>	<b>30.4</b>	<b>0.2</b>	<b>0.7%</b>	

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## Appendix 2: Operating Forecasts Details by Service Area

## Fire &amp; Emergency Services

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(1.3)	(1.0)	(1.3)	0.0	0.0%	
Other Operating Expenses	3.5	2.2	3.5	0.0	1.1%	
Labour Costs	86.1	59.4	85.9	0.2	0.2%	Normal labour gapping.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>88.3</b>	<b>60.6</b>	<b>88.0</b>	<b>0.2</b>	<b>0.3%</b>	
Administrative and Support Costs	0.8	0.4	0.8	(0.0)	(5.2%)	
<b>Total Net Cost</b>	<b>89.1</b>	<b>61.0</b>	<b>88.9</b>	<b>0.2</b>	<b>0.2%</b>	

## Roads, Storm Drainage and Watercourses

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(9.1)	(4.6)	(9.5)	0.4	4.8%	Favourable variance is primarily attributed to increased off-street parking revenue and subdivision fees collected.
Other Operating Expenses	47.7	28.7	47.0	0.8	1.6%	A favourable year-end variance of \$0.2M is forecasted in the Street Lighting program due to savings from the LED conversion project. Favourable tender prices for the street sweeping contract are expected to result in savings of \$0.3M. A favorable variance of \$0.2M in Corporate Fleet Maintenance can be primarily attributed to the recent vehicle replacements which require less maintenance.
Labour Costs	28.2	21.2	28.1	0.0	0.1%	
<b>Total Net Cost before Administrative and Support Costs</b>	<b>66.8</b>	<b>45.4</b>	<b>65.6</b>	<b>1.3</b>	<b>1.9%</b>	
Administrative and Support Costs	1.7	1.2	1.7	0.0	0.0%	
<b>Total Net Cost</b>	<b>68.5</b>	<b>46.6</b>	<b>67.3</b>	<b>1.3</b>	<b>1.8%</b>	

**Mississauga Library**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(2.3)	(1.7)	(2.1)	(0.2)	(8.4%)	Decline in fine revenues caused by implementation of electronic notification system and growing number of e-book users.
Other Operating Expenses	5.2	3.5	5.1	0.1	1.7%	
Labour Costs	20.9	14.4	20.5	0.4	1.8%	Normal labour gapping and positions held vacant pending self-serve implementation.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>23.7</b>	<b>16.2</b>	<b>23.5</b>	<b>0.3</b>	<b>1.1%</b>	
Administrative and Support Costs	0.7	0.5	0.7	0.0	0.0%	
<b>Total Net Cost</b>	<b>24.4</b>	<b>16.7</b>	<b>24.2</b>	<b>0.3</b>	<b>1.1%</b>	

**Business Services**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(1.8)	(1.7)	(2.0)	0.2	11.9%	
Other Operating Expenses	2.5	1.5	2.4	0.1	4.6%	
Labour Costs	23.8	17.1	23.6	0.2	1.0%	Favourable variance due to staff vacancies.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>24.6</b>	<b>16.8</b>	<b>24.0</b>	<b>0.6</b>	<b>2.3%</b>	
Administrative and Support Costs	0.4	0.3	0.4	0.0	0.0%	
<b>Total Net Cost</b>	<b>25.0</b>	<b>17.1</b>	<b>24.4</b>	<b>0.6</b>	<b>2.3%</b>	

**Facilities and Property Management**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(0.4)	(0.3)	(0.4)	0.0	9.8%	
Other Operating Expenses	7.9	4.6	7.6	0.4	4.6%	Mainly due to one time surplus \$200K in building maintenance as less demand maintenance required than budgeted; and utilities savings of \$131K
Labour Costs	13.2	9.0	13.0	0.2	1.5%	Favourable variance due to staff vacancies.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>20.8</b>	<b>13.3</b>	<b>20.2</b>	<b>0.6</b>	<b>2.9%</b>	
Administrative and Support Costs	(0.7)	(0.6)	(0.7)	0.0	0.0%	
<b>Total Net Cost</b>	<b>20.0</b>	<b>12.7</b>	<b>19.4</b>	<b>0.6</b>	<b>3.0%</b>	

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Appendix 2: Operating Forecasts Details by Service Area

Recreation

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(44.9)	(34.8)	(43.1)	(1.8)	(4.0%)	User fee shortfall of \$1.8 million is primarily due to Golf Courses revenue shortfall of \$0.7 million due to lower rounds offset by \$0.5 million savings in operating expenses; Food Services revenue shortfall of \$0.4 million due to the delay in opening of Bell Gairdner Estate and Banquet Facility at Civic Center, partially offset by lower expenses; Meeting Rooms rental revenue shortfall of \$0.3 million; Dome Field usage shortfall of \$0.2 million as a result of lower than expected utilization; and Ice Rental revenue shortfall of \$0.2 million. A proactive revenue strategy, continued cost reductions and a 2014 budget adjustment of \$0.8 million is expected to achieve the Recreation budget in 2014.
Other Operating Expenses	22.5	13.3	21.5	1.0	4.4%	Primarily due to cost reduction initiatives to offset revenue shortfalls, including materials, supplies, utilities and other expenses.
Labour Costs	41.7	29.3	41.7	0.1	0.1%	Normal labour gapping.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>19.3</b>	<b>7.9</b>	<b>20.0</b>	<b>(0.7)</b>	<b>(3.8%)</b>	
Administrative and Support Costs	0.5	0.6	0.5	0.1	9.6%	
<b>Total Net Cost</b>	<b>19.8</b>	<b>8.5</b>	<b>20.5</b>	<b>(0.7)</b>	<b>(3.4%)</b>	

Information Technology

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(0.6)	(0.5)	(0.6)	0.0	100.0%	
Other Operating Expenses	5.1	3.0	5.1	0.0	100.0%	
Labour Costs	13.9	9.9	13.6	0.4	97.4%	Favourable variance due to normal labour turn over.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>18.5</b>	<b>12.4</b>	<b>18.1</b>	<b>0.4</b>	<b>98.0%</b>	
Administrative and Support Costs	(0.7)	(0.5)	(0.7)	0.0	100.0%	
<b>Total Net Cost</b>	<b>17.7</b>	<b>12.0</b>	<b>17.4</b>	<b>0.4</b>	<b>98.0%</b>	

**Strategic Policy**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(1.0)	(0.6)	(1.0)	0.0	0.0%	
Other Operating Expenses	2.2	1.8	2.7	(0.5)	(22.4%)	The most significant unforeseen cost in 2013 relates to issues involving the Transitway, where legal fees will exceed \$250k this year. Also, litigation matters such as assessment of tenants of the GTAA, environmental contamination, and a significant number of matters before the Human Rights Commission all required assistance from external legal counsel due to resourcing constraints.
Labour Costs	10.0	7.0	9.9	0.1	1.0%	Minor variances due to various staff vacancies.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>11.2</b>	<b>8.2</b>	<b>11.6</b>	<b>(0.4)</b>	<b>(3.6%)</b>	
Administrative and Support Costs	0.0		0.0	0.0	0.0%	
<b>Total Net Cost</b>	<b>11.2</b>	<b>8.2</b>	<b>11.6</b>	<b>(0.4)</b>	<b>(3.6%)</b>	

**Land Development Services**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(12.1)	(10.1)	(11.1)	(1.0)	(8.6%)	Building Permits are forecasted to be under budget by \$1.7 million mostly due to the stage the City is at in its development. Site Plan Applications are forecasted to exceed budget by \$ .7 million due to the fee increases introduced in May 2013, and the submission of major development applications.
Other Operating Expenses	1.3	0.3	1.3	0.0	0.0%	No Significant Variances Forecasted
Labour Costs	15.0	11.0	15.0	0.0	0.0%	No Significant Variances Forecasted.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>4.1</b>	<b>1.2</b>	<b>5.1</b>	<b>(1.0)</b>	<b>(25.6%)</b>	
Administrative and Support Costs	2.8	2.0	2.8	0.0	0.0%	No Significant Variances Forecasted
<b>Total Net Cost</b>	<b>6.9</b>	<b>3.2</b>	<b>7.9</b>	<b>(1.0)</b>	<b>(15.2%)</b>	

## Appendix 2: Operating Forecasts Details by Service Area

## Arts &amp; Culture

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(1.8)	(1.2)	(1.6)	(0.1)	(7.9%)	
Other Operating Expenses	3.7	2.8	3.5	0.2	5.5%	Various favourable savings in equipment maintenance, contractor and professional services and utilities.
Labour Costs	4.4	3.2	4.4	0.1	1.5%	
<b>Total Net Cost before Administrative and Support Costs</b>	<b>6.4</b>	<b>4.8</b>	<b>6.2</b>	<b>0.1</b>	<b>2.0%</b>	
Administrative and Support Costs	0.1	0.1	0.1	0.0	0.0%	
<b>Total Net Cost</b>	<b>6.4</b>	<b>4.9</b>	<b>6.3</b>	<b>0.1</b>	<b>2.0%</b>	

## Mayor &amp; Council

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	0.0	0.0	0.0	0.0	0.0%	
Other Operating Expenses	0.6	0.3	0.6	0.0	0.0%	
Labour Costs	3.7	2.7	3.7	0.0	0.0%	
<b>Total Net Cost before Administrative and Support Costs</b>	<b>4.3</b>	<b>3.1</b>	<b>4.3</b>	<b>0.0</b>	<b>0.0%</b>	
Administrative and Support Costs	0.0	0.0	0.0	0.0	0.0%	
<b>Total Net Cost</b>	<b>4.3</b>	<b>3.1</b>	<b>4.3</b>	<b>0.0</b>	<b>0.0%</b>	

## Regulatory Services

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(11.8)	(8.5)	(11.0)	(0.8)	(6.7%)	Parking fine revenue have increased by 2% compared to 2012, but are forecasted to be below budget by \$0.5M for the year. The City operated administrative penalties system is expected to be in operation at the start of 2014 and will significantly improve the recovery rate for tickets in future years. A forecasted shortfall of \$0.2M in dog licenses can be attributed to ongoing challenges convincing unlicensed dog owners to register their pets.
Other Operating Expenses	1.9	1.3	1.7	0.2	11.1%	
Labour Costs	11.1	7.8	10.8	0.4	3.4%	Labour gapping savings of \$0.4M is primarily attributed to staff turnover and vacant positions in the service area.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>1.2</b>	<b>0.6</b>	<b>1.4</b>	<b>(0.2)</b>	<b>(17.5%)</b>	
Administrative and Support Costs	0.5	0.4	0.5	0.0	0.0%	
<b>Total Net Cost</b>	<b>1.7</b>	<b>1.0</b>	<b>2.0</b>	<b>(0.2)</b>	<b>(12.0%)</b>	

**Legislative Services**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(9.9)	(8.4)	(10.8)	0.9	8.6%	Favorable variance due to expected increase in ticket issuance for offences related to Provincial Highway Traffic Act and Other Provincial Acts.
Other Operating Expenses	1.2	0.7	1.2	0.0	0.0%	
Labour Costs	6.0	4.3	5.8	0.2	3.0%	Favourable variance due to normal labour turn over.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>(2.7)</b>	<b>(3.4)</b>	<b>(3.7)</b>	<b>1.0</b>	<b>38.8%</b>	
Administrative and Support Costs	0.1	0.1	0.1	0.0	0.0%	
<b>Total Net Cost</b>	<b>(2.5)</b>	<b>(3.4)</b>	<b>(3.6)</b>	<b>1.0</b>	<b>40.4%</b>	

**Financial Transactions**

Item	2013 Budget	YTD Actuals as of Sept 30, 2013	2013 Year-End Forecast	Year-End Variance		Comments and Action Plan
				\$ Fav/ (Unfav)	% of Budget	
Total Revenues	(72.2)	(67.9)	(77.3)	5.1	7.1%	Increased Supplementary Taxes of \$2.7 million and higher GTAA revenue of \$1.2M related to a larger share from the commercial levy. Penalty and interest revenue is higher by \$1.0M due to the taxpayer's willingness and ability to pay.
Other Operating Expenses	58.0	80.4	63.2	(5.3)	(9.1%)	Assessment Appeals increased significantly due to accelerated Assessment Review Board (ARB) decisions and Requests for Reconsiderations associated with the 2012 reassessment year.
Labour Costs	6.0	2.8	2.5	3.6	59.2%	\$2.4 million savings due to renegotiated SunLife ASO Contract. Retiree Benefits savings of \$270k due to decreased health and dental rate premiums; WSIB Premium Recovery \$200K.
<b>Total Net Cost before Administrative and Support Costs</b>	<b>(8.2)</b>	<b>15.3</b>	<b>(11.6)</b>	<b>3.4</b>	<b>41.8%</b>	
Administrative and Support Costs	0.0		0.0	0.0	0.0%	
<b>Total Net Cost</b>	<b>(8.2)</b>	<b>15.3</b>	<b>(11.6)</b>	<b>3.4</b>	<b>41.8%</b>	

<b>City Grand Total Net Cost</b>	<b>369.7</b>	<b>264.5</b>	<b>361.3</b>	<b>8.4</b>	<b>2.3%</b>	
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Note: Totals above may not add due to

Appendix 3: Operating Budget Reserve Requests

139

Service Area	Standard or Special Contract Reference	Supplier	Description of Goods/Services Ordered	Account Number	Amount \$
Transit Services	Pending	Pending	MiWay branded uniforms for Transit Operators	715820-23564	750,000
Transit Services	4600013788	Cundari	Miway marketing strategy	715701-23454	35,000
Roads, Storm Drainage and Watercourses	4500369247	Franz Environmental Inc.	Environmental Assessment of City owned property located at 1735 Britannia Road East	715601-23733	51,000
Business Services	4600012955	Hewitt Inc.	Benefits Program Consulting	715617-27754	7,125
Business Services	4500402661	Stratford Managers Corporation	Compensation Consulting	715617-27754	22,600
Business Services	4600014299	Metrics @Work Inc.	Employee Survey	715601-21460	15,000
Business Services	Pending	Prosci Change Management	Change Management Training	715601-27755	28,000
Business Services	Pending	Prosci Change Management	Train the Trainer	715601-27755	5,100
Business Services	Pending	Pending	LEAN Training	715601-27755	45,000
Strategic Policy	Pending	International District Energy Association	Marina Study (Review City Supply and Demand for Marina)	715601-26800	20,000
Land Development Services	Pending	Urban Strategies Inc.	Sheridan Research Park Land Use Master Plan	715601-26794	43,000
<b>Total</b>					<b>1,021,825</b>



**Appendix 4: Operating Budget Adjustments by Service Area**

From Department/Service Area	From Service Program(s)	From Amount(s)	To Amount(s)	To Department/Service Area	To Service Program(s)	Reason
Non-Departmental/Financial Transactions	Benefits & Labour	\$1,009,191	\$15,162	Community Services/Fire & Emergency	Vehicle Maintenance	To reallocate benefits and labour budgeted in Financial Transaction to fund Fire Union "Me To" Clause.
			\$51,218		Prevention	
			\$47,903		Support	
			\$891,619		Fire & Emergency	
			\$3,289		Building Maintenance	
Non-Departmental/Financial Transactions	Miscellaneous Revenue & Expense	\$120,000	\$120,000	Community Services/Recreation	Tourism	Non-Departmental Hershey Centre cost center transferred to Community Services Tourism
Transportation & Works/MiWay Transit	Transit Operations	\$162,500	\$192,500	Transportation & Works/MiWay Transit	Transit Business Development	Transitway operating costs consolidated to new cost center
	Transit Maintenance	\$30,000				
Corporate Services/Business Services Planning & Building/Departmental Business	Revenue, Materiel Management & Business Services	(\$4,200)	\$2,032,093	Corporate Services/Business Services	Finance	Finance Reorganization
Community Services/Departmental Business	Departmental Business Support	(\$100)				
Community Services/Departmental Business	Departmental Business Support	\$576,420				
Transportation & Works/Departmental Business Support	Departmental Business Support	\$895,278				
Corporate Services/Departmental Business Support	Departmental Business Support	\$429,623				
City Manager's/Strategic Policy	City Strategy & Innovations	\$135,072				
City Manager's/Strategic Policy	City Strategy & Innovations	\$14,500				
Community Services/Departmental Business	Departmental Business Support	\$21,500	\$100,180			
Corporate Services/Departmental Business Support	Corporate Services Departmental Business	\$14,800				
Transportation & Works/Departmental Business Support	Departmental Business Support	\$40,800				
Community Services/Parks & Forestry	Divisional Support	\$8,580				

131

135

**Appendix 4: Operating Budget Adjustments by Service Area**

From Department/Service Area	From Service Program(s)	From Amount(s)	To Amount(s)	To Department/Service Area	To Service Program(s)	Reason
Corporate Services/Business Services	Finance	\$18,100	\$262,448	Corporate Services/Departmental Business Support	Corporate Services Departmental Business	Corporate Services Departmental Business Allocation Adjustments (primarily due to Finance Reorganization).
	Communications	\$28,606				
	Facilities & Property Management Divisional Support	\$131,920				
	Human Resources	\$46,320				
	Revenue, Materiel Management & Business Services	\$37,502				
Corporate Services/Information Technology	Information Technology	\$109,908	\$109,908			
Corporate Services/Legislative	Office of the City Clerk	\$41,997	\$41,997			
Community Services/Arts & Culture	Support	\$64,516	\$597,920	Community Services/Departmental Business Support	Departmental Business Support	Community Services Departmental Business Allocations
Community Services/Fire & Emergency	Support	\$72,537				
Community Services/Library	Administration & Shared Services	\$71,868				
Community Services/Parks & Forestry	Parks Operations	\$167,950				
Community Services/Recreation	Administration & Customer Support	\$221,049				
Planning & Building/Land Development	Development & Design	\$220,900	\$220,900	Planning & Building/Departmental Business Support	Departmental Business Support	Planning & Building Departmental Business Allocations
Transportation & Works/MiWay Transit	Transit Office of Director	\$523,700	\$922,278	Transportation & Works/Departmental Business Support	Departmental Business Support	Transportation & Works Departmental Business Allocations
Transportation & Works/Regulatory	Enforcement Administration	\$37,400				
Transportation & Works/Roads, Sewers & Drainage	Maintenance Control	\$361,178				



# Corporate Report

Clerk's Files

Originator's  
Files

14

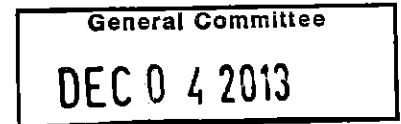
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**DATE:** November 15, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

**SUBJECT:** **Corporate Policy and Procedure - Attendance Support and Management Program, Income Protection Program, Short Term and Long Term Accommodation**



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**RECOMMENDATION:** That the following revised Corporate Policies and Procedures attached as Appendices to the Corporate Report dated November 15, 2013 from the Commissioner of Corporate Services and Chief Financial Officer, be approved:

- a) Attendance Support and Management Program (formerly Attendance Management 01-03-05)
- b) Income Protection Program (formerly Disability Income Program 01-07-06)
- c) Short Term and Long Term Accommodation (formerly Rehabilitation and Return to Work Policy 01-07-11)

**BACKGROUND:** The City has determined that the factors contributing to the implementation of an enhanced comprehensive Attendance Support and Management program include:

1. An enhanced lost time reporting tool: Enterprise Decision Support (EDS) Lost Time Dashboard.
2. Strategies to comply with the *Accessibility for Ontarians with Disabilities Act* (AODA).
3. The need to move employees from short term accommodated positions to long term accommodated positions in either their home or in an alternate position.

**COMMENTS:**

To provide a robust and responsive attendance support and management program supportive disability management policies are required. The requirements of the AODA presented the opportunity to revise existing policies to support the coaching philosophy in the revised Attendance Support and Management Program. Additional amendments to the disability management policies will contain costs while ensuring employees are on the right benefit at the right time.

To assist management address attendance issues, the following three policies have been revised:

1. Attendance Support and Management Policy (AS&MP)  
(formerly Attendance Management)

The revised policy is attached as Appendix 1. A comparison chart demonstrating the changes from the current policy to the proposed revision is attached as Appendix 2.

The policy has been revised to state the City's intention to proactively manage absenteeism through active monitoring and coaching of employees. This policy reflects best practices requiring supervisors to be aware of their responsibility to support and coach employees who have attendance issues. Employee Health Services has been added as a formal part of the Attendance Support and Management Program to assist in identifying potential accommodation issues.

The Program deals with non-culpable (non-blame worthy) absences, specifically absences from injury/illness that do not arise from a disability. The Program is non-disciplinary in nature and is based on the philosophy that employees are coached to improve their attendance.

The policy provides the framework to support the enhancement of our Attendance Support and Management Program. To ensure corporate consistency, all Managers of non-union employees will follow the same corporate Attendance Support and Management Program.

2. Income Protection Program (formerly Disability Income Program)

The revised policy is attached as Appendix 3. A comparison chart demonstrating the changes from the current policy to the proposed revision is attached as Appendix 4.

In 2009, the Policy was amended to allow ill days to be used for medical appointments. This policy has been revised to add that employees should give advance notice of a planned absence for medical appointments.

The policy has been revised to add the definition of "actively at work". To ensure employees are on the right benefit at the right time and to proactively identify employees requiring accommodation, the policy has been revised to include employee's responsibility for eligibility to STD benefits and that short term benefits must be completed within one year from the date of illness/injury.

Wording has been added to clarify that an employee cannot access an additional 120 days of STD without returning to full active duties. Employee Health Services (EHS) will manage situations on a case by case basis.

A new section has been added to the policy to clarify benefit coverage for employees absent on an unpaid medical leave of absence.

3. Short Term and Long Term Accommodation (formerly Rehabilitation and Return to Work Process)

The revised policy is attached as Appendix 5. A comparison chart demonstrating the changes from the current policy to the proposed revision is attached as Appendix 6.

In compliance with the intent of the AODA, the policy has been renamed Short Term and Long Term Accommodation which is applicable to all employees. Time lines have been added to ensure that short term accommodations end 12 months from the initial date of illness or injury. This revision ensures short term accommodation is temporary in nature. Employees requiring a long term accommodation that is beyond 12 months may be

offered a suitable alternate position without participating in a job competition process. The policy maintained the current provisions that an employee placed on a Long Term Accommodation is paid within the salary range for the position. In December 2013, IT will release a "Lost Time Dashboard" which provides a new business solution to assist Managers and Supervisors in coaching employees on potential attendance concerns including:

- Reports by business unit including the ability to drill down for each business unit;
- Reports by benefit stream including the ability to group benefits;
- The ability to drill down reports by supervisor;
- Alerts to supervisor when an employee is above or trending above the divisional average for Lost Time;
- Email notification linking managers to reports for their group of employees; and
- Lost time reports which identify trends allow the City to address emerging issues.

This new business solution now automates information which was previously only available through manual processes and increases the Corporation's effectiveness.

**FINANCIAL IMPACT:** It is anticipated that the introduction of the Attendance Support and Management Programs and the revisions to the disability policies may reduce or contain the average number of days lost due to non-compensable illnesses or injuries and the associated costs.

**CONCLUSION:** The revisions to the policies and the revisions to the Attendance Support and Management Program ensures compliance with the AODA regulations and enhances the City's ability to manage disability issues, for both short term absences and long term accommodations. It is anticipated that the Corporation will benefit financially from the cost containment or reduction in sick leave absences as a result of the amendments to these policies and the revised Attendance Support and Management Programs.

14d

**ATTACHMENTS:**

- Appendix 1: Attendance Support and Management Program policy
- Appendix 2: Comparison Chart - Attendance Support and Management Program policy
- Appendix 3: Income Protection Program policy
- Appendix 4: Comparison Chart - Income Protection Program policy
- Appendix 5: Short and Long Term Accommodation policy
- Appendix 6: Comparison Chart - Short and Long Term Accommodation policy



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Gary Kent  
Commissioner of Corporate Services and Chief Financial Officer

*Prepared By: Sharon Willock, Director Human Resources*

14e

# Corporate Policy and Procedure



Policy No.	Appendix 1
Page	01-03-05 Page 1 of 6
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	1996 10 16 1992 09 16

TAB: HUMAN RESOURCES

SECTION: EMPLOYEE CONDUCT

SUBJECT: ATTENDANCE SUPPORT AND MANAGEMENT PROGRAM

**POLICY STATEMENT** Every employee of the City of Mississauga is expected to report regularly and on-time to work to perform the functions for which they were hired. It is the policy of the City of Mississauga to manage employee absenteeism in a fair and consistent manner.

**PURPOSE** Poor attendance can have a negative effect on the Corporation's overall productivity, and on employee morale. While the majority of employees maintain acceptable attendance, any issues which may arise must be managed appropriately.

The City of Mississauga has a comprehensive Attendance Support and Management Program, available on Inside Mississauga. This policy provides a framework for the program by identifying individual responsibilities for reporting absences, monitoring attendance, following up on attendance issues, and taking appropriate action if needed.

All departments are expected to implement and manage the Attendance Support and Management Program to ensure that the responsibilities outlined in this policy are met.

**SCOPE** This policy applies to all non-union employees, and to all union employees subject to the terms of their particular collective agreements.

**DEFINITIONS** For the purposes of this policy:  
 Approved Absence "Approved Absence" means pre-approved absence from work to



# Corporate Policy and Procedure



Policy No. Appendix 1  
Page 01-03-05  
Page 2 of 6  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1996 10 16  
1992 09 16

14f

which an employee is entitled by law or in accordance with the terms of a Collective Agreement, or other absences pre-approved by management, such as absences in accordance with the *Workplace Safety & Insurance Act*, vacation, bereavement leave, jury/witness service, pregnancy leave, parental leave and lay-off.

## Attendance Support and Management Program

“Attendance Support and Management Program” means the program that supplements this policy and provides guidelines to supervisory staff on managing absenteeism. The Attendance Support and Management Program is subject to review and amendment by the Leadership Team (City Manager and commissioners), at any time.

## Culpable Absenteeism

“Culpable Absenteeism” refers to absences which are within the employee’s control and may warrant a disciplinary response. The following are some examples of culpable absence:

- excessive lateness;
- false explanation for an absence;
- Pattern Absenteeism;
- abuse of leave
  - no reason is provided for the extended absence and/or evidence of the reason for the leave cannot be satisfactorily provided when required;
  - failure to call in and report an absence

## Non-Culpable or Innocent Absenteeism

“Non-Culpable or Innocent Absenteeism” refers to absences from work due to illness or non-occupational injury, including absences that are due to a disability that was not the result of a work-related accident.

## Pattern Absenteeism

“Pattern Absenteeism” is identified when an employee’s absences, excluding Approved Absences, reflects a relationship to days of the week, time of year or specific work related activities when illustrated on a calendar.

149

# Corporate Policy and Procedure



Policy No.	Appendix 1
Page	01-03-05 Page 3 of 6
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	1996 10 16 1992 09 16

Supervisor “Supervisor” means any person responsible for directing the work of others, and includes team leaders, supervisors, managers, directors, and commissioners.

## ROLES AND RESPONSIBILITIES

**Role of Commissioner** The department commissioner is responsible for ensuring that attendance is managed effectively within the department, including:

- implementing the Attendance Support and Management Program;
- ensuring all Supervisors are aware of and trained on this policy and the Attendance Support and Management Program, including any subsequent revisions;
- reviewing attendance information; and
- ensuring Supervisors are managing absenteeism as outlined in this policy.

**Role of Human Resources Division** The Human Resources Division is responsible for:

- developing and maintaining an Attendance Support and Management Program; and
- providing departments with advice/support on attendance-related issues.

**Role of Departmental Human Resources Business Partner Manager** The departmental Human Resources Business Partner Manager or his/her delegate is responsible for:

- providing Supervisors with support, coaching and guidance in the various stages of the Attendance Support and Management Program process;
- providing attendance management and related training to the Supervisor;
- assisting the Supervisor in dealing with employee accommodation; and
- liaising with Employee Health Services (EHS) and the

# Corporate Policy and Procedure



Policy No. Appendix 1  
Page 01-03-05  
Effective Date Page 4 of 6  
Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1996 10 16  
1992 09 16

14h

employee's Supervisor to locate opportunities for employee accommodation, where necessary.

## Supervisor's Role

Supervisors are responsible for:

- ensuring all employees under their supervision are aware of and trained on this policy and any accompanying guidelines, including any subsequent revisions;
- advising employees under their supervision of employee responsibilities in reporting absences;
- coaching employees with respect to strategies for improving attendance;
- advising employees under their supervision that Culpable Absenteeism may result in disciplinary action being taken;
- taking such actions as may be required as part of the Attendance Support and Management Program;
- speaking to the employee directly, if possible, to obtain the reason for the absence (without seeking medical information) and the probable date or time of the employee's return;
- maintaining communication with absentee employees, as appropriate, and ensuring that the employee is aware of the documentation required, in accordance with the Income Protection Program policy, to support the absence;
- ensuring that the absence is recorded appropriately for payroll purposes, including stopping pay if appropriate documentation is not provided to support a paid absence;
- maintaining accurate attendance records and consistently monitoring and assessing attendance statistics;
- identifying accommodation opportunities, with assistance from EHS as outlined in the Employee Health and Recovery Program, to allow employees to remain at work or to return to work in a safe and timely manner;
- developing individual accommodation plans, with assistance from EHS and Human Resources as outlined in the Employee

14i

# Corporate Policy and Procedure



Policy No.	Appendix 1
Page	01-03-05 Page 5 of 6
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	1996 10 16 1992 09 16

Health and Recovery Program, to address the needs of employees with disabilities, where applicable.

## Employee's Role

Employees are responsible for:

- regularly attending work as scheduled and on time;
- notifying the Supervisor as early as possible if the inability to attend work is due to a disability so that options for accommodation can be pursued;
- advising the Supervisor of absences from work which have not been pre-approved (i.e. due to illness, family or personal emergencies, etc.):
  - if an employee will not be attending work, he or she is responsible for contacting the Supervisor or designate and advising of the reason for the absence;
  - if an employee expects to be late in reporting to work, he or she is responsible for advising the Supervisor of the reason for the lateness either before the normal start time, or as soon as possible after arriving at work;
  - if the employee will be leaving work after the start of the work-day or shift, he or she must advise the Supervisor as soon as possible before leaving work;
- maintaining regular contact with the Supervisor during an absence;
- advising the Supervisor of the expected date or time of return to work; and
- providing all documentation as required by the Supervisor to support the absence, in accordance with Corporate Policies and Procedures – Human Resources - Income Protection Program and Short and Long Term Accommodation.

## Role of Employee Health Services

Employee Health Services are responsible for:

- assisting in the development and implementation of return-to-work and accommodation plans, if required;

# Corporate Policy and Procedure



Policy No. Appendix 1  
Page 01-03-05  
Page 6 of 6  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1996 10 16  
1992 09 16

14j

- assisting employees and/or Supervisors in obtaining appropriate medical documentation;
- providing support and coaching to Supervisors with respect to strategies for improving employee attendance;
- maintaining the confidentiality of all medical information related to employee absence; and
- when requested, providing health coaching and referrals to assist employees to improve their overall level of health.

## COMPLIANCE

All employees are expected to comply with this policy. Where applicable (e.g. Culpable or Pattern Absenteeism), disciplinary action will be taken, up to and including dismissal, when an employee fails to comply with this policy and to meet his or her responsibilities under this policy.

Non-Culpable or Innocent Absenteeism is managed by counseling employees with respect to this policy and the Attendance Support and Management Program, but may ultimately result in the "frustration of the employment contract" (i.e. termination of employment).

Supervisors have the authority to stop an employee's pay if appropriate documentation is not provided to support an absence. The departmental Human Resources Business Partner Manager must be consulted prior to taking such action.

## REFERENCE:

GC-561-96 - 1996 10 16  
Revised 1997 06 26 (Housekeeping)

## LAST REVIEW DATE:

October, 2013

## CONTACT:

For more information, contact your departmental Human Resources Business Partner Manager or delegate.

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

HF

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, "No change – same as Current Policy" will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p><b>POLICY STATEMENT</b> Employees are expected to regularly attend work as scheduled and, if they are responsible for the supervision of others, to address any attendance problems which may arise.</p>	<p><b>POLICY STATEMENT</b> Every employee of the City of Mississauga is expected to report regularly and on-time to work to perform the functions for which they were hired. It is the policy of the City of Mississauga to manage employee absenteeism in a fair and consistent manner.</p>	<p>The policy statement has been expanded to more clearly state the City's intention to actively manage absenteeism.</p>
<p><b>PURPOSE</b> Poor attendance can have a negative effect on the Corporation's overall productivity, and on employee morale. While the majority of employees maintain acceptable attendance, any problems which may arise must be managed appropriately. The Corporation hopes to resolve all attendance problems to the benefit of the employee and the Corporation.</p> <p>This policy provides a framework for a comprehensive attendance management program, by identifying individual responsibilities for reporting absences, monitoring attendance, following up on attendance problems, and taking appropriate disciplinary action if needed. The Human Resources Division of the Corporate Services Department has developed a Corporate Attendance Management Program.</p>	<p><b>PURPOSE</b> Poor attendance can have a negative effect on the Corporation's overall productivity, and on employee morale. While the majority of employees maintain acceptable attendance, any issues which may arise must be managed appropriately.</p> <p>The City of Mississauga has a comprehensive Attendance Support and Management Program, available on Inside Mississauga. This policy provides a framework for the program by identifying individual responsibilities for reporting absences, monitoring attendance, following up on attendance issues, and taking appropriate action if needed.</p>	<p>Removed last sentence as it is repetitive. No change to the overall intent.</p> <p>Minor rewording for clarity; no change to the overall intent.</p>

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p>All departments are expected to implement that program, or a department-specific program to ensure that the responsibilities outlined in this policy are met.</p>	<p>All departments are expected to implement and manage the Attendance Support and Management Program to ensure that the responsibilities outlined in this policy are met.</p>	<p>All departments are expected to follow the corporate Attendance Support and Management Program. This will ensure consistency across the Corporation.</p>
<p><b>SCOPE</b> This policy applies to all non-union employees, and to all union employees subject to the terms of their particular collective agreements.</p> <p>This policy does not address specific requirements related to supporting documentation for absences. Refer to the Corporate Policy and Procedure on the subject in question (i.e. Disability Income Program for documentation requirements related to absences due to illness or injury; Leave of Absence policies for requirements related to various leaves of absence; Vacation for requirements related to vacation days; Overtime for lieu time requirements, etc.).</p>	<p><b>SCOPE</b> No change – same as Current Policy.</p>	<p>This section is being deleted from the policy as documentation requirements are outlined in the Attendance Management Program guidelines.</p>
<p><b>DEFINITIONS</b></p>	<p><b>DEFINITIONS</b> For the purposes of this policy:</p>	
<p><b>Acceptable Attendance/ Attendance Problems</b> “Acceptable attendance” means that employees regularly attend work on time and as scheduled. Unauthorized absences, absences for which the</p>	<p><b>Approved Absence</b> “Approved Absence” means pre-approved absence from work to which an employee is entitled by law or in accordance with the terms</p>	<p>The existing definition has been replaced with separate definitions for Approved Absence, Culpable Absence and Non-</p>

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

WH

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>authorization was obtained fraudulently, consistent lateness, and absences which are so frequent or long-term in nature that the employee cannot fulfil the essential duties of the job, can be considered “attendance problems”.</p>	<p>of a Collective Agreement, or other absences pre-approved by management, such as absences in accordance with the <i>Workplace Safety &amp; Insurance Act</i>, vacation, bereavement leave, jury/witness service, pregnancy leave, parental leave and lay-off.</p>	<p>Culpable Absence to better differentiate the types of absence and how they are treated.</p>
<p><b>Corporate Attendance Management Program</b> The Corporate Attendance Management Program supplements this policy, and provides supervisory staff with detailed guidelines to address attendance problems in an appropriate manner, usually through documentation and/or progressive discipline procedures. If the problems cannot be resolved, or if the employment relationship becomes frustrated, the employee may be dismissed.</p> <p>A copy of the Corporate Attendance Management Program is available from the departmental Human Resources representative, or the Human Resources Division. The Corporate Attendance Management Program is subject to review and amendment by the Senior Management Team, at any time.</p>	<p><b>Attendance Support and Management Program</b> “Attendance Support and Management Program” means the program that supplements this policy and provides guidelines to supervisory staff on managing absenteeism. The Attendance Support and Management Program is subject to review and amendment by the Leadership Team (City Manager and commissioners), at any time.</p>	<p>The discussion of possible employee dismissal has been removed as it is covered in the Compliance section.</p> <p>All HR information is now available on Inside Mississauga.</p>



Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

Current Policy – What Exists Today	Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.	Rationale – Why changes (deletions and/or additions) to the revised policy were made.
	<p><b>Culpable Absenteeism</b>                      “Culpable Absenteeism” refers to absences which are within the employee’s control and may warrant a disciplinary response. The following are some examples of culpable absence:</p> <ul style="list-style-type: none"> <li>• excessive lateness;</li> <li>• false explanation for an absence;</li> <li>• Pattern Absenteeism;</li> <li>• abuse of leave                             <ul style="list-style-type: none"> <li>– no reason is provided for the extended absence and/or evidence of the reason for the leave cannot be satisfactorily provided when required; and</li> <li>– failure to call in and report an absence</li> </ul> </li> </ul>	<p>Definition added for clarity and to ensure all employees understand that absenteeism is treated appropriately based on the definitions.</p>
<p><b>Departmental Attendance Management Programs</b>                      Individual departments may elect to develop attendance management programs geared specifically to their needs and/or staff resources. Any such departmental programs must comply with the principles of this policy, and of the Corporate Attendance Management Program. The departmental Human Resources representative must be consulted to ensure compliance.</p>		<p>Departmental programs will no longer be implemented. All departments are expected to follow the corporate Attendance Management and Support Program. This will ensure consistency across the Corporation.</p>

147

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

OH

Current Policy – What Exists Today	Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.	Rationale – Why changes (deletions and/or additions) to the revised policy were made.
	<p><b>Non-Culpable or Innocent Absenteeism</b>                      “Non-Culpable or Innocent Absenteeism” refers to absences from work due to illness or non-occupational injury, including absences that are due to a disability that was not the result of a work-related accident.</p>	<p>Definition added for clarity and to ensure all employees understand that absenteeism is treated appropriately based on the definitions.</p>
	<p><b>Pattern Absenteeism</b>                      “Pattern Absenteeism” is identified when an employee’s absences, excluding Approved Absences, reflects a relationship to days of the week, time of year or specific work related activities when illustrated on a calendar.</p>	<p>Definition added for clarity and to ensure all employees understand that absenteeism is treated appropriately based on the definitions.</p>
<p><b>Supervisor</b>                      “Supervisor” means any person responsible for directing the work of others, and includes team leaders, project leaders, supervisors, managers, directors, and commissioners.</p>	<p><b>Supervisor</b>                      “Supervisor” means any person responsible for directing the work of others, and includes team leaders, supervisors, managers, directors, and commissioners.</p>	<p>Removed project leaders from the definition, as they are not considered managers/supervisors (i.e. would not be disciplining employees, etc.)</p>
<p><b>Departmental Human Resources Representative</b>                      The departmental Human Resources representative includes any person assigned to monitor lost time on a departmental basis, such as a Lost-Time Coordinator, or other support staff.</p>		<p>This definition is not required, as this would now be the HR Business Partner Manager.</p>

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<b>RESPONSIBILITIES</b>	<b>RESPONSIBILITIES</b>	These sections have been re-ordered in the revised policy.
<p><b>Role of Commissioner/ Department Administrator</b> The department commissioner and/or department administrator are responsible for ensuring that attendance is managed effectively within the department, including:</p> <ul style="list-style-type: none"> <li>• implementing an attendance management program;</li> <li>• reviewing attendance information; and</li> <li>• bringing any possible attendance problems to the attention of the supervisor responsible and ensuring that they are dealt with according to Corporate Policies and Procedures.</li> </ul>	<p><b>Role of Commissioner</b> The department commissioner is responsible for ensuring that attendance is managed effectively within the department, including:</p> <ul style="list-style-type: none"> <li>• implementing the Attendance Support and Management Program;</li> <li>• ensuring all Supervisors are aware of and trained on this policy and the Attendance Support and Management Program, including any subsequent revisions;</li> <li>• reviewing attendance information; and</li> <li>• ensuring Supervisors are managing absenteeism as outlined in this policy.</li> </ul>	Added a bullet to ensure Commissioners and HR Business Partner Managers are aware of their responsibility to ensure supervisors are aware of and trained on this policy. Removed Department Administrator. Other minor revisions for clarity.
<p><b>Role of Human Resources Division</b> The Human Resources Division is responsible for:</p> <ul style="list-style-type: none"> <li>• developing and maintaining a Corporate Attendance Management Program;</li> <li>• producing monthly reports on attendance statistics;</li> <li>• providing departments with lists of employees exhibiting attendance patterns which could be considered problem attendance;</li> <li>• through the Occupational Health Nurse,</li> </ul>	<p><b>Role of Human Resources Division</b> The Human Resources Division is responsible for:</p> <ul style="list-style-type: none"> <li>• developing and maintaining an Attendance Support and Management Program; and</li> <li>• providing departments with advice/support on attendance-related issues.</li> </ul>	<p>Minor wording changes to update terminology in the remaining bullets. No change to intent.</p> <p>The requirement to produce monthly reports has been deleted as supervisors have access to Manager Self-Serve.</p>

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Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

bhl  
149

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p>assisting departments in monitoring absences for medical reasons; and</p> <ul style="list-style-type: none"> <li>through the Director of Human Resources, providing assistance and guidance in handling attendance problems that cannot be resolved.</li> </ul>		
<p><b>Role of Departmental Human Resources Representative</b> The departmental Human Resources representative is responsible for:</p> <ul style="list-style-type: none"> <li>if delegated to do so, advising the supervisor of employees exhibiting apparent problem absenteeism;</li> <li>providing detailed attendance information, reports, etc. to the commissioner and/or department administrator and/or supervisor;</li> <li>providing attendance management and related training to the supervisor;</li> <li>recommending action for dealing with problem absenteeism;</li> <li>if necessary, assisting the supervisor in dealing directly with the employee.</li> </ul>	<p><b>Role of Departmental Human Resources Business Partner Manager</b> The departmental Human Resources Business Partner Manager or his/her delegate is responsible for:</p> <ul style="list-style-type: none"> <li>providing Supervisors with support, coaching and guidance in the various stages of the Attendance Support and Management Program process;</li> <li>providing attendance management and related training to the Supervisor;</li> <li>assisting the Supervisor in dealing with employee accommodation; and</li> <li>liaising with Employee Health Services (EHS) and the employee’s Supervisor to locate opportunities for employee accommodation, where necessary.</li> </ul>	<p>Minor changes to reflect the importance of coaching and to reflect current management structure in HR.</p>
<p><b>Supervisor's Role</b> Supervisors are responsible for:</p> <ul style="list-style-type: none"> <li>taking such actions as may be required as part</li> </ul>	<p><b>Supervisor's Role</b> Supervisors are responsible for:</p> <ul style="list-style-type: none"> <li>ensuring all employees under their</li> </ul>	<p>Added bullets to ensure supervisors are aware of their responsibility to ensure</p>

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p>of an attendance management program;</p> <ul style="list-style-type: none"> <li>• advising employees under their supervision that attendance problems may result in either discipline or frustration of the employment contract, or other appropriate measures;</li> <li>• advising employees under their supervision of employee responsibilities in reporting absences;</li> <li>• speaking to the employee directly, if possible, to obtain the reason for the absence and the probable date or time of the employee's return;</li> <li>• ensuring that the employee is aware of the documentation required to support the absence;</li> <li>• ensuring that the absence is recorded appropriately for payroll purposes, including stopping pay if appropriate documentation is not provided to support a paid absence;</li> <li>• maintaining monthly contact with an employee who is absent for periods of more than 30 calendar days; and</li> <li>• if an absenteeism problem develops, contacting the departmental Human Resources representative to obtain advice and assistance so that the matter can be dealt with effectively.</li> </ul>	<p>supervision are aware of and trained on this policy and any accompanying guidelines, including any subsequent revisions;</p> <ul style="list-style-type: none"> <li>• advising employees under their supervision of employee responsibilities in reporting absences;</li> <li>• coaching employees with respect to strategies for improving attendance;</li> <li>• advising employees under their supervision that Culpable Absenteeism may result in disciplinary action being taken;</li> <li>• taking such actions as may be required as part of the Attendance Support and Management Program;</li> <li>• speaking to the employee directly, if possible, to obtain the reason for the absence (without seeking medical information) and the probable date or time of the employee's return;</li> <li>• maintaining communication with absentee employees, as appropriate, and ensuring that the employee is aware of the documentation required, in accordance with the Income Protection Program policy, to support the absence;</li> <li>• ensuring that the absence is recorded appropriately for payroll purposes, including</li> </ul>	<p>employees are aware of and trained on this policy; maintain accurate attendance records and monitor/assess attendance statistics; coach employees; and develop individual accommodation plans to address the needs of employees with disabilities, where applicable.</p>

HR

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<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, "No change – same as Current Policy" will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
	<p>stopping pay if appropriate documentation is not provided to support a paid absence;</p> <ul style="list-style-type: none"> <li>• maintaining accurate attendance records and consistently monitoring and assessing attendance statistics;</li> <li>• identifying accommodation opportunities, with assistance from EHS as outlined in the Employee Health and Recovery Program, to allow employees to remain at work or to return to work in a safe and timely manner; and</li> <li>• developing individual accommodation plans with assistance from EHS and Human Resources, as outlined in the Employee Health and Recovery Program, to address the needs of employees with disabilities, where applicable.</li> </ul>	
<p><b>Employee's Role</b> Employees are responsible for:</p> <ul style="list-style-type: none"> <li>• regularly attending work as scheduled and on time, and obtaining appropriate approval for any absences;</li> <li>• advising the supervisor of absences from work which have not been pre-approved (i.e. due to illness, family or personal emergencies, etc.):                         <ul style="list-style-type: none"> <li>- if an employee will not be attending work, he or she is responsible for contacting the</li> </ul> </li> </ul>	<p><b>Employee's Role</b> Employees are responsible for:</p> <ul style="list-style-type: none"> <li>• regularly attending work as scheduled and on time;</li> <li>• notifying the Supervisor as early as possible if the inability to attend work is due to a disability so that options for accommodation can be pursued.</li> <li>• advising the Supervisor of absences from</li> </ul>	<p>Added bullets to say employees must maintain regular contact with their Supervisor during an absence and to reference the possibility that accommodation due to a disability may be required (as legislated by the <i>Accessibility for Ontarians With Disabilities Act</i>).</p>

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p>supervisor or designate within one hour of the normal start time and advising of the reason for the absence;</p> <ul style="list-style-type: none"> <li>- if an employee expects to be late in reporting to work, he or she is responsible for advising the supervisor of the reason for the lateness either before the normal start time, or as soon as possible after arriving at work;</li> <li>- if the employee will be leaving work after the start of the work-day or shift, he or she must advise the supervisor as soon as possible before leaving work;</li> <li>• advising the supervisor of the expected date or time of return to work; and</li> <li>• providing all documentation as required by the supervisor to support the absence, in accordance with applicable Corporate Policies and Procedures.</li> </ul>	<p>work which have not been pre-approved (i.e. due to illness, family or personal emergencies, etc.):</p> <ul style="list-style-type: none"> <li>- if an employee will not be attending work, he or she is responsible for contacting the Supervisor or designate and advising of the reason for the absence;</li> <li>- if an employee expects to be late in reporting to work, he or she is responsible for advising the Supervisor of the reason for the lateness either before the normal start time, or as soon as possible after arriving at work;</li> <li>- if the employee will be leaving work after the start of the work-day or shift, he or she must advise the Supervisor as soon as possible before leaving work;</li> </ul> <ul style="list-style-type: none"> <li>• maintaining regular contact with the Supervisor during an absence;</li> <li>• advising the Supervisor of the expected date or time of return to work;</li> <li>• providing all documentation as required by the Supervisor to support the absence, in or time of return to work; and</li> <li>• providing all documentation as required by the Supervisor to support the absence, in accordance with Corporate Policies and</li> </ul>	<p>Removed the stipulation of contacting the supervisor within one hour of the start time as units/divisions may have different requirements, depending on the nature of the work.</p>

141

Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

NH

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
	<p>Procedures – Human Resources - Income Protection Program and Short and Long Term Accommodation.</p>	
	<p><b>Role of Employee Health Services</b> Employee Health Services are responsible for:</p> <ul style="list-style-type: none"> <li>• assisting in the development and implementation of return-to-work and accommodation plans, if required;</li> <li>• assisting employees and/or Supervisors in obtaining appropriate medical documentation;</li> <li>• providing support and coaching to Supervisors with respect to strategies for improving employee attendance;</li> <li>• maintaining the confidentiality of all medical information related to employee absence; and</li> <li>• when requested, providing health coaching and referrals to assist employees to improve their overall level of health.</li> </ul>	<p>This section has been added to ensure that employees are aware of the role that EHS plays in assisting all levels of staff.</p>
<p><b>COMPLIANCE</b> All employees are expected to comply with this policy. Disciplinary action will be taken, up to and including dismissal, against any person employed by the City who fails to comply with</p>	<p><b>COMPLIANCE</b> All employees are expected to comply with this policy. Where applicable (e.g. Culpable or Pattern Absenteeism), disciplinary action will be taken, up to and including dismissal, when an</p>	<p>No change to intent. The frustration of contract language has been moved to the next paragraph.</p>



Comparison of Current and Proposed Policy – Attendance Support and Management Program (formerly Attendance)

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p>this policy and to meet his or her responsibilities under this policy. Moreover, the failure of an employee to attend work may result in frustration of the employment contract.</p> <p>Supervisors have the authority to stop an employee's pay if appropriate documentation is not provided to support an absence. The departmental Human Resources representative must be consulted prior to taking such action.</p> <p>Under no circumstances may an employee be suspended or dismissed without consulting with the Director, Human Resources or designate, and the department commissioner. Further, no employee may be dismissed without obtaining the approval of the City Manager.</p>	<p>employee fails to comply with this policy and to meet his or her responsibilities under this policy.</p> <p>Non-Culpable or Innocent Absenteeism is managed by counseling-employees with respect to this policy and the Attendance Support and Management Program, but may ultimately result in the “frustration of the employment contract” (i.e. termination of employment).</p> <p>No change – same as Current Policy.</p>	<p>This section has been added to ensure employees are aware that Non-Culpable absenteeism is not cause for disciplinary action.</p> <p>This section has been removed, as this process is covered in the Termination of Employment guidelines and policy.</p>

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14W

# Corporate Policy and Procedure



Policy No.	Appendix 3
Page	01-07-06 1 of 10
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	2009 09 01 2008 03 26

TAB: HUMAN RESOURCES

SECTION: HEALTH AND SAFETY

SUBJECT: INCOME PROTECTION PROGRAM

**POLICY STATEMENT** City of Mississauga employees may continue to receive income during periods of non-occupational illness or injury in the form of illness days, short term disability or long term disability through the Income Protection Program.

**PURPOSE** This policy identifies eligible employees and the types of benefits available to them; and outlines the specific requirements for each type of benefit.

**SCOPE**

**Eligibility** All permanent full-time salaried and hourly, non-union staff are eligible.

Part-time and temporary employees are not eligible for disability income benefits, and are not paid for time off work due to illness or injury, unless the employee is working under an employment contract which states otherwise.

Union employees are not covered by this policy and should refer to their particular collective agreement.

To maintain eligibility for the benefits provided under this policy, it is the responsibility of the employee to co-operate with their supervisor/manager, Human Resources staff and/or the insurance carrier (where applicable), as outlined in the Employee Requirements section of this policy.

**Elective/Cosmetic** An employee absent due to an elective or cosmetic medical

# Corporate Policy and Procedure



Policy No. Appendix 3  
Page 01-07-06  
2 of 10  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 2009 09 01  
2008 03 26

14x

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Medical Procedures	procedure approved by the Ontario Health Insurance Plan is eligible for disability income benefits. Prior to the absence, the employee should request, in writing, that Employee Health Services (EHS) confirm eligibility.
Occupational Illness or Injury	Employees suffering occupational illness or injury will be subject to the provisions of the <i>Workplace Safety and Insurance Act</i> .
Vacation Accrual	Refer to Corporate Policy and Procedure - Vacation for information on vacation accrual during an absence due to illness or injury, and for information on re-scheduling all or part of a vacation due to illness or injury.
Paid Holidays	Refer to Corporate Policy and Procedure - Paid Holidays for information on compensation for paid holidays during an absence due to illness or injury.
Short and Long Term Accommodation	Employees in receipt of disability income benefits may be affected by Corporate Policy and Procedure - Short and Long Term Accommodation. Under this policy, the employee may be returned to work on a Short Term or Long Term Accommodation.
Medical/Dental Appointments, Eligible Procedures and Tests	Illness days may be used by the employee for the purpose of their own medical/dental appointments, eligible procedures and tests. Alternately, he or she may use pre-approved accrued lieu time, vacation time, or unpaid time. The supervisor may also allow the employee to take the necessary time off, and make up the time taken. When possible, employees should provide advance notice to their supervisor for medical appointments.
Fraudulent Use of Program	The fraudulent or improper use of any part of the Corporation's Income Protection Program will be subject to appropriate disciplinary action, up to and including termination of employment.

14y

# Corporate Policy and Procedure



Policy No.	Appendix 3
Page	01-07-06 3 of 10
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	2009 09 01 2008 03 26

## DEFINITIONS

For the purposes of this policy:

“Actively at Work” means an employee who has returned to work and is working their regular full time hours and performing their usual and customary full time duties.

“Long Term Accommodation” means either:

- modification of the employee’s duties to allow the employee to remain in their usual role; or
- placement into a different position within the City.

Long Term Accommodation occurs when an employee has a documented permanent restriction, or a restriction which is deemed to be for a period of greater than 12 months.

“Short Term Accommodation” means temporary accommodation (to a maximum of one year from the date of the initial illness/injury) to assist an employee to return to work while recovering from an illness or injury. This accommodation may include any modification(s) made to an employee’s hours/shifts or days of work; and/or to an employee’s regular duties, including temporary reassignment to a different position or location within the City. Employees who return to work on a Short Term Accommodation arrangement that includes reduced hours may be eligible to continue to receive short term disability benefits if sufficient supporting medical documentation is provided, as deemed appropriate by EHS.

## COMPONENTS OF PROGRAM

The Income Protection Program consists of three parts:

1. Illness days, for absences of three days or less;
2. Short term disability benefits, for absences of more than three days and up to a maximum of the equivalent of 120 working days, which must be completed within one year from initial date of illness and/or disability; and
3. Long term disability benefits, for absences exceeding the equivalent of 120 working days from date of illness and/or

# Corporate Policy and Procedure



Policy No. Appendix 3  
 Page 01-07-06  
 4 of 10  
 Effective Date Clean Copy  
 Draft Only  
 2013 10 31  
 Supersedes 2009 09 01  
 2008 03 26

142

disability.

Paid illness days and short term disability benefits are available at no cost to the employee. Mandatory long term disability coverage is 100% employee paid. Only eligible employees who declined long term disability coverage prior to September 01, 2009, are not required to participate.

## 1. ILLNESS DAYS

One hundred per cent of the employee's regular income is provided for up to six working days each calendar year (January through to December). Each of the six days is called an "illness day". The use of illness days is restricted to absences of three working days or less. If more than three illness days are used consecutively, the absence will be treated as a short term disability, provided supporting medical documentation is obtained as outlined in the Short Term Disability Benefits section of this policy.

### Eligibility

Employees in their first calendar year of permanent full-time employment, and employees transferring to a non-union position from a union position governed by a collective agreement which does not provide incidental illness days, are eligible for a maximum of six paid illness days for the remainder of the calendar year, as follows:

Hired/Transferred During:	Maximum for Year:	Hired/Transferred During:	Maximum for Year:
January	6 days	July	3 days
February	5½ days	August	2½ days
March	5 days	September	2 days
April	4½ days	October	1½ days
May	4 days	November	1 day
June	3½ days	December	½ day

Employees transferring to a non-union position from a union position

14aa

# Corporate Policy and Procedure



Policy No.	Appendix 3
Page	01-07-06 5 of 10
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	2009 09 01 2008 03 26

governed by a collective agreement which provides incidental illness days will be eligible for six illness days, less any incidental illness days already taken in the current calendar year.

In the second and subsequent calendar years, employees are eligible for six paid illness days per calendar year.

## Use of Illness Days

Illness days are deducted on an hourly basis for all time absent.

Under no circumstances may an employee be given more than six paid illness days each year. If paid illness days are no longer available, an employee may, with supervisor approval, take time off using accrued vacation credits, accrued lieu time or unpaid days.

Unused illness days cannot be carried over to the next year.

## Medical Evidence

Supervisors and department administrators are expected to monitor absenteeism and may request medical evidence, to the satisfaction of EHS, to support any illness day. If satisfactory medical evidence of an illness or appointment is not provided as requested, the employee is not eligible for payment for time absent. When the supervisor/manager requests medical evidence it must be provided in a confidential sealed envelope addressed to EHS. The supervisor/manager will immediately forward the sealed envelope to EHS, who will verify that it meets all requirements, and who will store and maintain the documentation.

## 2. SHORT TERM DISABILITY BENEFITS

### Short term Disability Process

A complete overview of the short term disability process, including required medical documentation, step by step instructions and roles and responsibilities of employees and supervisors, is located on the Human Resource's Inside Mississauga web site - Employee Health and Recovery Program.

# Corporate Policy and Procedure



Policy No. Appendix 3  
Page 01-07-06  
6 of 10  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 2009 09 01  
2008 03 26

141bb

Employee Requirements Up to 100 per cent of an employee's income is provided during absences exceeding three working days, through the use of short term disability benefits. In order to be eligible for short term disability benefits employees must:

- provide, in a timely manner, sufficient medical documentation from their treating physician, as deemed necessary by EHS, to support their absence from active duties;
- seek active, timely and appropriate care geared towards an early and safe return to work and participate in an approved active treatment or rehabilitation plan;
- maintain regular contact throughout the absence with his/her supervisor; and
- participate in any additional assessments which may be required to assess eligibility for disability benefits or modified work.

Eligibility Eligibility for short term disability benefits begins after three months of employment. Employees transferring from union to non-union positions are eligible for benefits in accordance with their years of continuous, full-time service.

The maximum short term disability benefit period is the equivalent of 120 working days, which must be exhausted within one year from initial date of illness and/or disability. The number of weeks for which an employee receives 100 per cent pay is limited in each calendar year, and is based on years of service. The remaining number of weeks is paid at 75 per cent pay.

An employee must be Actively at Work before they are eligible for another full period of STD.

Commencement of Benefits The following outlines short term disability benefit eligibility:

14CC

# Corporate Policy and Procedure



Policy No. Appendix 3  
 Page 01-07-06  
 7 of 10  
 Effective Date Clean Copy  
 Draft Only  
 2013 10 31  
 Supersedes 2009 09 01  
 2008 03 26

Length of Service:	100% Pay:	75% Pay:
Less than 3 months	0 weeks	0 weeks
3 months but less than 1 year	0 weeks	24 weeks
1 year but less than 2 years	3 weeks	21 weeks
2 years but less than 3 years	6 weeks	18 weeks
3 years but less than 4 years	9 weeks	15 weeks
4 years but less than 5 years	12 weeks	12 weeks
5 years but less than 6 years	15 weeks	9 weeks
6 years but less than 7 years	18 weeks	6 weeks
7 years but less than 8 years	21 weeks	3 weeks
8 years or more	24 weeks	0 weeks

For example, an employee with two years of service who is disabled for a period of eight weeks receives six weeks coverage at 100 per cent of pay, and two weeks coverage at 75 per cent of pay. The employee may be eligible for future periods of disability in the same calendar year, but at 75 per cent of regular pay, since eligibility for 100 per cent pay is limited in each calendar year.

## Benefit Eligibility for Each Period of Disability

For the first three periods of disability in each calendar year, short term disability benefits commence from the first day of illness and/or disability. For the fourth and subsequent periods of disability, benefits commence from the fourth day of illness and/or disability.

Eligibility for benefits is established at the beginning of each period of disability. Once eligibility for benefits is established for the period of disability, it cannot be changed. For example:

- A disability claim which starts in one calendar year, and continues into the subsequent year, is considered one claim. An employee receiving 75 per cent of pay for a claim which is continuing into a new year continues to receive 75 per cent for the duration of the claim period. Eligibility for 100 per cent of



# Corporate Policy and Procedure



Policy No. Appendix 3  
Page 01-07-06  
8 of 10  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 2009 09 01  
2008 03 26

14dd

pay becomes effective at the onset of the first eligible period of disability in the New Year, once the employee is Actively at Work.

- An employee whose service anniversary date falls during a period of disability is not eligible for additional weeks at 100 per cent until the onset of the first new period of disability at the new eligibility level.

## Eligibility - Recurring Disability

Periods of disability due to the same or related causes are considered as one period of disability if separated by less than 10 consecutive days Actively at Work. Any hours spent performing work on a Short Term Accommodation do not count toward the maximum period of short term disability benefits (the equivalent of 120 working days in total, which must be completed within 12 months immediately following the initial date of disability).

If short term disability benefits have been exhausted, the employee must be Actively at Work for 6 months before the employee has access to short term disability benefits that are related to or are the same as their previous claim.

## Eligibility – New Occurrence

Periods of disability due to unrelated causes are considered a new occurrence of short term disability when separated by a minimum of one full day Actively at Work, with approved medical clearance.

## “Top-up” of Short term Disability Benefits

During periods of short term disability at 75 per cent pay, employees may request a top-up of short term disability benefits using accrued vacation and/or lieu-time credits. The employee must submit written authorization to the supervisor to deduct one-quarter of a normal working day from accrued vacation or lieu time for each day the employee wishes to be compensated at 100% of normal earnings.

The supervisor is responsible for ensuring that payroll data is completed accurately.

14ee

# Corporate Policy and Procedure



Policy No.	Appendix 3
Page	01-07-06 9 of 10
Effective Date	Clean Copy Draft Only 2013 10 31
Supersedes	2009 09 01 2008 03 26

Continuation of Group Benefits      All group benefit coverage remains in effect during periods of short term disability, with no changes in terms, and subject to payment of premium(s) by the City and the employee, where applicable.

OMERS      OMERS premiums are subject to OMERS regulations. Contact Payroll, Finance Division, Corporate Services Department for information.

Workplace Safety and Insurance Act      An employee suffering a work related injury or illness is not eligible for short term disability benefits unless a claim for Workplace Safety and Insurance Board benefits has been formally denied by the Board, or the employee has elected to subrogate the right to Workplace Safety and Insurance Board benefits, in writing. Refer to Corporate Policy and Procedure – Subrogation of Rights for more information.

An employee who has been approved for WSIB is encouraged to apply for long term disability benefits once they meet the 6 month elimination period.

### 3. LONG TERM DISABILITY

Employees on Long Term Disability      Long term disability (LTD) benefits provide income to eligible employees with long term disability coverage who have not been Actively at Work as the result of illness or injury for a period exceeding a total of the equivalent of 120 working days, with the provision of acceptable medical documentation to the insurance carrier to support the LTD absence.

Long term disability benefits are provided to employees by the Corporation's group benefits insurance carrier, and are subject to the terms of the insurance policy, with eligibility to a maximum of age 65. The insurance carrier determines eligibility for benefits. LTD benefits may be offset by other benefits (e.g. WSIB) that the employee may be eligible for.

# Corporate Policy and Procedure



Policy No. Appendix 3  
Page 01-07-06  
10 of 10  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 2009 09 01  
2008 03 26

14 ff

**Application** EHS will forward a long term disability application to the employee. The employee is responsible to ensure the insurance carrier receives the LTD application within one year from the initial date of illness and/or disability. EHS is available to review the application forms to ensure that all necessary information is provided.

**Continuation of Group Benefits** Premiums for an employee will be waived while the employee is receiving LTD benefits.

## EMPLOYEES NOT ON AN APPROVED DISABILITY BENEFIT

Basic group benefit premiums will be waived for an initial six months, with the provision of acceptable medical documentation, when an employee is not receiving long term disability benefits but has not returned to work. Employees will be responsible for any additional optional benefit premiums. The premium waiver will then be reviewed by applicable Human Resources staff on a monthly basis.

**OMERS** OMERS premiums are subject to OMERS regulations.

**REFERENCE:** GC-791-95 – 1995 12 13  
Amended August 2002 re: Short term disability benefit eligibility for each period of disability - salary adjustments during periods of short term disability superseded by Salary Administration policy.  
GC-0189-2008 2008 03 26 – Expanded use of Sick Days  
Amended 2009 09 01 - LTD now mandatory/100% employee paid

**LAST REVIEW DATE:** October, 2013

**CONTACT:** For more information, contact your departmental Human Resources Business Partner Manager or delegate.

6671

## Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, "No change – same as Current Policy" will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p><b>POLICY STATEMENT</b> City of Mississauga employees may continue to receive income during periods of non-occupational illness or injury through the Disability Income Program.</p>	<p><b>POLICY STATEMENT</b> City of Mississauga employees may continue to receive income during periods of non-occupational illness or injury in the form of illness days, short term disability or long term disability through the Income Protection Program.</p>	<p>Clarified Policy Statement – no change to intent.</p>
<p><b>PURPOSE</b> This policy identifies eligible employees and the types of benefits available to them, and establishes specific requirements for each type of benefit.</p>	<p><b>PURPOSE</b> This policy identifies eligible employees and the types of benefits available to them; and outlines the specific requirements for each type of benefit.</p>	<p>Minor wording change for clarity.</p>
<p><b>SCOPE</b> <b>Eligibility</b> All permanent full-time salaried and hourly, non-union staff are eligible.</p> <p>Part-time and temporary employees are not eligible for disability income benefits, and are not paid for time off work due to illness or injury, unless the employee is working under an employment contract which states otherwise.</p> <p>Union employees are not covered by this policy and should refer to their particular collective agreement.</p>	<p><b>SCOPE</b> <b>Eligibility</b> No change.</p> <p>No change.</p> <p>No change.</p>	

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>To maintain eligibility for the benefits provided under this policy, it is the responsibility of the employee to co-operate with the City and its medical staff by providing any and all information as required by them, and by maintaining contact with medical staff, as required by them.</p>	<p>To maintain eligibility for the benefits provided under this policy, it is the responsibility of the employee to co-operate with their supervisor /manager, Human Resources staff and/or the insurance carrier (where applicable), as outlined in the Employee Requirements section of this policy.</p>	<p>Clarified that the employee must cooperate with their supervisor/manager and various HR staff and possibly the insurance carrier.</p>
<p><b>Elective/Cosmetic Medical Procedures</b> Employees who are absent due to elective or cosmetic medical procedures may not be eligible for disability income benefits. Prior to the absence, the employee should request that the Occupational Health Nurse confirm eligibility. The Occupational Health Nurse will request additional information, including a written medical diagnosis, and will review each case in consultation with the City's insurance carrier and medical staff.</p>	<p><b>Elective/Cosmetic Medical Procedures</b> An employee absent due to an elective or cosmetic medical procedure approved by the Ontario Health Insurance Plan is eligible for disability income benefits. Prior to the absence, the employee should request, in writing, that Employee Health Services (EHS) confirm eligibility.</p>	<p>Minor revisions to reflect current terminology.</p>
<p><b>Occupational Illness or Injury</b> Employees suffering occupational illness or injury will be subject to the provisions of the <i>Workplace Safety and Insurance Act</i>.</p>	<p><b>Occupational Illness or Injury</b> No change.</p>	
<p><b>Vacation Accrual</b> Refer to Corporate Policy and Procedure - Vacation for information on vacation accrual during an absence due to illness or injury, and for information on re-scheduling all or part of a</p>	<p><b>Vacation Accrual</b> No change.</p>	

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## Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

vacation due to illness or injury.		
<b>Paid Holidays</b> Refer to Corporate Policy and Procedure - Paid Holidays for information on compensation for paid holidays during an absence due to illness or injury.	<b>Paid Holidays</b> No change.	
<b>Rehabilitation</b> Employees in receipt of disability income benefits may be affected by Corporate Policy and Procedure - Rehabilitation and Placement of Disabled Employees. Under this policy, the employee may be returned to modified duties.	<b>Short and Long Term Accommodation</b> Employees in receipt of disability income benefits may be affected by Corporate Policy and Procedure - Short and Long Term Accommodation. Under this policy, the employee may be returned to work on a Short Term or Long Term Accommodation.	In clear compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the relevant City policies have been renamed Short Term and Long Term Accommodation.
<b>Medical/Dental Appointments, Eligible Procedures and Tests</b> Illness days may be used by the employee for the purpose of their own medical/dental appointments, eligible procedures and tests. Alternately, he or she may use time accrued in lieu of overtime, vacation time, or unpaid time. The supervisor may also allow the employee to take the necessary time off, and make up the time taken.	<b>Medical/Dental Appointments, Eligible Procedures and Tests</b> Illness days may be used by the employee for the purpose of their own medical/dental appointments, eligible procedures and tests. Alternately, he or she may use pre-approved accrued lieu time, vacation time, or unpaid time. The supervisor may also allow the employee to take the necessary time off, and make up the time taken. When possible, employees should provide advance notice to their supervisor for medical appointments.	Added that employees should give advance notice of a planned absence for a medical appointment.

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p><b>Fraudulent Use of Program</b> The fraudulent or improper use of any part of the Corporation's Disability Income Program will result in disciplinary action as outlined in the policy dealing with fraudulent or improper use of City resources or programs.</p>	<p><b>Fraudulent Use of Program</b> The fraudulent or improper use of any part of the Corporation's Income Protection Program will be subject to appropriate disciplinary action, up to and including termination of employment.</p>	<p>Minor wording changes to align with other Corporate Policies.</p>
	<p><b>DEFINITIONS</b> For the purposes of this policy: “Actively at Work” means an employee who has returned to work and is working their regular full time hours and performing their usual and customary full time duties.</p>	<p>Added definitions for clarity.</p>
	<p>“Long Term Accommodation” means either:  <ul style="list-style-type: none"> <li>– modification of the employee’s duties to allow the employee to remain in their usual role; or</li> <li>– placement into a different position within the City</li> </ul>                     Long Term Accommodation occurs when an employee has a documented permanent restriction, or a restriction which is deemed to be for a period of greater than 12 months.</p>	
	<p>“Short Term Accommodation” means temporary accommodation (to a maximum of one year from the date of the initial illness/injury) to assist an employee to return to work while recovering from an illness or injury. This accommodation may</p>	

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Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

	<p>include any modification(s) made to an employee’s hours/shifts or days of work; and/or to the employee’s regular duties, including temporary reassignment to a different position or location within the City. Employees who return to work on a Short Term Accommodation arrangement that includes reduced hours may be eligible to continue to receive short term disability benefits if sufficient supporting medical documentation is provided, as deemed appropriate by EHS.</p>	
<p><b>COMPONENTS OF PROGRAM</b> The Disability Income Program consists of three parts:</p> <ul style="list-style-type: none"> <li>• illness days, for absences of three days or less;</li> <li>• short-term disability benefits, for absences of more than three days and up to 24 weeks; and</li> <li>• long-term disability benefits, for absences exceeding 24 weeks.</li> </ul> <p>Paid illness days and short-term disability benefits are available at no cost to the employee. Mandatory long-term disability coverage is 100% employee paid. Only eligible employees who</p>	<p><b>COMPONENTS OF PROGRAM</b> The Income Protection Program consists of three parts:</p> <ul style="list-style-type: none"> <li>• illness days, for absences of three days or less;</li> <li>• short term disability benefits, for absences of more than three days and up to a maximum of the equivalent of 120 working days, which must be completed within one year from initial date of illness and/or disability; and</li> <li>• long term disability benefits, for absences exceeding 120 working days from date of illness and/or disability.</li> </ul> <p>No change.</p>	<p>This change (short term benefits must be completed within one year from initial date of illness and/or disability) limits the City’s exposure to increasing short term disability costs, given the aging workforce and the number of employees with no LTD coverage.</p>



Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>declined long-term disability coverage prior to September 01, 2009, are not required to participate.</p>		
<p><b>ILLNESS DAYS</b> One hundred per cent of the employee's regular income is provided for up to six working days each calendar year. Each of the six days is called an "illness day". The use of illness days is restricted to absences of three working days or less. If more than three illness days are used consecutively, the absence will be treated as a short-term disability.</p>	<p><b>ILLNESS DAYS</b> One hundred per cent of the employee's regular income is provided for up to six working days each calendar year (January through to December). Each of the six days is called an "illness day". The use of illness days is restricted to absences of three working days or less. If more than three illness days are used consecutively, the absence will be treated as a short term disability, provided supporting medical documentation is obtained as stipulated under the Short Term Disability Benefits section of this policy.</p>	<p>Minor wording change to clarify the term "calendar year". Reinforced the need for supporting medical documentation.</p>
<p><b>Entitlement</b> Employees in their first calendar year of employment, and employees transferring to a non-union position from a union position governed by a collective agreement which does not provide incidental illness days, are entitled to a maximum of six paid illness days for the remainder of the calendar year, as follows:</p>	<p><b>Eligibility</b> Employees in their first calendar year of permanent full-time employment, and employees transferring to a non-union position from a union position governed by a collective agreement which does not provide incidental illness days, are eligible for a maximum of six paid illness days for the remainder of the calendar year, as follows:</p>	<p>Added "permanent full-time" to ensure that it is clear that contract positions do not receive illness days.</p>

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Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<table border="1"> <thead> <tr> <th>Hired/Transferred During:</th> <th>Maximum for Year:</th> <th>Hired/Transferred During:</th> <th>Maximum for Year:</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>6 days</td> <td>July</td> <td>3 days</td> </tr> <tr> <td>February</td> <td>5½ days</td> <td>August</td> <td>2½ days</td> </tr> <tr> <td>March</td> <td>5 days</td> <td>September</td> <td>2 days</td> </tr> <tr> <td>April</td> <td>4½ days</td> <td>October</td> <td>1½ days</td> </tr> <tr> <td>May</td> <td>4 days</td> <td>November</td> <td>1 day</td> </tr> <tr> <td>June</td> <td>3½ days</td> <td>December</td> <td>½ day</td> </tr> </tbody> </table>	Hired/Transferred During:	Maximum for Year:	Hired/Transferred During:	Maximum for Year:	January	6 days	July	3 days	February	5½ days	August	2½ days	March	5 days	September	2 days	April	4½ days	October	1½ days	May	4 days	November	1 day	June	3½ days	December	½ day		No change to the chart.
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<p>Employees transferring to a non-union position from a union position governed by a collective agreement which provides incidental illness days will be eligible for six illness days, less any incidental illness days already taken in the current calendar year.</p> <p>In the second and subsequent calendar years, employees are entitled to six paid illness days per calendar year.</p>	<p>No change.</p> <p>No change.</p>																													
<p><b>Use of Illness Days</b> Illness days are deducted on an hourly basis for all time absent.</p> <p>Under no circumstances may an employee be given more than six paid illness days each year. If paid illness days are no longer available, an employee may take time off using accrued vacation credits, accrued lieu time, or unpaid days.</p>	<p><b>Use of Illness Days</b> No change.</p> <p>Under no circumstances may an employee be given more than six paid illness days each year. If paid illness days are no longer available, an employee may, with supervisor approval, take time off using accrued vacation credits, accrued</p>	<p>Clarification that use of accrued time must be approved by the supervisor.</p>																												

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>Unused illness days cannot be carried over to the next year.</p>	<p>lieu time or unpaid days.  No change.</p>	
<p><b>Medical Evidence</b> Supervisors and department administrators are expected to monitor absenteeism and may request medical evidence to support any illness day. If satisfactory medical evidence of an illness or appointment is not provided as requested, the employee is not entitled to payment for time absent.</p>	<p><b>Medical Evidence</b> Supervisors and department administrators are expected to monitor absenteeism and may request medical evidence, to the satisfaction of EHS, to support any illness day. If satisfactory medical evidence of an illness or appointment is not provided as requested, the employee is not eligible for payment for time absent. When the supervisor/ manager requests medical evidence it must be provided in a confidential sealed envelope addressed to EHS. The supervisor/manager will immediately forward the sealed envelope to EHS, who will verify that it meets all requirements, and who will store and maintain the documentation.</p>	<p>Added that medical evidence is provided confidentially to supervisors/managers if requested for support of illness days and that EHS is responsible to verify and maintain records containing medical evidence.</p>
<p><b>SHORT TERM DISABILITY BENEFITS</b></p>	<p><b>SHORT TERM DISABILITY BENEFITS</b> <b>Short term Disability Process</b> A complete overview of the short term disability process, including required medical documentation, step by step instructions and roles and responsibilities of employees and supervisors, is located on the Human Resource’s Inside Mississauga web site - Employee Health and Recovery Program.</p>	<p>Previously a section appeared under Short Term Disability titled “Medical Evidence” that contained very procedural information. This information is now available on the Employee Health Recover Program website.</p>

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Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>Up to 100 per cent of an employee's income is provided during absences exceeding three working days, through the use of short term disability benefits.</p>	<p>Up to 100 per cent of an employee's income is provided during absences exceeding three working days, through the use of short term disability benefits. In order to be eligible for short term disability benefits employees must:</p> <ul style="list-style-type: none"> <li>• provide, in a timely manner, sufficient medical documentation from their treating physician, as deemed necessary by EHS, to support their absence from active duties;</li> <li>• seek active, timely and appropriate care geared towards an early and safe return to work and participate in an approved active treatment or rehabilitation plan;</li> <li>• maintain regular contact throughout the absence with his/her supervisor; and</li> <li>• participate in any additional assessments which may be required to assess eligibility for disability benefits or modified work.</li> </ul>	<p>Included employee's responsibility for eligibility to STD benefits.</p>
<p><b>Entitlement</b> Entitlement to short term disability benefits begins after three months of employment. Employees transferring from union to non-union positions are entitled to benefits in accordance with their years of continuous, full-time service.</p> <p>The maximum benefit period is 120 working days, or 24 weeks, for each separate period of disability. The number of weeks for which an employee receives 100 per cent pay is limited in each</p>	<p><b>Eligibility</b> No Change.</p> <p>The maximum short term disability benefit period is the equivalent of 120 working days, which must be exhausted within one year from initial date of illness and/or disability. The number of</p>	<p>Clarified that the STD benefits must be used within a "rolling year" from the initial date of illness and/or disability.</p>

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>calendar year, and is based on years of service. The remaining number of weeks are paid at 75 per cent pay.</p>	<p>weeks for which an employee receives 100 per cent pay is limited in each calendar year, and is based on years of service. The remaining number of weeks is paid at 75 per cent pay.</p> <p>An employee must be Actively at Work before they are eligible for another full period of STD.</p>	<p>This wording is intended to clarify that an employee cannot access an additional 120 days of STD without first returning to full active duties, even if during an absence from active duties the employee was to develop a secondary condition unrelated to the initial reason for absence.</p>																																	
<p><b>Commencement of Benefits</b> The following outlines short term disability benefit entitlements:</p>	<p><b>Commencement of Benefits</b> The following outlines short term disability benefit eligibility:</p>																																		
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## Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>For example, an employee with two years of service who is disabled for a period of eight weeks receives six weeks coverage at 100 per cent of pay, and two weeks coverage at 75 per cent of pay. The employee is entitled to 24 weeks of income for future periods of disability in the same calendar year, but at 75 per cent of pay, since 100 per cent pay entitlement is limited in each calendar year.</p>	<p>For example, an employee with two years of service who is disabled for a period of eight weeks receives six weeks coverage at 100 per cent of pay, and two weeks coverage at 75 per cent of pay. The employee may be eligible for future periods of disability in the same calendar year, but at 75 per cent of regular pay, since 100 per cent pay eligibility is limited in each calendar year.</p>	<p>Clarified that an employee is not automatically eligible for additional weeks of income in the same calendar year.</p>
<p><b>Benefit Entitlement for Each Period of Disability</b> For the first three periods of disability in each calendar year, short term disability benefits commence from the first day of disability. For the fourth and subsequent periods of disability, benefits commence from the fourth day of disability.</p>	<p><b>Benefit Eligibility for Each Period of Disability</b> For the first three periods of disability in each calendar year, short term disability benefits commence from the first day of illness and/or disability. For the fourth and subsequent periods of disability, benefits commence from the fourth day of illness and/or disability.</p>	<p>Added “<b>illness and/or disability</b>” for consistency.</p>
<p>Benefit entitlement is established at the beginning of each period of disability. Once the benefit entitlement is established for the period of disability, it cannot be changed. For example:</p> <ul style="list-style-type: none"> <li>• A disability claim which starts in one calendar year, and continues into the subsequent year, is considered one claim. An employee receiving 75 per cent of pay for a claim which is continuing into a new year continues to receive 75 per cent for the duration of the disablement</li> </ul>	<p>No change.</p> <ul style="list-style-type: none"> <li>• A disability claim which starts in one calendar year, and continues into the subsequent year, is considered one claim. An employee receiving 75 per cent of pay for a claim which is continuing into a new year continues to receive 75 per cent for the duration of the</li> </ul>	<p>Minor wording change for clarity. Included wording to say eligibility for 100 per cent of pay becomes effective at the onset of the first period of disability in the new year, <b>once the employee is Actively at Work</b></p>

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>period. Entitlement to 100 per cent of pay becomes effective at the onset of the first period of disability in the new year.</p> <ul style="list-style-type: none"> <li>An employee whose service anniversary date falls during a period of disability is not entitled to additional weeks at 100 per cent until the onset of the first new period of disability at the new entitlement level.</li> </ul>	<p>claim period. Eligibility for 100 per cent of pay becomes effective at the onset of the first eligible period of disability in the new year, once the employee is Actively at Work</p> <p>No change.</p>	
<p><b>Recurring Disability</b> Periods of disability due to the same or related causes are considered as one period of disability, if separated by less than 10 consecutive working days; or a temporary rehabilitation assignment. These provisions may be waived by the Director of Human Resources and the Corporation's long-term disability insurance carrier, to allow full payment of benefits to employees who may be undergoing approved courses of medical treatment or rehabilitation involving periodic, ongoing treatment. Medical evidence must be supplied, and the Occupational Health Nurse must be consulted.</p>	<p><b>Eligibility - Recurring Disability</b> Periods of disability due to the same or related causes are considered as one period of disability if separated by less than 10 consecutive days Actively at Work. Any hours spent performing work on a Short Term Accommodation do not count toward the maximum period of short term disability benefits (the equivalent of 120 working days in total, which must be completed within 12 months immediately following the initial date of disability).</p> <p>If short term disability benefits have been exhausted, the employee must be Actively at Work for 6 months before the employee has access to short term disability benefits that are related to or the same as their previous claim.</p>	<p>This wording (including the last paragraph) is intended to clarify that an employee cannot access an additional 120 working days of STD without first returning to full active duties (i.e. Actively at Work). The information in the deleted section describes one of several possible scenarios so has been removed. EHS would manage each situation on a case-by-case basis.</p> <p>This statement clarifies that employees who are able to, for example, part days or every other day, are not also having that time deducted from their maximum STD allotment.</p>

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Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

	<p><b>Eligibility – New Occurrence</b> Periods of disability due to unrelated causes are considered a new occurrence of short term disability when separated by a minimum of one full day Actively at Work, with approved medical clearance.</p>	<p>New section added for clarity.</p>
<p><b>“Top-up” of Benefits</b> During periods of short term disability at 75 per cent pay, employees may request a top-up of benefits using previously accrued vacation and/or lieu-time credits. The employee must submit written authorization to the supervisor to deduct one-quarter of a normal working day from accrued vacation or lieu time for each day the employee wishes to be compensated at 100% of normal earnings.</p> <p>The supervisor is responsible for ensuring that payroll data is completed accurately.</p>	<p><b>“Top-up” of Short term Disability Benefits</b> During periods of short term disability at 75 per cent pay, employees may request a top-up of short term disability benefits using accrued vacation and/or lieu-time credits. The employee must submit written authorization to the supervisor to deduct one-quarter of a normal working day from accrued vacation or lieu time for each day the employee wishes to be compensated at 100% of normal earnings.</p> <p>No change.</p>	<p>Minor wording changes for clarity.</p>
<p><b>Continuation of Health/Dental/Life Benefits</b> All health, dental and life benefit coverage remains in effect during periods of short term disability, with no changes in terms.</p>	<p><b>Continuation of Group Benefits</b> All group benefit coverage remains in effect during periods of short term disability, with no changes in terms and subject to payment of premium(s) by employer and employee where applicable.</p>	<p>Clarified that premiums must be paid in order for coverage to continue.</p>
<p><b>OMERS</b> OMERS premiums are subject to OMERS</p>	<p><b>OMERS</b> OMERS premiums are subject to OMERS</p>	<p>The Finance Division provides</p>



Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>regulations. Contact Compensation and Benefits, Human Resources Division, Corporate Services Department for information.</p>	<p>regulations. Contact the Finance Division, Corporate Services Department for information.</p>	<p>information on OMERS payments, as they are deducted directly from employee's pay cheques.</p>
<p><b>Workplace Safety and Insurance Act</b> An employee suffering a work related injury or illness is not eligible for short term disability benefits unless a claim for Workplace Safety and Insurance Board benefits has been formally denied by the Board, or the employee has elected to subrogate the right to Workplace Safety and Insurance Board benefits, in writing. Refer to Workplace Safety and Insurance Board policies</p>	<p><b>Workplace Safety and Insurance Act</b> An employee suffering a work related injury or illness is not eligible for short term disability benefits unless a claim for Workplace Safety and Insurance Board benefits has been formally denied by the Board, or the employee has elected to subrogate the right to Workplace Safety and Insurance Board benefits, in writing. Refer to Corporate Policy and Procedure – Subrogation of Rights for more information.</p> <p>An employee who has been approved for WSIB is encouraged to apply for long term disability benefits once they meet the 6 month elimination period.</p>	<p>Minor wording change to direct employees to the specific policy.</p> <p>This provides additional direction to employees in this situation.</p>
<p><b>Medical Evidence</b> The supervisor must advise the employee that medical evidence supporting the disability claim is required. The employee may elect to provide the information directly to the Occupational Health Nurse, or to the supervisor for forwarding to the nurse. Benefits are paid only after the Occupational Health Nurse has received satisfactory medical evidence.</p>		<p>This information is contained on Inside Mississauga on the Employee Health Services website and /or is available to employees from their supervisor or Human Resources Business Partner Manager. A subsection has been added to the beginning of the short term disability section to direct employees to the website.</p>

147

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**Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)**

<p>A doctor's note is generally sufficient medical evidence for an absence of less than 10 consecutive working days. However, after an absence of five consecutive working days, if the absence is likely to continue beyond 10 working days, Form 1179 - Physician's Report must be provided to the employee so that adequate information can be obtained. The form must be completed by the employee and the employee's doctor and submitted to the Occupational Health Nurse (or to the supervisor for forwarding to the Occupational Health Nurse) as soon as possible. An absence exceeding 15 working days will require more comprehensive medical documentation. The Occupational Health Nurse is responsible for ensuring that such documentation is obtained.</p> <p>The Occupational Health Nurse may request additional medical documentation at any time during the claim and, while not normally required, has the right to request on behalf of the Corporation that the employee be examined by a medical practitioner of the Corporation's choosing and at its expense, at any time during the claim.</p> <p>All medical documentation, including the original completed Physician's Report form, will be filed in confidential Corporate Health Record files maintained by the Occupational Health Nurse. Medical information may not be retained in any</p>		
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Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>other file.</p> <p>The supervisor is responsible for ensuring that payroll data is recorded accurately, to authorize benefit payments to the employee.</p>		
<p><b>LONG TERM DISABILITY</b> Long-term disability benefits provide income to eligible employees with coverage who are disabled for periods exceeding 120 working days.</p> <p>Benefits are provided by the Corporation's health and life insurance carrier, and are subject to the terms of the insurance policy. A long-term disability benefits brochure is available from Compensation and Benefits, Human Resources Division for more detailed information.</p>	<p><b>LONG TERM DISABILITY</b> <b>Employees on Long Term Disability</b> Long term disability (LTD) benefits provide income to eligible employees with long term disability coverage who have not been Actively at Work as the result of illness or injury for a period exceeding a total of the equivalent of 120 working days with the provision of acceptable medical documentation to the insurance carrier to support the LTD absence.</p> <p>Long term disability benefits are provided to employees by the Corporation's group benefits insurance carrier, and are subject to the terms of the insurance policy, with eligibility to a maximum of age 65. The insurance carrier determines eligibility for benefits. LTD benefits may be offset by other benefits (e.g. WSIB) that the employee may be eligible for.</p>	<p>Minor wording changes for clarity. Removed reference to a brochure as most information can now be found online.</p> <p>Added information that LTD is not applicable after age 65.</p>
<p><b>Application</b> After 100 working days on short-term disability benefits, the department administrator (or designate) must contact the Occupational Health</p>	<p><b>Application</b> EHS will forward a long term disability application to the employee. The employee is responsible to ensure the insurance carrier</p>	<p>Minor changes to reflect current practices. Some detail will also be included in the guidelines.</p>

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## Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

<p>Nurse to advise of the status of the employee, and request that arrangements be made to forward long-term disability application forms to the employee. For the convenience of the employee, the Occupational Health Nurse is available to review the application forms to ensure that all necessary information is provided, and will send them immediately to the Corporation's insurance carrier. The insurance carrier determines eligibility for benefits.</p>	<p>receives the LTD application within one year from the initial date of illness and/or disability. EHS is available to review the application forms to ensure that all necessary information is provided.</p>	
<p><b>Continuation of Health/Dental/Life Group Benefits</b> City-paid benefits are continued during periods of long term disability, with no changes in terms. Upon application by the employee, the insurance carrier may waive optional benefit premiums. If the application is not accepted, the employee may elect to pay the employee's portion of the premium, and benefits will continue.</p>	<p><b>Continuation of Group Benefits</b> Premiums for an employee will be waived while employee is receiving LTD benefits.</p>	<p>Statement has been simplified for clarity.</p>
	<p><b>Employees Not on An Approved Disability Benefit</b> Basic group benefit premiums will be waived for an initial six months, with the provision of acceptable medical documentation, when an employee is not receiving long term disability benefits but has not returned to work. Employees will be responsible for any additional optional benefit premiums. The premium waiver will then</p>	<p>New section to advise employees that their basic premiums will be waived for an initial 6 month period. HR will actively review the status of employees who are not receiving long term disability benefits, but have not returned to work for an extended period of time, on a case-by-case basis.</p>

Comparison of Current and Proposed Policy – Income Protection Program (formerly Disability Income Program)

	<p>be reviewed by applicable Human Resources staff on a monthly basis.</p>	
<p><b>OMERS</b> OMERS premiums are subject to OMERS regulations. Contact Compensation and Benefits, Human Resources Division, Corporate Services Department for information.</p>	<p><b>OMERS</b> OMERS premiums are subject to OMERS regulations.</p>	<p>Employees are encouraged to deal directly with OMERS with respect to their regulations.</p>

14XX

1444

# Corporate Policy and Procedure



Policy No. Appendix 5  
 Page 01-07-11  
 Page 1 of 4  
 Effective Date Clean Copy  
 Draft Only  
 2013 10 31  
 Supersedes 1992 05 11

TAB: HUMAN RESOURCES  
 SECTION: HEALTH AND SAFETY  
 SUBJECT: SHORT TERM AND LONG TERM ACCOMMODATION

**POLICY STATEMENT** Employees who are unable to perform their regular duties may be provided with appropriate accommodation or placed in a suitable alternative position through the long term accommodation process.

**PURPOSE** The purpose of this policy is to provide guidance in returning employees to the workplace after an absence due to an illness or injury.

**LEGISLATIVE REQUIREMENTS** This policy is written in compliance with the Ontario *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. Workplace Safety Insurance Board short and long term accommodations will also comply with the *Workplace Safety and Insurance Act*.

**SCOPE**  
**Eligibility** All employees who are unable to perform their regular duties as a result of either an occupational or non-occupational illness or injury are covered by this policy.

**Return to Work Process** The return to work process, including required medical documentation; documented individual accommodation plans; timelines; step by step instructions and forms; and roles and responsibilities of employees and supervisors, is located on the Human Resource's Inside Mississauga website - Employee Health and Recovery Program.

# Corporate Policy and Procedure



Policy No. Appendix 5  
Page 01-07-11  
Page 2 of 4  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1992 05 11

1422

## DEFINITIONS

For the purposes of this policy:

“Long Term Accommodation” means either:

- modification of the employee’s duties to allow the employee to remain in their usual role; or
- placement into a different position within the City.

Long Term Accommodation occurs when an employee has a documented permanent restriction, or a restriction which is deemed to be for a period of greater than 12 months. Long Term Accommodation may require the use of assistive devices or supports by the returning employee.

“Short Term Accommodation” means temporary accommodation (to a maximum of one year from the date of the initial illness/injury) to assist an employee to return to work while recovering from an illness or injury. This accommodation may include any modification(s) made to an employee’s hours/shifts or days of work; and/or to an employee’s regular duties, including temporary reassignment to a different position or location within the City. Short Term Accommodation may require the use of assistive devices or supports by the returning employee.

## CRITERIA

A qualified medical practitioner must provide the requested written confirmation that the employee is unable to perform their regular duties and the time frame, if any, when the employee will return to their usual and customary duties.

Employees are responsible for providing the medical documentation required to support the need for Short Term or Long Term Accommodation to the satisfaction of Employee Health Services (EHS) and/or the City’s benefits administrator and/or the Workplace Safety and Insurance Board (WSIB), all of whom must support the request for accommodation, where applicable. Employees are also responsible for actively participating in any recommended approved treatment or

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# Corporate Policy and Procedure



Policy No. Appendix 5  
Page 01-07-11  
Page 3 of 4  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1992 05 11

rehabilitation plan.

## TYPES OF ACCOMMODATION

The rehabilitation and return to work process provides Short Term Accommodation and Long Term Accommodation in areas where work is available to be performed.

**Short Term Accommodation** The goal of a Short Term Accommodation is to assist the employee to fully return to their pre-illness/injury position and is intended to end no later than 12 months from the employee's first day of disability. If the employee qualifies for a Short Term Accommodation, an individualized accommodation plan will be created for the employee, as outlined in the Employee Health and Recovery Program.

If no suitable work is available within the department, the employee may be placed in another department. Short Term Accommodations are not subject to the Corporation's job posting practices.

The employee will be paid their normal rate of pay. Regular benefits are maintained, if applicable.

An employee who is medically unable to complete the period of accommodation may resume receipt of disability income program benefits if the eligibility requirements are met (refer to Corporate Policy and Procedure – Income Protection Program for more information) or Long Term Accommodation may be considered earlier in the return to work process if an employee is deemed to have limitations which are likely to extend beyond 12 months from the date of illness or injury.

**Long Term Accommodation** Long Term Accommodation is considered when the medical prognosis indicates that the employee who sustained an illness or



# Corporate Policy and Procedure



14 bbb

Policy No. Appendix 5  
Page 01-07-11  
Page 4 of 4  
Effective Date Clean Copy  
Draft Only  
2013 10 31  
Supersedes 1992 05 11

injury will be unable to perform the essential duties of his/her regular position for a period greater than 12 months from the first date of illness or injury.

If the employee is capable of performing the essential duties of their job, consideration is given to modifying the employee's regular position (subject to the "undue hardship" provisions of the Ontario *Human Rights Code*) before placement to a different position. If the employee is not capable of performing the essential duties of their job, the City will endeavour to find the employee other suitable, available employment in the City. Long Term Accommodation is not subject to the Corporation's job posting practices.

For non-occupational illness/injury, the employee is paid in accordance with the pay scale for the new position. In the event of a conflict between this policy and a collective agreement, the terms of the collective agreement will take precedence.

For occupational illness/injury, employees are paid in accordance with the *Workplace Safety and Insurance Act*.

REFERENCE:

AF-160-92 - 1992-05-11

Revised - 1997-06-10 (Housekeeping)

Housekeeping - 2008-02-26 - amended to reflect WSIB

LAST REVIEW DATE:

October, 2013

CONTACT:

For more information, contact your Human Resources Business Partner Manager or delegate.

## Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 1 of 11

14000

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p><b>POLICY STATEMENT</b> Employees who become disabled may be placed in a suitable position, through the Rehabilitation and Placement of Disabled Employee’s Program.</p>	<p><b>POLICY STATEMENT</b> Employees who are unable to perform their regular duties may be provided with appropriate accommodation or placed in a suitable alternative position through the long term accommodation process.</p>	<p>The revised wording is more in keeping with the Integrated Accessibility Standards Requirements of the <i>Accessibility for Ontarians With Disabilities Act (AODA)</i>.</p>
<p><b>PURPOSE</b> The purpose of this policy is to provide guidance in returning disabled employees to the workplace, in accordance with the Ontario Human Rights Code and the <i>Workplace Safety and Insurance Act</i>.</p>	<p><b>PURPOSE</b> The purpose of this policy is to provide guidance in returning employees to the workplace after an absence due to an illness or injury.</p>	<p>No change to intent. The legislation is mentioned in the next section.</p>
	<p><b>LEGISLATIVE REQUIREMENTS</b> This policy is written in compliance with the Ontario <i>Human Rights Code</i> and the <i>Accessibility for Ontarians with Disabilities Act</i>. Workplace Safety Insurance Board short and long term accommodations will also comply with the <i>Workplace Safety and Insurance Act</i>.</p>	<p>New section added for consistency with other Corporate Policies.</p>
<p><b>Eligibility</b> All permanent or temporary, union or non-union, full-time employees who are disabled as a result of either an occupational or non-occupational illness or injury, are covered by this policy.</p>	<p><b>SCOPE Eligibility</b> All employees who are unable to perform their regular duties as a result of either an occupational or non-occupational illness or injury are covered</p>	<p>Under legislation, all employees must be accommodated so the section on part-time employees has been removed.</p>

Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 2 of 11

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
Part-time employees are covered by this policy only when applicable legislation requires that they be re-employed by the Corporation.	by this policy.	
	<p><b>Return to Work Process</b>                      The return to work process, including required medical documentation; documented individual accommodation plans; timelines; step by step instructions and forms; and roles and responsibilities of employees and supervisors, is located on the Human Resource’s Inside Mississauga website - Employee Health and Recovery Program.</p>	<p>New section to advise that the details of the short term and long term accommodation processes are maintained on the Employee Health Services website. This method allows easier and more frequent update of information, as required.</p>
	<p><b>DEFINITIONS</b>                      For the purposes of this policy:                      “Long Term Accommodation” means either:                      – modification of the employee’s duties to allow the employee to remain in their usual role; or                      – placement into a different position within the City.                      Long Term Accommodation occurs when an employee has a documented permanent restriction, or a restriction which is deemed to be for a period of greater than 12 months. Long</p>	<p>Definitions added to clarify the two types of accommodation available.</p>

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Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 3 of 11

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
	Term Accommodation may require the use of assistive devices or supports by the returning employee.	
	“Short Term Accommodation” means temporary accommodation (to a maximum of one year from the date of the initial illness/injury) to assist an employee to return to work while recovering from an illness or injury. This accommodation may include any modification(s) made to an employee’s hours/shifts or days of work; and/or to an employee’s regular duties, including temporary reassignment to a different position or location within the City. Short Term Accommodation may require the use of assistive devices or supports by the returning employee.	
<p><b>CRITERIA</b> A qualified medical practitioner must provide written confirmation that the employee is disabled, and will be able to perform some type of work at some time in the future.</p>	<p><b>CRITERIA</b> A qualified medical practitioner must provide the requested written confirmation that the employee is unable to perform their regular duties and the time frame, if any, when the employee will return to their usual and customary duties.</p> <p>Employees are responsible for providing the medical documentation required to support the</p>	<p>Minor wording changes for clarity.</p> <p>Paragraph added to ensure that any accommodation is dependent on</p>

Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 4 of 11

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
	<p>need for Short Term or Long Term Accommodation to the satisfaction of Employee Health Services (EHS) and/or the City’s benefits administrator and/or the Workplace Safety and Insurance Board (WSIB), all of whom must support the request for accommodation, where applicable. Employees are also responsible for actively participating in any recommended approved treatment or rehabilitation plan.</p>	<p>supporting medical documentation.</p>
<p><b>TYPES OF PLACEMENTS</b> The Rehabilitation and Placement of Disabled Employees Program provides for both temporary rehabilitation and permanent relocation in areas where work is available to be performed.</p>	<p><b>TYPES OF ACCOMMODATION</b> The rehabilitation and return to work process provides Short Term Accommodation and Long Term Accommodation in areas where work is available to be performed.</p>	<p>No change in intent. Current terminology (short and long term accommodation) has replaced temporary rehabilitation and permanent relocation. Other minor wording changes for consistency with the definitions.</p>
<p><b>Temporary Rehabilitation</b> A temporary rehabilitation placement is considered if the medical prognosis indicates that the disabled employee:  <ul style="list-style-type: none"> <li>• will be unable to perform his/her normal duties for a period of two months or less; and</li> <li>• will be able to resume normal duties at the completion of the rehabilitation period.</li> </ul> </p>	<p><b>Short Term Accommodation</b> The goal of a Short Term Accommodation is to assist the employee to return fully to their pre-illness/injury position and is intended to end no later than 12 months from the employee’s first day of disability. If the employee qualifies for a Short Term Accommodation, an individualized accommodation plan will be created for the</p>	<p>The information in the bullets will be included on the EHS website. A more overarching statement regarding the goal of short term accommodation, including the maximum length, has been added for clarity.  The AODA Integrated Accessibility</p>

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Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

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<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p>Temporary rehabilitation placements are not subject to the Corporation's job posting practices.</p>	<p>employee, as outlined in the Employee Health and Recovery Program.</p> <p>If no suitable work is available within the department, the employee may be placed in another department. Short Term Accommodations are not subject to the Corporation's job posting practices.</p> <p>The employee will be paid their normal rate of pay. Regular benefits are maintained, if applicable.</p> <p>An employee who is medically unable to complete the period of accommodation may resume receipt of disability income program benefits if the eligibility requirements are met (refer to Corporate Policy and Procedure – Income Protection Program for more information) or Long Term Accommodation may be considered earlier in the return to work process if an employee is deemed to have limitations which are likely to extend beyond 12 months from the date of illness or injury.</p>	<p>Standard Regulation requirement to ensure the employee has an individualized accommodation plan has been included in the policy to ensure compliance with the AODA legislation.</p> <p>Cross-referenced the Income Protection Program (previously called the Disability Income Program).</p>

Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 6 of 11

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p><b>Permanent Relocation</b>                      Permanent relocation is considered if the medical prognosis indicates that the disabled employee:</p> <ul style="list-style-type: none"> <li>• will be unable to perform the essential duties of his/her regular position, at any time in the future; and</li> <li>• is able to perform some type of work which is available in the corporation.</li> </ul> <p>Consideration is given to modifying the employee's regular position (subject to the “undue hardship” provisions of the Ontario Human Rights Code) before proceeding with a permanent relocation.</p> <p>Permanent relocation placements are subject to the Corporation's job posting practices.</p>	<p><b>Long Term Accommodation</b>                      Long Term Accommodation is considered when the medical prognosis indicates that the employee who sustained an illness or injury will be unable to perform the essential duties of his/her regular position for a period greater than 12 months from the first date of illness or injury.</p> <p>If the employee is capable of performing the essential duties of their job, consideration is given to modifying the employee's regular position (subject to the “undue hardship” provisions of the Ontario <i>Human Rights Code</i>) before placement to a different position. If the employee is not capable of performing the essential duties of their job, the City will endeavour to find the employee other suitable, available employment in the City. Long Term Accommodation is not subject to the Corporation's job posting practices.</p> <p>For non-occupational illness/injury, the employee is paid in accordance with the pay scale for the new position. In the event of a conflict between this policy and a collective agreement, the terms of the collective agreement will take precedence.</p> <p>For occupational illness/injury, employees are</p>	<p>A maximum of 12 months from the first day of illness or injury has been adopted.</p> <p>The information in the first two sentences has been added to ensure the policy complies with the IASR, Section 29, Return to Work.</p>

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Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 7 of 11

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
	<p>paid in accordance with the <i>Workplace Safety and Insurance Act</i>.</p>	
<p><b>DISABILITY DUE TO NON-OCCUPATIONAL ILLNESS/INJURY</b>                      The employee's department, the Occupational Health Nurse, and the corporation's disability income insurance carrier, if involved, monitor the progress of employees who are disabled due to a non-occupational illness or injury.</p>		<p>This information will be included on the Employee Health Services website.</p>
<p><b>Temporary Rehabilitation</b>                      If the employee qualifies for a temporary rehabilitation placement, the Occupational Health Nurse, in consultation with the disability income insurance carrier, if involved, works with the employee and the employee's department to arrange for the provision of suitable modified duties. If no suitable work is available within the department, the employee may be placed in another department.</p> <p>The employee will either continue to receive the rate provided by the disability income program, or be paid the normal rate of pay for the work performed, whichever is greater. Normal benefits</p>		<p>The information in this section has been combined with Types of Accommodation – Short Term Disability section, as some of the information was somewhat repetitive.</p>



Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 8 of 11

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>are maintained.</p> <p>The department and the Occupational Health Nurse monitor the employee's progress during the rehabilitation period, to return the employee to the regular position as soon as it is practical to do so. Extension of the temporary rehabilitation placement beyond two months requires a written recommendation from a physician, and the approval of the Occupational Health Nurse, in conjunction with the corporation's disability income insurance carrier, if involved.</p> <p>An employee who is medically unable to complete the rehabilitation period resumes receipt of disability income program benefits.</p>		
<p><b>Permanent Relocation</b></p> <p>Permanent relocation is considered if the employee is medically unable to return to normal duties at the end of a temporary rehabilitation placement.</p> <p>If the employee meets the criteria for permanent relocation, the Occupational Health Nurse, in conjunction with the disability income insurance carrier, works with the department to relocate</p>		<p>The information in this section has been combined with Types of Accommodation – Short Term Disability section, as some of the information was somewhat repetitive.</p>

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Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 9 of 11

<p><b>Current Policy – What Exists Today</b></p>	<p><b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b></p>	<p><b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b></p>
<p>the employee in other suitable, available employment.</p> <p>The employee is paid in accordance with the pay scale for the new position.</p>		
<p><b>DISABILITY DUE TO OCCUPATIONAL ACCIDENT/INJURY</b></p> <p>The employee's department, the Occupational Health Nurse, and the Co-ordinator of the Safety and Workplace Safety Insurance Board (WSIB), if appropriate, monitor the progress of employees who are disabled due to an occupational accident or injury.</p>		<p>This information will be included on the Employee Health Services website so has been removed from the policy.</p>
<p><b>Temporary Rehabilitation</b></p> <p>If the employee qualifies for a temporary rehabilitation placement, the Occupational Health Nurse and the Co-ordinator of Safety and WSIB work with the employee and the employee's department to arrange for the provision of suitable modified duties. If no suitable work is available within the department, the employee may be placed in another department.</p> <p>The employee's normal wages and benefits are</p>		<p>This type of information and detail will be on the EHS website, so has been removed from the policy.</p>

Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

2013 10 31

Page 10 of 11

<b>Current Policy – What Exists Today</b>	<b>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</b>	<b>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</b>
<p>maintained.</p> <p>The department, the Occupational Health Nurse and the Co-ordinator of Safety and WSIB monitor the employee's progress during the rehabilitation period, to return the employee to the regular position and duties as soon as it is practical to do so.</p> <p>Extension of the temporary rehabilitation placement beyond two months requires a written recommendation from a physician, and the approval of the Occupational Health Nurse, in conjunction with the Co-ordinator of Safety and WSIB.</p> <p>An employee who is medically unable to complete the rehabilitation period, resumes receipt of WSIB benefits.</p>		
<p><b>Permanent Relocation</b></p> <p>Permanent relocation is considered if the employee is medically unable to return to normal duties at the end of a temporary rehabilitation placement. If the employee meets the criteria for permanent relocation, the Occupational Health Nurse and the</p>		<p>This type of information and detail will be on the EHS website, so has been removed from the policy.</p>

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Comparison of Current and Proposed Policy – Short Term and Long Term Accommodation - formerly Rehabilitation and Return to Work Process)

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<i>Current Policy – What Exists Today</i>	<i>Proposed Policy – If the information in a specific section is unchanged, or has required minimal revision to terminology only, “No change – same as Current Policy” will appear.</i>	<i>Rationale – Why changes (deletions and/or additions) to the revised policy were made.</i>
<p>Co-ordinator of Safety and WSIB work with the department to relocate the employee in the first available vacancy for which the employee is suitable.</p> <p>The employee is paid in accordance with the pay scale for the new position, or his or her pre-accident rate of pay, whichever is greater.</p>		
<p><b>PHYSIOTHERAPY APPOINTMENTS</b> An employee who has returned to work, but is continuing to receive physiotherapy, may not attend physiotherapy appointments during working hours unless specifically approved by the Occupational Health Nurse</p> <p>The Occupational Health Nurse is available to assist employees in locating physiotherapy clinics which will accommodate their needs, and will approve attendance at physiotherapy appointments during working hours only when the treatment is not available outside working hours.</p>		<p>This section is no longer requires as the Income Protection Policy allows employees to use their Illness Days for their own medical appointments. This was changed in 2008.</p>



# Corporate Report

Clerk's Files

Originator's  
Files

BL.09.SEC

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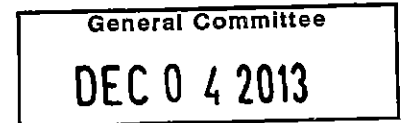
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**DATE:** November 18, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: December 4, 2013

**FROM:** Mary Ellen Bench, BA, JD, CS  
City Solicitor

**SUBJECT:** **Liability Issues with respect to Building Permits issued for  
Basement Apartments**



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**RECOMMENDATION:** That the report dated November 18, 2013, from the City Solicitor, entitled Liability Issues with respect to Building Permits issued for Basement Apartments be received for information.

**BACKGROUND:** On September 11, 2013, General Committee issued Recommendation #0521-2013, which was subsequently adopted by Council, and directed Legal Services to report back on liability issues with respect to issuing building permits to basement apartments, in light of the recent July 8, 2013 storm that caused significant flooding.

The Second Unit Licensing Bylaw 0207-2013 was enacted by Council on September 18, 2013.

**COMMENTS:** Zoning Requirements

Subsection 2(a) of schedule 3 of the Second Unit Licensing Bylaw sets out that all applications for second units must be accompanied by a Certificate of Occupancy issued by the City Planning & Building Department indicating that the proposed use conforms with the Zoning Bylaw 0225-2007, as amended, ("Zoning Bylaw") including compliance with section 2.1.18.2.2.

Section 2.1.18.2.2 of the Zoning Bylaw provides:

Where a dwelling unit is located on lands that are subject to a greenbelt overlay:

- (a) a bedroom shall not be permitted below the Regulatory Flood Level identified by the Conservation Authority having jurisdiction; and
- (b) windows, doors and other openings to a dwelling unit shall not be permitted below the Regulatory Flood Level identified by the Conservation Authority having jurisdiction.

To clarify, section 2.1.18.2.2 of the Zoning Bylaw provides that a bedroom, window or door will not be permitted in a dwelling unit that has been identified by the Conservation Authority as being in an at risk area for flooding. By requiring all applicants for a second unit licence to obtain confirmation of compliance with this provision in the Zoning Bylaw, the City will not be issuing a building permit or a second unit licence for a basement apartment unit located in a floodplain.

Owners of second units in the vicinity of Cooksville Creek must also comply with section 2.1.24.3.1 of the Zoning Bylaw which prevents second units or basement apartments from being located below the Regulatory Flood Level identified in the Cooksville Creek-Flood Fringe Area.

#### Inspections of Second Unit Dwellings

Enforcement staff will inspect the dwellings of all persons applying for a second unit licence to ensure compliance with the requirements of the Second Unit Licensing Bylaw. Enforcement staff will have access to the floor plans provided by the City Planning & Building Department when conducting their inspections. Enforcement staff will not inspect dwellings with respect to renewals of second unit licences. All inspections at that time will be complaint driven only.

**FINANCIAL IMPACT:** N/A

**CONCLUSION:**

The risk to the City associated with any potential flooding of second units that have been licensed by the City is minimal because of the provisions that are built into both the Second Unit Licensing Bylaw and the Zoning Bylaw.

According to the Second Unit Licensing Bylaw, an applicant for a second unit and all owners of second units are responsible for ensuring that second units comply with the Zoning Bylaw including the provisions relating to flood prevention.



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Mary Ellen Bench, BA, JD, CS  
City Solicitor

*Prepared By: Robert Genoway, Legal Counsel*

REPORT 3-2013

General Committee

DEC 04 2013

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Accessibility Advisory Committee presents its third report for 2013 and recommends:

AAC-0024-2013

1. That the deputation made by John Walmark, resident, with respect to leash free zones, safety and accessibility at Orchard Heights Park be received; and
2. That the matter of the accessibility of Orchard Heights Park be referred to Parks Development staff for review, and to report back to the Accessibility Advisory Committee.

(AAC-0024-2013)

AAC-0025-2013

That the PowerPoint presentation by Hillary Calavitta, Advisor, Healthy By Design and Project Manager, with respect to the Region of Peel's Accessible Transportation Master Plan be received for information

(AAC-0025-2013)

AAC-0026-2013

That the overview from Bill Montague, Project Manager, Park Development with respect to the Playground Replacement Program, be received for information; and that the Accessibility Advisory Committee is satisfied with the Playground Replacement Program.

(AAC-0026-2013)

AAC-0027-2013

That the overview of the Mississauga Driveway Windrow Snow Clearing Program as presented by Jim Kettle, Technical Specialist, be received for information.

(AAC-0027-2013)

AAC-0028-2013

That the information as provided by Pina Mancuso, Manager, Elections in response to inquiries made by members of the Accessibility Advisory Committee regarding Accessible Municipal Voting for the 2014 Municipal Elections be received as information, and that the Accessibility Advisory Committee is satisfied with the plans for the 2014 Municipal Elections.

(AAC-0028-2013)

AAC-0029-2013

1. That the Memorandum dated October 28, 2013 from Pamela Shanks, Corporate Policy Analyst with respect to the City's Accessibility Policy for fees for support persons to Meadowvale Theatre and Mississauga golf courses be received; and
2. That the matter of support persons to be admitted free of charge at theatres be referred to the Living Arts Centre and Meadowvale Theatre Boards to provide feedback to the Accessibility Advisory Committee on their views on the matter.

(AAC-0029-2013)



AAC-0030-2013

1. That the Memorandum dated November 7, 2013 from Diana Simpson, Accessibility Coordinator, with respect to the National Access Awareness event be received for information; and
2. That the National Access Awareness Event be held every other year.
3. That the Accessible Customer Service Awards be recognized by Council every year.

(AAC-0030-2013)

AAC-0031-2013

That the verbal update from Alana Tyers, Transit Planner, regarding the approach to the MiWay Support Person Policy, be received for information, and is supported by the Accessibility Advisory Committee.

(AAC-0031-2013)

AAC-0032-2013

That the matter regarding an update from Daryl Bell, Manager, Mobile Licensing regarding accessible taxicabs be deferred to a future Accessibility Advisory Committee meeting

(AAC-0032-2013)

AAC-0033-2013

1. That the Multi-use trail Project, as presented by Stephanie Snow, Consultant (Project Manager), Harrington McAvan Ltd. And Richards Roberts, Project Manager, Parks and Forestry, Community Services Department, to the Facility Accessibility Design Subcommittee on September 16, 2013 be received; and
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated September 16, 2013, the Facility Accessibility Design Subcommittee is satisfied with the Multi-use trail Project, as presented.

(AAC-0033-2013)

AAC-0034-2013

1. That the Meadowvale Community Centre & Library Project as presented by Aimee Drmic, Architect Perkins + Will Architects and Lalita Goray, Project Manager, Community Services Department, to the Facility Accessibility Design Subcommittee on September 16, 2013 be received; and
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated September 16, 2013, the Facility Accessibility Design Subcommittee is satisfied with the Meadowvale Community Centre & Library Project, as presented; and
3. That the Facility Accessibility Design Subcommittee members conduct a site visit at the Meadowvale Community Centre and Library after the proposed renovations is complete.

(AAC-0034-2013)

AAC-0035-2013

1. That the Pre-Design Report, as presented by Constantine Radeff, Consultant, Radeff Architect Ltd., Janet Lack, Project Manager, Parks and Forestry, Community Services Department, and Wojciech Gurak, Project Manager, Facilities & Property Manager, Corporate Services Division, to the Facility Accessibility Design Subcommittee on October 10, 2013 be received; and
2. That consideration be given to parks with fully accessible/inclusive children's playgrounds be provided with accessible washrooms be received.

(AAC-0035-2013)

AAC-0036-2013

That the pending work plan items dated November 18, 2013 be received for information.

(AAC-0036-2013)

AAC-0037-2013

That the flyer from the Region of Peel regarding the Accessible Transportation Master Plan advising of open house dates be received for information.

(AAC-0037-2013)

REPORT 9-2013

General Committee

DEC 04 2013

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Heritage Advisory Committee presents its ninth report for 2013 and recommends:

HAC-0105-2013

1. That the mandate of the Heritage Tree Subcommittee to investigate the feasibility of a Heritage Tree Program has been fulfilled and therefore the Subcommittee can be dissolved; and
2. That the designation of Heritage Trees under the *Ontario Heritage Act* be addressed through the Heritage Designation Subcommittee.

(HAC-0105-2013)

HAC-0106-2013

That the property at 4067 Mississauga Road, which is listed on the City's Heritage Register, is not worthy of heritage designation, and consequently, that the owner's request to demolish the structure proceed through the applicable process.

Ward 8

(HAC-0106-2013)

HAC-0107-2013

That the Memorandum dated October 18, 2013 from Laura Waldie, Heritage Coordinator, entitled "Heritage Impact Statement, 1370 Milton Avenue (Ward 1)," be received.

Ward 1

(HAC-0107-2013)

HAC-0108-2013

That the Memorandum dated November 4, 2013 from Elaine Eigl, Heritage Coordinator, entitled "Municipal Water Servicing within the Willow Lane Right-of-Way (Ward 11)," be received.

Ward 11

(HAC-0108-2013)

HAC-0109-2013

That the Memorandum dated November 5, 2013 from Elaine Eigl, Heritage Coordinator, entitled "2013 Cultural Heritage Program Award of Excellence Expenditure," be received.

(HAC-0109-2013)

HAC-0110-2013

That the Memorandum dated November 12, 2013 from Julie Lavertu, Legislative Coordinator, Heritage Advisory Committee, entitled "Heritage Advisory Committee's Budget and Spending History, Clerk's File Number: MG.07," be received.

(HAC-0110-2013)

HAC-0111-2013

That the chart dated November 19, 2013 from Julie Lavertu, Legislative Coordinator, Heritage Advisory Committee, with respect to the status of outstanding issues from the Heritage Advisory Committee, be received.

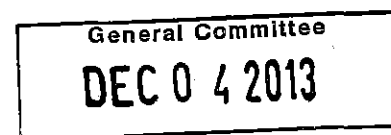
(HAC-0111-2013)

HAC-0112-2013

That the correspondence dated November 2013 from the Honourable Michael Coteau, Minister of Citizenship and Immigration, with respect to the 2014 Volunteer Service Awards Program, be received.

(HAC-0112-2013)

REPORT 5 - 2013



TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Museums of Mississauga Advisory Committee presents its fifth report for 2013 and recommends:

**MOMAC-0026-2013**

That the recommendation to the Museums of Mississauga Advisory Committee (MOMAC) by the Collections and Storage Subcommittee (CASS) to dissolve the Subcommittee under Item 4 of the CASS report dated October 1, 2013, be approved. (MOMAC-0026-2013)

**MOMAC-0027-2013**

That the Collections and Storage Subcommittee (CASS) report dated October 1, 2013, be approved. (MOMAC-0027-2013)

**MOMAC-0028-2013**

That the PowerPoint presentation from Annemarie Hagan, Manager, Museums and Traditions, Culture Division, Community Services Department, with respect to the accomplishments of the Collections and Storage Subcommittee (CASS) from its inception in 2007 to its conclusion in 2013, dated November 25, 2013, be received. (MOMAC-0028-2013)

**MOMAC-0029-2013**

That a Terms of Reference Task Group composed of 4 Committee Members and the Manager of Museums and Traditions, be struck to recommend revisions to the Terms of Reference of the Museums of Mississauga Advisory Committee (MOMAC) based on the new MOMAC Mandate, as approved by Council on April 10, 2013, and that the Task Group complete its mandate and make recommendations to MOMAC at its March 17, 2014 meeting, be approved. (MOMAC-0029-2013)

**MOMAC-0030-2013**

That the Museums and Traditions Manager's Report, for the period September 1 to November 15, 2013, be received. (MOMAC-0030-2013)

**MOMAC-0031-2013**

That the Capital Project Update, dated November 18, 2013, from the Museums and Traditions Manager, be received. (MOMAC-0031-2013)

**MOMAC-0032-2013**

That the Museums of Mississauga Collections Communication Plan presented by Annemarie Hagan, Manager, Museums and Traditions, Culture Division, Community Services Department, to the Museums of Mississauga Advisory Committee on November 25, 2013, be received.  
(MOMAC-0032-2013)

**MOMAC-0033-2013**

Memorandum dated November 18, 2013 from Annemarie Hagan, Manager, Museums and Traditions, *entitled Meadowvale Blacksmith Shop, Peel Museum of Ontario's History*, be received.  
(MOMAC-0033-2013)

**MOMAC-0034-2013**

That the following Items for Information be received:

- (a) Report dated September 23, 2013 to the Heritage Advisory Committee from Paul Mitcham, Commissioner, Community Services Department, *entitled Request to Alter a Heritage Designated Property – Benares Estate: Main House, Dairy House, Barn and Potting Shed, 1503 Clarkson Road (Ward 2)*;
- (b) Report dated September 23, 2013 to the Heritage Advisory Committee from Paul Mitcham, Commissioner, Community Services Department, *entitled Request to Alter a Heritage Designated Property – Bradley Museum Barn and Wood Shed, 1620 Orr Road (Ward 1)*.

(MOMAC-0034-2013)