

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 31, 2005

Item 1, Report No. 60, of the Committee of the Whole (Working Session), which was adopted without amendment by the Council of the City of Vaughan on October 31, 2005.

1 BODY RUB ENFORCEMENT

The Committee of the Whole (Working Session) recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Legal and Administrative Services, dated October 25, 2005, be approved subject to deleting the words, "and that a part-time position be created for this purpose"; and
- 2) That a status report be provided in February 2006, including the impact of using existing staff resources to undertake the enforcement activity related to the subject matter.

Recommendation

The Commissioner of Legal and Administrative Services, in conjunction with the Senior Manager of the Enforcement Services Department, recommends:

1. That the enforcement activity related to legal and illegal body rub parlours continue and that a part-time position be created for this purpose.
2. That this report be received.

Economic Impact

The report below contained a number of options that were examined for this report.

Option 1

This option would see the creation of a new part-time enforcement position. If the efforts of the two part time-staff are combined, the project results should be maintained. The cost of this option would be \$30,000.

Option 2

This option has a combined negative impact on the budget of \$210,000. This combines salary dollars and reduced parking revenue.

Option 3

This option carries an impact of approximately \$80,000.

Option 4

This option has an impact of \$80,000. which is offset by \$26,600. in part-time revenue.

Purpose

This report is to provide an update on the enforcement efforts undertaken since July in relation to Body Rub Parlours.

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Background - Analysis and Options

Council, at its meeting of June 15, 2005, Item 1, Report 38, required a report be brought back in October 2005 outlining the status of increased enforcement relating to Body Rub Parlours.

In order to conduct this project a member of the Enforcement Services Department's Special Enforcement Unit was reassigned to concentrate his efforts solely on Body Rub Enforcement. This individual received some hands-on training from York Regional Police. Enforcement actually commenced in the last week of June 2005.

A number of enforcement strategies were deployed for this project and the combined results have had an impact on the Body Rub industry in Vaughan.

Staff conducted a total of 118 inspections in Body Rub facilities. York Regional Police worked with our staff for six days accounting for 22 joint inspections.

The 118 inspections resulted in 98 charges being filed. These charges generated potential fine revenue of \$44,000. There are additional charges pending under the City of Vaughan Zoning By-law. The cost of this four month project was approximately \$66,000., \$16,000. salary and \$50,000. is reduced parking fines generated over this time frame.

More importantly, the enforcement efforts by staff have resulted in the closure of 8 illegal parlours. These are:

Olympus Health Spa - 20 Hanlan Road
Rivermede Spa - 20 Rivermede Road
Elite Health Clinic - 80 Roysun Road
Daisy Health Spa - 830 Rowntree Dairy Road
Delvera Spa - 250 Regina Road
Skin and Body Health Centre - 7007 Islington Avenue
Steeles Spa - 2150 Steeles Avenue

These closures reduce the illegal parlours in Vaughan to 10 and legal remain at five.

In order to achieve this success, a much focused effort had to be undertaken. In order to maintain these successes or make further progress, the effort should be continued. Staff have examined a number of ways to ensure continued success and they are outlined below. All of them have budgetary impacts, however, there would be an offset by any revenue received from convictions on the charges laid.

Option 1

This option would see the creation of a new part time enforcement position. If the efforts of the two part time staff are combined, the project results should be maintained. The cost of this option would be \$30,000.

Option 2

This option is the continuation of the assignment of a Special Enforcement Officer. This option has the greatest financial impact at \$210,000. This is the salary of the officer and a loss of at least \$150,000. in fine revenue.

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Option 3

The creation of a second full-time Licensing Enforcement Field Officer position would permit full-time activity to be continued as well as perform other licensing and parking activities. As indicated in the Economic Impact Section, the cost for the addition of this new position is approximately \$80,000. which includes salary, benefits, and computer.

Option 4

This option would see the current part time licensing position being converted to a full-time position. This would have an impact on licensing enforcement in the after hours period. The financial impact would be approximately \$53,000. (\$80,000. for the full-time position being offset by the \$26,000. part-time salary.)

The results of this project are positive and encouraging. Enforcement with dedicated staff members should continue. Revenue may provide an offset due to fine payments, however, as the number of illegal Body Rub establishments decline, the number of available charges will also decline. This source of revenue is provided from York Regional Courts after fine payment.

Relationship to Vaughan Vision 2007

This report is in keeping with the Vaughan Vision 2007 as it speaks to the goals of Community Safety and the City's leadership on key issues.

This report is consistent with the priorities previously set by Council and the necessary resources have not been allocated and approved.

Conclusion

The project focusing on illegal Body Rub activity was successful and should continue in order to prevent a resurgence of the trade in Vaughan.

Attachments

None

Report prepared by:

Tony Thompson
Senior Manager of Enforcement Services

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Item 2, Report No. 60, of the Committee of the Whole (Working Session), which was adopted without amendment by the Council of the City of Vaughan on October 31, 2005.

2 CORPORATE CENTRE STREETScape & OPEN SPACE MASTER PLAN STUDY

The Committee of the Whole (Working Session) recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Planning, dated October 25, 2005, be approved; and
- 2) That the presentation of Mr. Bruce E. Cudmore, Principal, EDA Collaborative Inc., 26 Dalhousie Street, Toronto, M5B 2A5, Mr. John Stevens, President, J.H. Stevens, Planning and Development Consultants, 29 Linden Crescent, Brampton, L6S 4A1 and Mr. George Shillette, Senior Associate, Young and Wright Architects Inc., 172 St. George Street, Toronto, M5R 2M7, be received.

Recommendation

The Commissioner of Planning recommends:

1. THAT the presentation by EDA Collaborative Inc., on the Draft Master Plan document for the Vaughan Corporate Centre Streetscape and Open Space Master Plan Study, BE RECEIVED for information.

Economic Impact

The implementation of the Vaughan Corporate Centre Streetscape and Open Space Master Plan will provide a framework for establishing the Corporate Centre – a “Regional Centre” - as both a functional and an appealing “downtown”, attracting more investment and assessment to the local tax base. There are no requirements for new funding associated with this report. Funding for this study was provided in the 2002 Operating Budget.

Purpose

The purpose of this report and presentation by EDA Collaborative Inc. is to provide Council with an update on the Corporate Centre Streetscape & Open Space Master Plan Study, prior to proceeding with the next steps of the study as identified in this report.

Background - Analysis and Options

Purpose of Study

On December 15, 2003, Council approved the Terms of Reference for the “Corporate Centre Streetscape & Open Space Master Plan Study”. The purpose of the study is to produce a Streetscape and Open Space Master Plan for the Corporate Centre (Attachment 1), that will:

- prescribe the layout and design of the public spaces within the Corporate Centre Node, including pedestrian and bicycle connections with the greater Corporate Centre District, streets, squares, plazas, and parks, and;
- provide criteria for the assessment of detailed development applications to ensure that they are in keeping with the overall design vision expressed by the Vaughan Corporate Centre Urban Design Guidelines Report, which was adopted by Council on January 19, 1998.

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More specifically, the Master Plan (Attachments 2 & 3) is intended to guide development to create an attractive and vibrant urban center by:

- defining and designing a system of streetscapes and open spaces;
- providing design intent, guidelines and standards that will ensure physical unity throughout the Vaughan Corporate Centre for the long-term build-out of the area;
- coordinating designs with proposed York Region Public Transit initiatives;
- providing a basis for assessment of future development applications to ensure they are in keeping with the vision for the Corporate Centre, and;
- devising a strategic implementation plan to guide funding and construction of the streetscape and open space system.

Consulting Team

On April 26, 2004, Council approved staff's recommendation to retain the firm EDA Colaborative Inc. (Landscape Architecture and Urban Design), together with their subconsultants to conduct the study. The sub-consulting team includes: Young + Wright Architects (Architecture & Urban Design Master Planning); J.H. Stevens (Planning & Development Consultants); Reich & Petch Design International (Wayfinding & Communications); Reid Voorhees and Associates (Transportation Engineers), and; MacViro Consultants (Civil Engineering).

Work Program

The work program for the study is as follows:

- 1) Background, Inventory and Analysis;
- 2) Conceptualization;
- 3) Preliminary Master Plan;
- 4) Draft Master Plan, and;
- 5) Final Master Plan

The study is currently at the fourth stage of the work program.

Public Consultation

The study's design concepts were based on a three-part consultation program, which included one-on-one stakeholder interviews, a full day charette on July 29, 2004, and a series of meetings and workshops with City and Regional staff, and agencies. Further consultation with the stakeholders will be required prior to the finalization of the Master Plan.

York Region Rapid Transit Plan

In 2002 the Region of York completed a Transportation Master Plan that recommended rapid transit improvements in four corridor locations, including Highway 7 and the north-south link. In August 2005, the Region submitted the Highway 7 Corridor & Vaughan North-South Link Public Transit Improvements Environmental Assessment (EA) to the Ministry of Environment for approval. The Ministry has requested written comments from the City of Vaughan on the EA by October 26, 2005.

The plans currently attached to the EA study show a more basic treatment of Avenue 7 (Highway 7) and rapid transit through the Vaughan Corporate Centre when compared to the draft Master Plan document as part of the Corporate Centre study, reflected in Attachment 2 to this report. On October 17, 2005, Council adopted resolutions contained in a report entitled "Design Concept For

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Avenue 7 Including Rapid Transit Through The Vaughan Corporate Centre”. The primary resolutions that were adopted included direction to the Region of York of Vaughan’s preferred configuration for Avenue (Highway 7) and rapid transit through the Corporate Centre, and to ensure that the cost of this portion of the project is included in the Region of York’s budget. In order to meet the deadline for submitting comments to the Ministry of Environment on the EA, the Council resolutions on this matter were required in advance of the consultant’s presentation of the Master Plan.

Draft Master Plan

The Draft Master Plan document (Attachment 4) describes a development framework that builds on Official Plan #500 (Corporate Centre Plan), OPA #528 (Road Network Improvements) and OPA #529 (Higher Order Transit Corridor Protection Study) and the Vaughan Corporate Centre Urban Design Guidelines Report. The Draft Master Plan document consists of a Master Plan Concept, streetscape guidelines for the primary, secondary and tertiary roads, built form, parks and open space guidelines, design standards, phasing and implementation.

Next Steps

The next steps for the Master Plan Study are as follows:

- Finalize the Draft Master Plan by incorporating comments from staff, Council and landowners
- Present the Final Master Plan at a Public Hearing
- Committee of the Whole meeting and recommendation
- Implementation of the Plan (eg. Amendment to the Official Plan and/or Comprehensive Zoning By-law 1-88).

Relationship to Vaughan Vision 2007

The development of the Corporate Centre Streetscape and Open Space Master Plan Study reinforces Vaughan Vision 2007 and will result in the fulfillment of the following strategic priorities:

1.1 Improve community safety through design, prevention, enforcement and education.

The provision of a high quality and balanced approach to a well-designed public and private realm, and constituent services, will enhance public safety.

2.5 Strengthen the City’s diversified economic base.

A strong Corporate Centre Master Plan will give assurance to the development community and to existing and future occupants, the City’s commitment to the area and signify the high level of development expected.

3.0 Transportation and Transit Infrastructure.

The development of the Corporate Centre will support transit use, and conversely, transit development will serve as a catalyst for the development of the Corporate Centre. The Master Plan is required to direct such development.

4.1 Promote and encourage investment in the Vaughan Corporate Centre.

The proposed Master Plan will serve as a promotional tool in its depiction of the Corporate Centre development and will encourage investment due to a clear design commitment to the public realm and associated private development.

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Conclusion

The Vaughan Corporate Centre Streetscape and Open Space Master Plan Study and Draft Master Plan document is approximately 80% complete. Further public consultation and staff comments are required in order to finalize the document. City staff will continue to work with the consultant in terms of achieving further details on streetscape profiles, built form, stormwater management, sustainable development, and the implementation of a final plan. Therefore, the Commissioner of Planning recommends that the presentation from the study consultant EDA Collaborative Inc. on the draft Master Plan document be received for information.

Attachments

1. Location Map
2. Corporate Centre Streetscape & Open Space Master Plan
3. Master Plan Concept
4. Draft Master Plan Document – FOR COUNCILLORS ONLY

Report prepared by:

Duncan MacAskill, Senior Planner, ext. 8017

Wayne McEachern, Manager of Policy Planning/Urban Design, ext. 8026

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

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Item 3, Report No. 60, of the Committee of the Whole (Working Session), which was adopted without amendment by the Council of the City of Vaughan on October 31, 2005.

3

SAFE COMMUNITY CENTRES POLICY

The Committee of the Whole (Working Session) recommends approval of the recommendation contained in the following report of the Commissioner of Community Services, dated October 25, 2005:

Recommendation

The Commissioner of Community Services and the Director of Recreation and Culture, in consultation with the Legal Department, and the Chair of the Safe City Committee, recommend:

1. That Council receive this report; and,
2. That Council approves the Safe Community Centres Policy.

Economic Impact

The economic impact to implement the public education program for the Safe Community Centres Policy is \$3,500.00 and has been included in the Recreation and Culture and Building and Facilities 2005 operating budget.

Purpose

The purpose of this report is to provide a policy that promotes safety, respect and civility for users of city-operated community centre facilities.

Background - Analysis and Options

The City of Vaughan encourages residents to participate and enjoy the many city-operated community centre facilities, programs and services that are provided by the municipality. The City of Vaughan strives to ensure greater safety and protection of its users and employees while they participate or work in city-operated community centre facilities. In addition, the cost of repairing city-operated community centre facilities that have been vandalized or damaged through violence should not be the responsibility of responsible users, or the general public, but should be the responsibility of the offender(s).

In an effort to foster and promote safety, respect and civility, the City of Vaughan has developed a new policy for users of city-operated community centre facilities. The policy will assist to create a better understanding and expectation of the appropriate behaviour that is expected by users who access city-operated community centre facilities. City of Vaughan staff will also have additional tools in how to deal with incidents of harassment, violence, abuse or vandalism in city-operated community centre facilities.

Many municipalities in the GTA have recently developed policies and public education programs to address a growing increase in vandalism, violence and inappropriate behaviour in city-operated community centre facilities. In preparation of this report, research was collected and analyzed from other municipalities such as Markham, Mississauga and Toronto.

Recreation and Culture staff also met with representatives from the Human Resources – Health and Safety, Building and Facilities, Legal and Enforcement Services departments to obtain input in the development of this policy.

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Definition of City-Operated Community Centre Facilities

City-operated community centre facilities as they relate to this policy, include all community centres, indoor/outdoor pools, heritage buildings, theatres, arenas, outdoor sports fields, and leased program space for city-operated programs.

Goals of the Safe Community Centres Policy

1. To provide a safe environment for users to enjoy the amenities and programs offered in city-operated community centre facilities.
2. To provide all employees working in city-operated community centre facilities with the information and tools to deal with incidents of harassment, violence, abuse (including verbal) or vandalism.
3. To eliminate acts of harassment, violence, abuse or vandalism in city-operated community centre facilities.
4. To increase awareness and promote the importance of positive behaviors in city-operated community centre facilities.
5. To work in cooperation with other agencies and the general public to foster and support prevention of harassment, violence, abuse or vandalism in city-operated community centre facilities.

Types of Incidents

The Safe Community Centres Policy (Attachment 1) identifies three (3) classifications of incidents that may occur in city-operated community centre facilities. They include but are not limited to the following type of incidents:

Level 1 – Smoking in city-operated community centre facilities, foul/abusive language, horseplay causing injury, misuse of emergency exits, inappropriate or obscene gestures that are non-sexual and non-threatening, not following rules and regulations for programs offered in city-operated community centre facilities.

Level 2 – Escalation of level one incidents/failure to cease and desist Level 1 incidents, verbal assault, racial or ethnic remarks, sexual harassment, threatening language or gestures, repeat Level 1 offences, deliberate damage to facility, defacing of city-operated community centre facilities or graffiti, trespassing, refusal to leave.

Level 3 – Illegal activities governed by criminal code, physical assault causing bodily harm, violent throwing of articles causing injury of property damage, sexual assault, robbery/theft, possession of, or under the influence of drugs and/or alcohol, possession of alcohol out of licensed area, possession of weapons.

Incidents involving minors under 16 years of age will require staff to contact the parent(s) and/or guardian as well.

Action and Follow-up to Incidents

The Safe Community Centres Policy outlines a summary of the types of incidents that could occur

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and the action steps staff will be required to take in dealing with various incidents (Attachment 1, pages 4-8). In all situations staff is required to complete an Incident Report Form (Attachment 1, Appendix 3) that records the incident and the appropriate follow-up that is required. In situations where physical bodily harm takes place an Accident Report Form (Attachment 1, Appendix 4) is completed which records all appropriate medical information.

Consequence to Offenders

The Safe Community Centres Policy outlines in the charts the follow-up that is required when dealing with an offender. Appropriate steps based on the Level 1-3 incidents determine what type of steps will be taken.

Staff Training and Development

Management is expected to ensure that employees are aware of the policy and to remind them of its contents as deemed necessary. The policy information should be included as part of safety training for new and existing staff.

All employees working in city-operated community centre facilities are expected to be familiar with the policy and act accordingly as outlined in the policy section entitled *Handling Incidents of Violence, Harassment, Abuse and Vandalism* and deal directly with their immediate supervisor/manager for guidance.

Public Education

It is important the public and community groups are aware and understand the Safe Community Centres Policy. To create public awareness, it is recommended that the Safe Community Centres Policy be posted on the City's website, that new signage be placed within all community centres, and that an information pamphlet be created and distributed to all community groups and facility users that use community centre facilities. Information signage will include the Code of Conduct (see Policy Attachment 1, Appendix 1), the *City of Vaughan Declaration of Citizens' Rights and Responsibilities* approved by Council on February 28, 2005 (see Policy Attachment 1, Appendix 2). The cost for the public education program includes signage in the community centres and an information pamphlet. The cost of the program has been identified in the 2005 Recreation and Culture and Building and Facilities budget.

Relationship to Vaughan Vision 2007

This report is in keeping with the Vaughan Vision 2007 as it strives to identify and implement improvements to existing City facilities to optimize community safety and to review the level of enforcement, compliance and monitoring of regulations related to public safety.

The policy is also in keeping with the new *City of Vaughan Declaration of Citizens' Rights and Responsibilities*, developed and approved in February 28, 2005 by Vaughan Council.

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated.

Conclusion

The City of Vaughan requires a Safe Community Centres Policy that fosters and promotes safety, respect and civility for users of city-operated community centre facilities. The intent of the policy

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is to ensure the safety of users along with appropriate action to deal with inappropriate behaviour, violence and vandalism, including recovery of costs. A training program for full and part-time staff will be implemented to review the policy and how to deal with various incidents. In addition, a public education program will be created to include the posting of the Safe Community Centres Policy and general information on the City of Vaughan's website, signage in community centres and an information pamphlet to facility users and groups. The cost of the public education program is \$3,500.00 and has been included in the Recreation and Culture and Building and Facilities 2005 operating budget.

Attachments

1. Safe Community Centres Policy

Report Prepared By

Diane LaPointe-Kay, Director, Recreation and Culture, ext. 8117
Paul Compton, Area Recreation Manager - East, ext. 7218

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

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Item 4, Report No. 60, of the Committee of the Whole (Working Session), which was adopted, as amended, by the Council of the City of Vaughan on October 31, 2005, as follows:

By receiving the written submission from Mr. Rick Levine, dated October 30, 2005.

4

ARTS ADVISORY COMMITTEE

The Committee of the Whole (Working Session) recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Community Services and the Director of Recreation and Culture, dated October 25, 2005, be approved;
- 2) That a representative of Vaughan Public Library be included as a member of the Arts Advisory Committee;
- 3) That the following deputations be received:
 - a) Mr. Rick Levine, President, Custom Graphics Inc., 135 Franklin Avenue, Thornhill, L4J 4X6;
 - b) Mr. Tony Tarantino;
 - c) Ms. Mirella Tersigni, A Stroke of Art Inc., 136 Winges Road, Suite No. 5, Woodbridge, L4L 6C4; and
 - d) Ms. Susan MacDonald; and
- 4) That the additional information entitled, "Deputation – Mr. Rick Levine with respect to initiating an Arts Council in Vaughan", be received.

Recommendation

The Commissioner of Community Services, in consultation with the Director of Recreation & Culture, recommends:

1. That Council approve the establishment of an Arts Advisory Committee;
2. That Council approve the "Terms of Reference" for an Arts Advisory Committee; and,
3. That Council direct staff to initiate the recruitment process as per City guidelines for advisory committees for community members interested in membership on the Arts Advisory Committee.

Economic Impact

The economic impact associated with this request, being \$6,570, has been dedicated to the proposed Arts Advisory Committee in the Community Services 2006 Operating Budget.

Purpose

The purpose of this report is to seek Council approval to establish an Arts Advisory Committee; to approve the "Terms of Reference" governing the committee; and to direct staff to initiate the recruitment process for membership in the Arts Advisory Committee.

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Background - Analysis and Options

There has been interest expressed recently by community members for the need to increase the profile of the arts, both visual and performing, in the City of Vaughan. There is evidence that arts and culture contributes significantly to the vibrancy of a city in areas such as a quality of life and place, cultural tourism, economic and urban revitalization and renewal, helping build community identity and pride and assisting in the personal and social development of youth.

As a first step in the development of the arts in Vaughan, an Arts Advisory Committee is being proposed to provide a voice for the community on arts-related matters and a forum in which initiatives may be developed.

In 1993, the City formed the Arts & Culture Advisory Committee that started what now has become the yearly *Festival of the Arts*. The Arts & Culture Advisory Committee developed a number of initiatives including a quarterly newsletter that highlighted art-related opportunities in the community, and with the assistance of staff, published a local "Arts & Culture Directory". The Arts & Culture Advisory Committee was eventually dissolved in 2000 due to the lack of interest by community volunteer members. As there is a renewed interest in the arts, a new Arts Advisory Committee is being proposed that may continue the development and increase the profile of the arts in the community.

The mandate envisioned for the Arts Advisory Committee is to advise Council on matters relating to the planning, development, promotion, and sustainability of community arts in Vaughan. In particular, its goals will be to facilitate artistic and creative opportunities and experiences in Vaughan, to create a better awareness and appreciation for the arts and artists, to position itself as a community resource on arts-related matters, to facilitate and secure funding sources to carry out arts-related activities, exhibitions and special events and to facilitate creativity in the community by encouraging opportunities for community engagement, development and partnerships.

In the next few years the Arts Advisory Committee will be working on the development of short and long-term objectives that will fit the goals assigned to the committee in the areas of securing funding sources, community mapping, facilitating creative opportunities for the community to experience and creating partnerships.

Relationship to Vaughan Vision 2007

This report is consistent with the Vaughan Vision 2007 as it provides for effective and efficient delivery of services.

This report is consistent with priorities previously set by Council and the necessary resources have been allocated.

Conclusion

The Arts Advisory Committee will be beneficial in providing assistance in the development of the arts in Vaughan. The Committee will help develop and guide a number of proposed initiatives in the upcoming years including art exhibitions for community artists, an art in public places program that will expose community members to the arts and artists, art programs and workshops, the development of an Arts Council for Vaughan, a Public Art Policy and a municipal art collection. As funds have been allocated for the operating expense of the committee, the establishment and appointment of the Arts Advisory Committee may proceed should Council endorse this request.

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Attachments

1. Draft “Terms of Reference” for the Arts Advisory Committee

Report Prepared By

Angela Palermo, Manager of Cultural Services, ext. 8139
Diane LaPointe-Kay, Director of Recreation & Culture, ext. 8117

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

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Item 5, Report No. 60, of the Committee of the Whole (Working Session), which was adopted without amendment by the Council of the City of Vaughan on October 31, 2005.

5 INTEGRATION OF SERVICE DELIVERY STANDARDS (PHASE 1) WITH ACCESS VAUGHAN

The Committee of the Whole (Working Session) recommends approval of the recommendation contained in the following report of the Commissioner of Economic/Technology Development and Communications, dated October 25, 2005:

Recommendation

The Commissioner of Economic/Technology Development and Communications, in consultation with the Chief Information Officer and the Manager of Access Vaughan recommends:

1. That Council receive this report for information.

Economic Impact

There is no economic impact.

Purpose

The purpose of this report is to provide Council with an update on the process of integrating the City of Vaughan Service Delivery Standards (Phase 1) with the Access Vaughan Contact Centre.

Background - Analysis and Options

To achieve one of Vaughan Vision's primary objectives to provide service excellence to its residents and business community, Council had mandated staff to re-think how The City provides information and services. As its community becomes more sophisticated and expectations change, so should the municipal service delivery. The City of Vaughan is committed to launching Access Vaughan, a single point of contact for its residents, businesses and visitors.

On June 20, 2005 Council received an information package consisting of Phase 1 Service Delivery Standards (SDS) for the following functional areas for Access Vaughan integration:

- Economic / Technology Development and Communications :
 - Switchboard
 - Information Desk
- Community Services:
 - Recreation and Culture Civic Centre general inquiry
- Engineering and Public Works:
 - Public Works Solid Waste general inquiry
- Finance and Corporate Services:
 - Residential General Tax inquiry and billing information
- Legal and Administrative Services
 - By-Law Enforcement general inquiry
 - Meeting Hot Line

SMT is currently determining the process and staffing requirements to complete Phase 2 of SDS in terms of co-coordinating, collecting and centralizing a corporate wide SDS.

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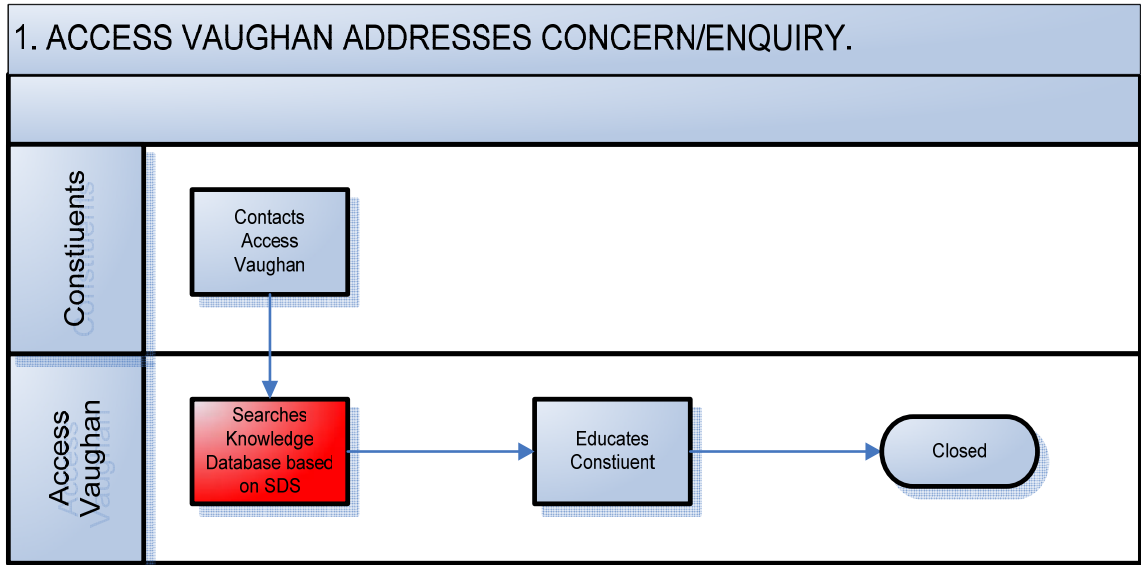
Integration of SDS with Access Vaughan

A key deliverable of the Access Vaughan contact centre project is the centralization of “business knowledge” in an electronic format. All information acquired in the creation of the contact centre will be managed in a centralized search-able repository. This Knowledge Management tool can be made available to the entire corporation. The basis of this knowledge will come from the SDS and will empower Access Vaughan, the one point of contact for the City, with the capabilities of providing accurate real time information to the constituents on how services are delivered to residents.

The SDS represents the current processes in which the City conducts their activities and business. The City processes will be broken down by the Access Vaughan team into call types and further defined into call flows, telephony and desktop solutions, CSR scripts and a centralized knowledge management repository. This information will be the basis for how Access Vaughan will answer citizen inquiries and manage residents’ expectations for delivery of City services.

As part of Phase 1, enquiries directed to Access Vaughan will be handled through two resolution processes as defined through Service Level Agreements with the integrating functional areas:

1. Access Vaughan addresses citizen concern/enquiry.

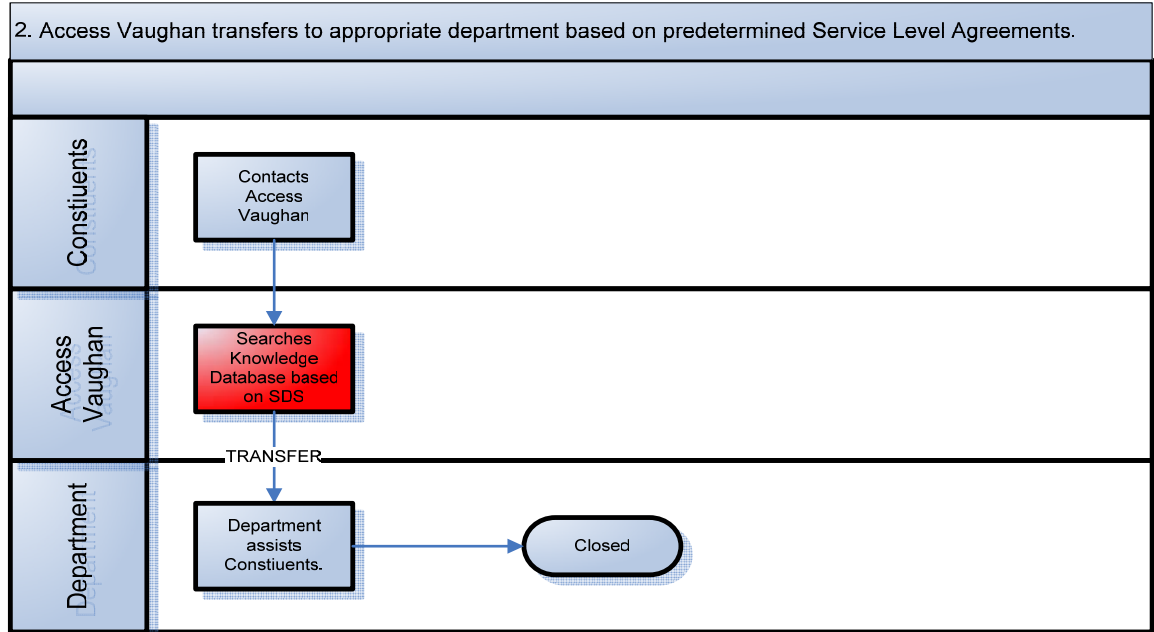


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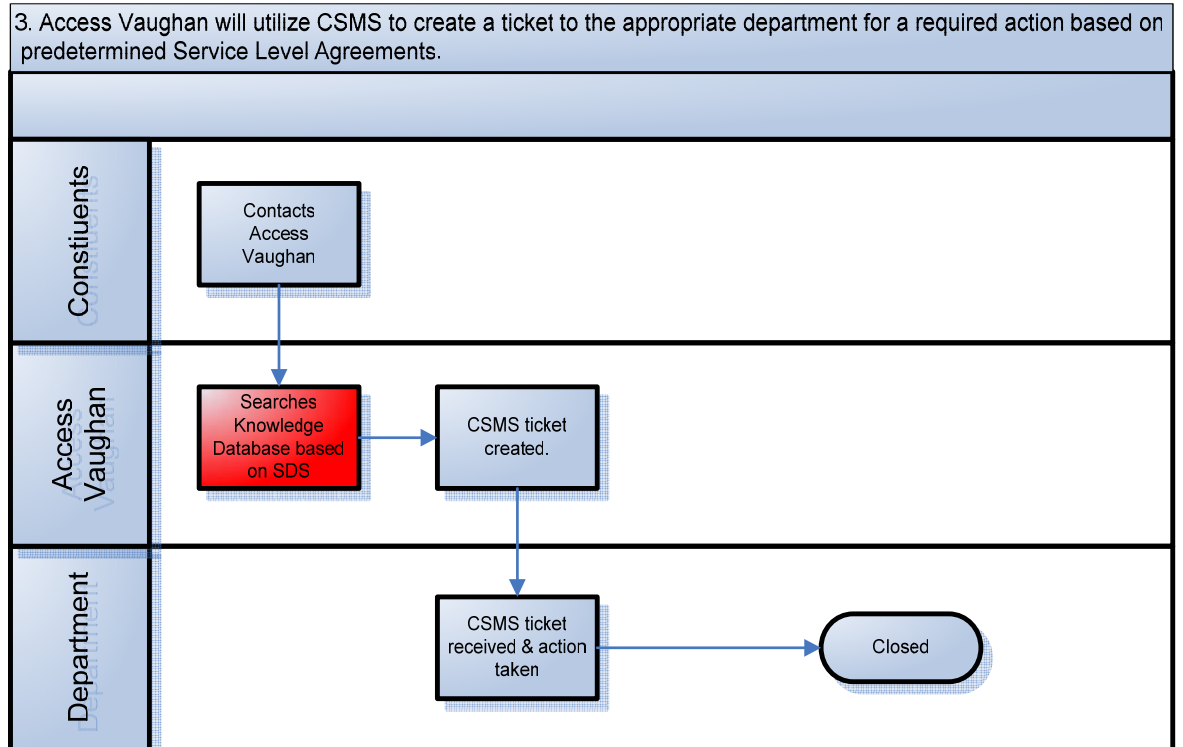
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- Access Vaughan will warm transfer to appropriate department based on predetermined Service Level Agreements.



Once Access Vaughan is live it is imperative that the contact centre settle as a business unit to allow for post implementation reviews and analysis.

As part of **Phase 2** roll out to commence in May, 2006, Access Vaughan will utilize CSMS to create an issue log and escalate it to the appropriate department for a required action and follow-up based on predetermined Service Level Agreements.



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As illustrated in the diagrams, the red boxes exemplifying the SDS as a body of knowledge will be one of the key tools utilized towards proper and efficient call resolution.

Access Vaughan Update

Access Vaughan is currently on track to open as the key centralized point of communication for all City of Vaughan residents on January 26, 2006. The Internal staff has been selected and job offers have been made. Part-Time External Hiring has commenced. The Business Requirements gathering and documentation is currently underway as well as the Communication and Marketing Strategies. The Access Vaughan team is also currently working towards securing Service Level Agreements with the six functional groups they are integrating with.

Relationship to Vaughan Vision 2007

Service Delivery Standards support several key Vaughan Vision 2007 goal statements. They are as follows:

1.2 Establish and communicate service level standards that are affordable and sustainable.

1.2.1 Develop service levels that are attainable and measurable.

1.2.2 Review current customer service practices and implement enhanced and consistent customer service standards. (Representative team from across the organization)

1.2.3 Communicate established service levels to the community.

1.3 Provide effective and efficient delivery of services.

1.3.1 Develop and implement innovative alternatives for service delivery.

1.4 Develop an effective service measurement system.

1.4.1 Review and implement benchmarks and standards to manage and measure service delivery.

1.4.2 Communicate service measurement results to the community.

6.2.1 Communicate established service levels and results to the community.

Conclusion

The integration of the SDS collected from the six functional areas that Access Vaughan will work with in Phase 1 is one of many “business knowledge” resources that will be used by Access Vaughan to provide accurate and real time information to the City of Vaughan public. The citizens of Vaughan will be able to reach all the information and direction required through a single source thereby eliminating multiple calls to the City. Moreover, for the departments that are integrating with Access Vaughan there is the true potential for a “one-stop” customer service experience.

Attachments

None.

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