

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 1, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

1 TRAFFIC CALMING COMMITTEE: ROYAL GARDEN BOULEVARD

The Committee of the Whole recommends approval of the recommendation contained in the following report of Councillor Carella, dated April 16, 2007:

Recommendation

Councillor Tony Carella recommends the establishment of a traffic calming committee to review traffic conditions on Royal Garden Boulevard; and to make recommendations for the calming of speeding on this street.

Economic Impact

Nil

Communications Plan

Nil

Purpose

To improve the safety of the residents on this street.

Background - Analysis and Options

A petition was submitted by the residents of Royal Garden Boulevard requesting a feasibility study be conducted to explore the need for speed humps.

Relationship to Vaughan Vision 2007

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

Regional Implications

Nil

Conclusion

A study will be conducted by City of Vaughan Engineering staff in the spring, but Ministry of Environment and Ministry of Transportation criteria requires the establishment of a traffic calming committee.

Attachments

Petition.

Report prepared by:

Tony Carella

(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 2, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

2

DEPUTY MAYOR TITLE

The Committee of the Whole recommends:

- 1) That this matter be referred to the Strategic Planning Committee, and that it be considered with the governance matter at the Council/SMT Strategic Planning Workshop scheduled for May 15, 2007 and May 16, 2007; and
- 2) That the deputation of Mr. Frank Greco, 10504 Islington Avenue, Box 772, Kleinburg, L0J 1C0, be received.

Recommendation

Regional Councillor Joyce Frustaglio recommends:

That By-law Number 90-2004, being a by-law to appoint a substitute for the Mayor, be amended to provide for the appointment of a Deputy Mayor.

Economic Impact

N/A

Communications Plan

N/A

Purpose

To eliminate any confusion that may exist particularly as the title "Deputy Mayor" appears to be more commonly used.

Background - Analysis and Options

The Deputy Mayor title is consistent with many area municipalities such as Richmond Hill, Markham, Toronto, etc. The present use of the title of "Acting Mayor" is more often than not confusing and is often questioned by both the media and residents. A previous by-law referred to "Acting Mayor". The current by-law refers to "a substitute for the Mayor". The change in title will not affect the responsibilities of the position as provided for in the current by-law in that the Regional Councillor who received the highest number of votes at the last municipal election, or in his/her absence the Regional Councillor who received the second highest number of votes at the last municipal election or in his/her absence the Regional Councillor who received the third highest number of votes at the last municipal election will act from time to time in the place and stead of the Mayor when he/she is absent from the municipality or refuses to act, when he/she is absent due to illness or when the Office of the Head of Council is vacant.

Relationship to Vaughan Vision 2007

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

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Regional Implications

N/A

Conclusion

Amending By-law Number 90-2004 to provide for the appointment of a Deputy Mayor is consistent with neighbouring area municipalities and gives clear recognition of the title thus eliminating confusion.

Attachments

N/A]

Report prepared by:

Regional Councillor Joyce Frustaglio

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Item 3, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

3 INTEGRITY COMMISSIONER REPORT

The Committee of the Whole recommends:

- 1) That the position of an outside and independent part-time Integrity Commissioner be approved, in principle;
- 2) That a report be brought back to the Committee of the Whole meeting of May 28, 2007, outlining the implementation, parameters, roles and responsibilities for the office of the Integrity Commissioner, modelled in a similar fashion to the parameters adopted by the City of Toronto;
- 3) That a maximum of \$100,000 be allocated in the 2007 budget and a maximum of \$200,000 be allocated in subsequent years' budgets to cover the costs of a part-time Integrity Commissioner and associated support staff and expenses;
- 4) That an Accountability and Transparency Committee be established to review the City's current policies/practices pertaining to the Code of Conduct, confidentiality, accountability and transparency, and this committee also make recommendations to Council regarding the appointment of an Integrity Commissioner;
- 5) That the Accountability and Transparency Committee be composed of the following members:
 - Mayor or designate
 - 1 Local and Regional Councillor
 - 1 Ward Councillor
 - 2 Members of the public (one with a legal background and one with ethics background is strongly recommended)
 - City Manager
 - City Solicitor
 - City Clerk;
- 6) That whereas the City of Kitchener established such a committee and whereas the local media plays a primary role in providing the public information in relation to local government, a member of the local media be part of the composition of the committee;
- 7) That Council consider an enforcement policy to the Code of Conduct and associated policy;
- 8) That the following report of the City Manager and the Commissioner of Legal and Administrative Services, dated April 16, 2007, be received; and
- 9) That the deputation of Mr. Richard Lorello, 235 Treelawn Boulevard, P.O. Box 927, Kleinburg, L0J 1C0, be received.

Recommendation

The City Manager and the Commissioner of Legal and Administrative Services in consultation with the Senior Management Team recommend that this report be received and that direction is requested regarding the options provided in this report.

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Economic Impact

The economic impact will depend on the direction Council provides.

Communications Plan

None at this time.

Purpose

This report has been prepared in response to Council direction of February 26, 2007 as follows:

- “2. That staff provide a report to the Committee of the Whole meeting of April 16, 2007 with respect to establishing a City of Vaughan, Office of the Integrity Commissioner by:
 - a) researching the position of Integrity Commissioner in other municipalities, including the City of Toronto;
 - b) outlining the Integrity Commissioner’s role and responsibilities, framework and mandate;
 - c) determining the financial impact of establishing such an Office;
 - d) outlining all possible implementation options; and
 - e) outlining all required approvals.
3. That this motion and the staff report be provided to the Budget Strategic Planning Committees respectively.”

Background – Analysis and Options

Bill 130, the *Municipal Statute Law Amendment Act, 2006*, received Royal Assent on December 20, 2006 and came into law, with minor exceptions, as of January 1, 2007. As a result, the *Municipal Act, 2001* has been significantly amended. These amendments signify the acceptance of municipalities as a level of government on the basis that municipalities, like other levels of government, are capable of exercising their broad powers in a way that will safeguard the best interests of their residents. One of the most notable changes is the addition of Part V.1 – Accountability and Transparency, which is intended to provide municipalities with enhanced accountability powers.

Part V.1 is made up of sections 223.1 to 223.24, which list the permissive authorities relating to the establishment of accountability officers with specific powers that the broad “governance” powers in the *Act* do not address. These officers include:

1. Integrity Commissioner
2. Ombudsman
3. Auditor General
4. Lobbyist Registrar

It should be noted that the corresponding *City of Toronto Act* provisions are virtually identical to the provisions in Part V.1 with the exception that the City of Toronto is required to establish these offices. They are not mandatory for the balance of the province’s municipalities. The roles and responsibilities of these officers are set out in a chart attached as Attachment 1 along with related implications and comments.

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INTEGRITY COMMISSIONER

Sections 223.3 to 223.8 of Bill 130 set out the provisions dealing with the Integrity Commissioner. These specific provisions are attached to this report as Attachment 2. Generally, the Integrity Commissioner is responsible for performing functions assigned by the municipality related to the application of the Code of Conduct and any other procedures, rules and policies governing the ethical behaviour of members of Council and local boards of the municipality.

On February 26, 2007, Council directed that staff provide a report with respect to establishing an Office of the Integrity Commissioner for the City of Vaughan.

COMPARABLE MODELS

Federal Model

In 1994, Howard Wilson was named Canada's first Ethics Counsellor. He reported directly to the Prime Minister's Office and was responsible for advising Members of Parliament on the Conflict of Interest Code, the Parliamentary Code of Conduct, the Conflict of Interest and Post-Employment Code for Public Office Holders, the *Lobbyists Registration Act* and the Lobbyists' Code of Conduct. Since 1994, the Ethics Counsellor has investigated several high-profile cases, including:

- Conflict of interest allegations against Jean Chretien regarding his involvement in the Hotel Grand-Mere.
- Allegations against former public works minister Alfonso Gagliano for awarding contracts to advertising companies connected to his sons.
- Paul Martin's role in the Canada Development Corporation (CDC) during the tainted blood scandal.
- A finding that former solicitor general Lawrence MacAuley breached the conflict of interest rules by directing government projects and contracts to friends and family.

Pursuant to criticism that the position of Ethics Counsellor did not have sufficient authority, the government introduced a new ethics package in October 2002 that was to create an independent Ethics Commissioner who reported directly to Parliament. That bill was passed on March 21, 2004.

In April, 2004, Ottawa appointed Canada's first Ethics Commissioner, former McGill University president Bernard Shapiro. The mandate of the federal Ethics Commissioner is to:

1. **administer** the *Conflict of Interest Code for Members of the House of Commons* as well as the *Conflict of Interest and Post-Employment Code for Public Office Holders*;
2. **provide confidential opinions** to Members of the House of Commons and advice to Public Office Holders on any matter respecting their obligations under the Code to which they are subject; and
3. **conduct inquiries**, on behalf of Parliament, at the request of Members of Parliament or Members of the House of Commons, either as members or as Public Office Holders, on questions of compliance with either Code, as applicable.

The Office of the Ethics Commissioner also undertakes educational initiatives and information in order to inform its clients and the public at large. The Commissioner reports directly to Parliament although the Prime Minister has the final say in regard to penalties to be imposed against MPs who are found to be in conflict of interest.

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The Ethics Commissioner holds office for a term of five years and may be removed for cause by the Governor in Council on address of the House of Commons. He or she may be reappointed for one or more terms of up to five years each. The Office of the Ethics Commissioner has a staff of 34 and a budget for the 2006/2007 period of \$5,026,000.00.

Provincial Model

Many provinces have Ethics Commissioners or Conflict of Interest Commissioners, including Alberta, New Brunswick, British Columbia and Ontario. Their responsibilities are all similar in that they advise and review matters related to conflict of interest legislation. The following discussion focuses on Ontario's model.

The first Integrity Commissioner at the provincial level, the Honourable Gregory T. Evans, was appointed by a resolution of the legislative assembly in 1988. His authority was prescribed by the *Members' Conflict of Interest Act*, which was proclaimed on September 1, 1988, and was subsequently replaced by the *Members' Integrity Act, 1994*. The purpose of this change was to accentuate the positive and to eliminate the negative connotation associated with the term "conflict of interest". In addition, the change reflected an increased jurisdiction.

The mandate of the Integrity Commissioner for the Province of Ontario includes:

1. **advising** elected Members of Parliament on how the *Members' Integrity Act, 1994* affects them in their day-to-day activities. This includes reviewing the annual Financial Disclosure Statements filed by all members to ensure compliance with the *Act*.
2. **investigating** complaints received from one member regarding the activities of another member only. The *Act* does not provide for complaints to be received from the public. The reason for this is attributable to the small size of the office as well as the fact that opposition parties may be willing to investigate complaints with merit.
3. **reviewing expenses** of Ministers, Parliamentary Assistants, their staffs and Opposition Leaders and their staffs with respect to travel and hospitality. This role was set out in the *Cabinet Ministers and Opposition Leaders Expenses Review and Accountability Act, 2002*.

The Integrity Commissioner's responsibilities include preparing an annual report which summarizes advice given but does not disclose confidential information or information that could identify a person concerned. Following such an inquiry, the Commissioner's opinion and recommendations are confidential, but may be released by the member or with the member's consent.

According to the 2005/2006 Annual Report of the Office of the Integrity Commissioner, there were 446 requests for the Commissioner's opinion and recommendations. Examples of these requests are listed in the Annual Report and include:

Issue: A Minister has been asked by a constituent to write a letter of reference to the Ontario Power Authority.

Opinion: Section 25.3 of the *Electricity Act, 1998* specifically states that the Ontario Power Authority is not an agent of Her Majesty for any purpose, despite the *Crown Agency Act*. On this basis, a Minister writing a letter of reference on constituency letterhead for purposes of a constituent's application to the Ontario Power Authority for conservation funding does not place the member in violation of the *Members' Integrity Act*.

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Issue: A Minister has been asked to speak at an event and the event organizers have inquired as to the Minister's favourite charity for purposes of a donation as a "thank you" to the Minister.

Opinion: The Minister can provide the name of the charity, however, as the donation is not made by the Minister personally, as MPP or as Minister, the donor's name should be that of the event organizer.

There was only one formal complaint made by a member alleging that another member breached a provision of the *Members' Integrity Act*. This complaint involved a member of the Executive Council who, after an investigation, was found to have breached the *Act*. The recommended penalty in the Commissioner's report was a reprimand. Following release of the report and debate on the issue of penalty, the member was reprimanded.

The provincial Integrity Commissioner's term is for five years and he or she may be reappointed for a further term or terms. The Office of the Integrity Commissioner operates with a staff of four in addition to the Commissioner with an annual expenditure of \$551,339.11 (2005/2006 figure). This includes the Commissioner's annual salary which was \$154,813.76 for the 2005/2006 period.

City of Toronto

After appointing a selection panel made up of three members of Council to recommend a preferred candidate, the City of Toronto appointed its first Integrity Commissioner, David J. Mullan, on July 21, 2004 who then commenced his term on September 1, 2004. Upon establishing the office of the Integrity Commissioner, the City of Toronto looked to the provincial model and subsequently sought enabling legislation from the province for further powers and authority. This resulted in the codification of the Integrity Commissioner provisions in the *City of Toronto Act, 2006*, which received Royal Assent on June 12, 2006 and came into effect on January 1, 2007. These provisions are virtually identical to the provisions in the *Municipal Statute Law Amendment Act, 2006*.

Toronto's Integrity Commissioner has four distinct roles:

- 1. Advisory:** Providing written and oral advice to individual members of Council about their own situation respecting the Code of Conduct and other by-laws and policies governing the ethical behaviour of members, including general interpretation of the *Municipal Conflict of Interest Act*; and providing the full Council with specific and general opinions and advice respecting compliance by elected officials with the provisions of governing Acts, and other conduct policies;
- 2. Complaint Investigation:** Having the power to assess and investigate complaints against elected officials from members of the public, City staff, and Councillors or on reference from the whole Council;
- 3. Complaint Adjudication:** Determining whether a member of Council has violated a City protocol, by-law or policy governing their ethical behaviour except that (as in the provincial model) Council makes the final decision on whether any penalty (as limited by the *Act*) recommended by the Commissioner is imposed on the member found in contravention; and
- 4. Educational:** Publishing an annual report on findings in typical advice and complaint cases; providing outreach programs to members of Council and staff on legislation, protocols, and office procedures emphasizing the importance of ethics for public confidence in municipal government; and disseminating information available to the public on the City's website.

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In his annual report covering the sixteen month period from September 1, 2004 to December 31, 2005, Mr. Mullan detailed the particulars of his responsibilities. He stated that he received twenty-one formal complaints, responded to 66 requests for advice and handled 147 citizen and staff inquiries. He was also a member of an Advisory Task Force set up to consider improvements to the Code of Conduct Complaint Protocol. He provided guidance on policy issues involving ethics and integrity, reporting to Council on various corporate policies and informally interacted with Staff in the development and assessment of such policies.

Mr. Mullan's Annual Report for the period from September 1, 2004 to December 31, 2005 includes examples of advice provided to Council members. This includes:

Question: I am concerned as to whether I have a conflict of interest as defined in the *Municipal Conflict of Interest Act*. Will the City pay my account for seeking legal advice and, if not, can I charge the lawyer's fees against my office expenses?

Answer: The City will not reimburse you for the cost of seeking advice and you cannot charge the fees to your account. You must pay the account out of your own pocket.

Question: May I use my expense budget to make a contribution towards the production of a newsletter by a community group?

Answer: Yes. It is a legitimate office expense under the heading "Sponsorships and Donations". However, there is an annual limit of \$600 per organization and it is inappropriate for your office to pay directly any bills associated with the newsletter.

The Annual Report also discusses the type of complaints received by the City Integrity Commissioner. For example, a complaint was filed by a member of the public alleging inappropriate conduct on the part of a Member of Council during the proceedings of City Council. Mr. Mullan declined jurisdiction on the basis that the City's procedural by-law placed responsibility on the Chair for maintaining order and preserving the decorum of meetings of Council. It was determined that this was an area where Council and its Committees were responsible for self-policing.

The Annual Report further lists one of the more controversial aspects of the Integrity Commissioner's jurisdiction as being his investigation of complaints under the "discreditable conduct" clause of the Code of Conduct. These complaints include allegations that Members of Council have engaged in harassing, discriminatory and otherwise inappropriate intemperate behaviour in their interactions with constituents. Mr. Mullan suggests that the broad provision in the Code of Conduct which makes it an offence for a Councillor not to serve constituents in a conscientious and diligent manner invites all manners of complaints about the way in which Councillors are performing and the choices that they have made on various issues. Unless such complaints give rise to more specific concerns, Mr. Mullan has stated that issues of performance should be left to the ballot box. "For the Integrity Commissioner to become embroiled as a referee of the way in which Members of Council are fulfilling their responsibilities would risk the credibility of the office. It is not generally appropriate for the Integrity Commissioner to descend into the political fray." (Annual Report of the Integrity Commissioner dated May 8, 2006, page 11).

The City of Toronto allocated \$200,000.00 for the annualized budget of the Integrity Commissioner's office on the assumption that the office would be part-time. Mr. Mullan's initial contract was for one year however his term was later extended for an additional two years which expires in August 2007. According to the Public Sector Salary Disclosure 2007, Mr. Mullan's salary for 2006 was \$109,886.75 for the part-time position. The office budget also includes funds for one part-time administrative assistant.

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It should be noted that Toronto's Integrity Commissioner is an employee of the City. This has resulted in criticism by some on the basis that it does not ensure the complete independence of the position. However, it should be noted that Toronto's Integrity Commissioner does not report to the Mayor or City Manager but to Council as a whole. It is likely that he was made an employee for indemnity purposes. The *Municipal Act* does not require Integrity Commissioners to be municipal employees.

Other Municipalities

The City of Hamilton

On February 28, 2007, Hamilton City Council directed staff to review and report back with respect to establishing an Office of the Integrity Commissioner for the City of Hamilton, using the model adopted by the City of Toronto. The report was to outline a suggested mandate, financial implications and implementation plan to enable operation of the office within three months. A budget of \$200,000.00 was suggested, following Toronto.

On March 28, 2007, Council directed that an Accountability and Transparency Sub-Committee be struck to review the provisions in Bill 130 respecting the establishment of an Office of the Integrity Commissioner and other options to enhance accountability and transparency in the City of Hamilton and to make recommendations to Council. The sub-committee will be composed of the Mayor, four members of Council and four members of the community selected at large. The selection of the four members of the community is to be completed by May 15, 2007.

The minutes from Council's meeting of March 28, 2007 request review of the following:

- i) Possibility of locating the Integrity Commissioner at the Province of Ontario.
- ii) What other senior levels of government are doing with respect to breach of code of conduct matters?

Finally, Council directed that the establishment of a City of Hamilton Integrity Commissioner's mandate be expanded to provide jurisdiction over complaints respecting City of Hamilton staff. It must be determined if this is permitted by the legislation.

It is expected that the sub-committee will report back to Council in a year.

The City of Kitchener

On January 9, 2006, Council requested staff to report as to how an Integrity Commissioner position might be incorporated into the City's existing corporate structure. On August 21, 2006, Council adopted a recommendation instructing staff to submit a report in January 2007 outlining the structure and mandate of a Committee that will develop comprehensive policies, procedures and/or by-laws to ensure accountability and transparency of the operations of the City. On January 29, 2007, Council directed that an Accountability and Transparency Committee be established. This Committee will review the City's current policies/practices pertaining to the Code of Conduct, confidentiality, accountability and transparency. It will also make recommendations to Council regarding the appointment of an Integrity Commissioner, Ombudsman and Auditor General.

The composition of the Committee will be:

- The Mayor or designate
- A Councillor
- 2 members of the public
- A representative of a local news media company

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- The Chief Administrative Officer or designate
- The General Manager of Corporate Services
- The City Solicitor
- The City Clerk

The City of Kitchener has set a goal of having a comprehensive Accountability and Transparency policy in place by Spring 2008.

Survey of Other Municipalities

A mass email was circulated by Staff to members of the Municipal Law Departments Association of Ontario regarding the possible establishment of Integrity Commissioner Offices in other municipalities. Replies received from York Region, Caledon, Windsor, Oshawa, Brampton, Newmarket and Mississauga indicated that they were not yet considering this option. Some municipalities have provided general reports to their Councils on the amendments contained in Bill 130 with the comment that further reports providing recommendations for policies regarding accountability and transparency will be forthcoming.

ROLE AND RESPONSIBILITIES, FRAMEWORK AND MANDATE

Aside from investigating complaints received from Council, members of Council, staff or members of the public, an Integrity Commissioner can provide informal advice and education to Council or members of Council in relation to the Code of Conduct or other accountability policies. Further, he/she may assist in the review and revision of the City's current Code of Conduct and any other policies governing ethics, accountability and transparency. Attachment 3 sets out a brief overview of Vaughan Council's Code of Conduct.

The *Municipal Conflict of Interest Act* has jurisdiction over complaints regarding direct and indirect pecuniary interests on the part of a Councillor and a narrow band of relatives. An Integrity Commissioner may provide guidance regarding non-pecuniary interests.

It may also be possible to have the Integrity Commissioner appointed as an Investigator pursuant to section 239.2 to handle investigations related to whether a municipality has complied with the *Municipal Act* provisions governing meetings (section 239) or its procedural by-law (section 238(2)).

Qualifications and recruitment

The qualifications for the position of Integrity Commissioner may include:

- A degree from a recognized university in a relevant field of study such as law, ethics or public administration, or a combination of equivalent education, training and/or experience
- Comprehensive experience in managing investigation activities, including the application of alternative dispute resolution methods
- Experience in representing an organization, in interacting and consulting at a senior level with a broad range of stakeholders, policy and decision-makers, as well as the media
- Extensive knowledge of relevant legislation, including the *Municipal Act, 2001* and the *Municipal Conflict of Interest Act*
- Knowledge of municipal government
- Must possess personal and professional integrity along with good interpersonal skills and discretion
- The ability to interpret provisions of various statutes, regulations, policies

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- Able to provide services on a part-time, flexible, and as-needed basis
- Have no other dealings or employment with the City or financial interest in work undertaken by the City
- Having no involvement in political campaigning/endorsements, or related conflicts-of-interest

Other municipalities have struck committees comprised of various parties, including Council members, to make recommendations for this appointment.

Penalties

Generally, the Integrity Commissioner would report to Council upon completion of an investigation and make recommendations regarding any penalty. The *Act* provides that the penalty may range from a reprimand up to and including a suspension of pay for any period to a maximum of 90 days.

Delegation/Appeals

Council has the authority to delegate decision-making regarding penalties to the Integrity Commissioner. This may entail an appeal process to Council. If Council retains the decision-making authority, there is no statutory avenue of appeal. Application for judicial review is available as with all Council decisions.

Term

The federal and provincial positions are for a term of five years. A length of term exceeding the term of government and security of tenure provide greater public confidence in objectivity.

IMPLEMENTATION OPTIONS

It is an option that Council may strike a committee or direct staff to further review and report with final recommendations based on Council input.

As another option, Council may direct that the Office of the Integrity Commissioner be established and that a report be brought back regarding implementation.

A third option is to maintain the status quo.

The position of Integrity Commissioner may be a municipal employee or independent contractor on a full-time or part-time basis.

As an employee, the Integrity Commissioner would be indemnified under the City's insurance policy. Any independent contractor will likely request indemnification and the City's insurer has advised that this coverage is available for an additional fee.

It must be determined if the City will provide office space and an administrative assistant, if this will be provided elsewhere or by the Integrity Commissioner retained with the costs billed to the City.

The budget of the Integrity Commissioner could include funds for advice of external counsel.

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Complaints Procedure

Should Council wish to proceed, an implementation step is to develop procedures regarding various matters, including informal versus formal complaints, anonymous complaints, inquiries and requests for advice. The development of these procedures can be done in consultation with an Integrity Commissioner.

FINANCIAL IMPLICATIONS

Should an Integrity Commissioner be retained on a per diem basis, based on current Provincial Tribunal per diems published, the rate could reach approximately \$700 per diem. Given a possible 230 working days per year (365 days minus weekends, statutory holidays, four weeks holidays) multiplied by \$700.00 per diem totals \$161,000.00 maximum. It is difficult to estimate the number of days an Integrity Commissioner would actually be engaged in complaint investigation.

Any additional fee for insurance coverage has yet to be determined. Initial costs for office set up and an administrative assistant should be included, along with funds for advice from external counsel. An annual budget of \$250,000.00 is estimated based on the maximum number of days being utilized. If, for example, 115 days were utilized, the annual budget estimate could be \$170,000.00.

If an Integrity Commissioner is a municipal employee, following the City of Toronto model with an annual part-time salary of approximately \$110,000.00, the annual budget including office space, administrative staff and funds for advice from external counsel would be estimated at \$200,000.00 on an annual basis.

REQUIRED APPROVALS

Should Council wish to proceed, Council must enact a by-law appointing an Integrity Commissioner and setting out authorities, term, salary, procedures and any other matters. A procedure for complaints must also be approved by Council.

Relationship to Vaughan Vision

This report is consistent with the priorities in the Vaughan Vision.

Regional Implications

None.

Conclusion

This report is provided for information and further Council direction regarding the options is requested.

Attachments

- Attachment 1: Outline of New Accountability Officers provided for in Part V.1 of the *Municipal Act, 2001*
- Attachment 2: Excerpt from Bill 130 (C. 32, S.O. 2006) *Municipal Statute Law Amendment Act, 2006*

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Attachment 3: Code Of Ethics and Conduct – Members Of Council

Appendix I - Vaughan Code of Ethics and Conduct for Members of Council (City of Vaughan Policy Manual: Policy No. 01.06 (adopted March 25, 1996))

Appendix II - Summary – General Principles for Codes of Ethics and Conduct for Members of Council

Report prepared by

Claudia A. Storto, Solicitor/Litigation, Ext. 8315

Heather A. Wilson, Director of Legal Services, Ext. 8389

(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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On February 27, 2007 Committee adopted the following motion in respect of the draft Policy on Corporate Policy Development:

- 7) The Policy on Corporate Policy Development be approved in principle contingent upon an updated version being brought forward to the Committee of the Whole meeting of April 16, 2007 incorporating Members of Council's comments, including the following:
 - a) That the Process for Corporate Policy Approval outlined in the Policy on Corporate Policy Development be amended by deleting "approval by City Manager to proceed to Council" and substituting "review by City Manager prior to proceeding to Council"; and
 - b) That staff provide a clear definition of what constitutes a "Corporate Policy" and other forms of policies that may be considered under the Policy on Corporate Policy Development.

This recommendation was ratified by Council on March 19, 2007. This report responds to the direction to bring forward an updated version of the Policy on Corporate Policy Development to the April 16, 2007 Committee of the Whole meeting.

Overview of the Policy Framework

Corporate Policies are adopted to support good decision-making when responding to issues or situations that the City deals with on a regular basis. Typically, they address topics that broadly affect the City, its staff and citizens. A few current examples illustrate the diversity of situations where Corporate Policies are warranted, including: "Numbering of Buildings on Public Highways"; the "Use of City of Vaughan Facilities by Non-Residents"; the "Weed Inspection and Compliance Policy"; the "Registered Ratepayer/Community Association Policy", "Temporary Road Closures", the "Procurement Policy", and the "Response to Requests from the Public Policy".

It is noted that individual departments may also adopt their own internal departmental practices and procedures. They apply solely to the originating department and would be approved administratively within that department or commission and, as such, do not have a corporate dimension. They could cover any number of situations where consistent guidance is necessary, such as internal record keeping and filing, document flow, report preparation, staff meetings and use of internal facilities. Such measures would not affect another department or the public and would not qualify as Corporate Policies.

The recommended Policy on Corporate Policy Development forms Attachment No. 1 to this report. The major elements are summarized below.

PURPOSE

Five specific purposes are identified to further refine and elaborate on the intent of the policy. The first bullet point was contained in the initial draft. Points two through five have been added to this version.

- Ensure consistency in the corporate policy development and revision process;
- Identify roles, responsibilities and procedures in the development, revision and approval of corporate policies;
- Ensure the policies are legal, enforceable and do not impose an unanticipated financial burden on the City;
- Provide for a policy manual and its use and administration; and
- Define "Corporate Policy" and "Procedure".

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POLICY

The initial draft provided that the policy applied to the development of all Corporate Policies. This has been broadened to specify that the policy applies to all Vaughan employees.

- The policy applies to the development of all Corporate Policies and all Vaughan employees.

Definitions:

Specific definitions of key terms have been added to provide additional clarity to assist in the development and implementation of the policies. Definitions are considered to be critical.

- **Corporate Policy:** A general principle, practice or rule that affects City Staff across more than one department or program or affects service delivery to the public.
- **Procedure:** The steps required to implement a policy, including who is affected by the policy and who is responsible for its administration and implementation.

Approval of Corporate Policies:

In the initial draft, Council was established as the approval authority for all corporate policies and revisions. This remains in this version. However, provision has been made to allow for non-substantive changes without Council approval. The recommended policy states:

- Council will approve all Corporate Policies and revisions thereto. Non-substantive “housekeeping” revisions to Corporate Policies may be made by appropriate management or the Clerk’s Department as part of on-going maintenance of the Policy Manual. Examples of such minor revisions may include: Changes to legislation/by-laws.

Determining Whether a Corporate Policy is the Appropriate Response:

A new section has been added to assist in determining whether the adoption of a corporate policy is the appropriate solution to a given situation. This type of analysis should be undertaken prior to committing to the Corporate Policy Development process. This new paragraph provides as follows:

Before proceeding with the preparation of a Corporate Policy, consideration should be given as to whether it is the appropriate response. In evaluating potential alternatives, a Corporate Policy should exhibit one or more of the following characteristics:

- Consistency with the definitions of “Corporate Policy” and “Procedure”
- The City is required to adopt a Policy by reason of legislation or regulation;
- The Policy reflects a Corporate position that Council wishes to place on the public record.

Procedure for Corporate Policy Development:

Initiation of a Corporate Policy

In order to provide clarity as to who may initiate the preparation of a Corporate Policy a new paragraph has been added. It states:

- The Corporate Policy Development process may be initiated by either a member of the Senior Management Team (City Manager and Commissioners) or by Council.

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The Policy Development and Approval Process

The policy development and approval process has been elaborated on in this version of the policy. The intent is to provide Staff with an understanding of how to proceed once direction has been given. Being a Corporate Policy, it will be important to ensure that an appropriate level and scope of internal consultation takes place and that there is a consensus on the recommended policy prior to reporting to Council. Given the corporate dimension of the policies, the Senior Management Team will play a lead role in the process. The steps are set out below:

- Prior to commencement of the Corporate Policy development process, the Senior Management Team shall be advised of the project and comment requested. Upon consideration, the Senior Management Team may:
 - Assign lead responsibility for the preparation of the policy to a commission/department/staff member(s) as required; or
 - Alternatively, due to the scope or importance of the proposed policy, direct that a staff working team be established to draft the policy under the coordination of an assigned commission/department/staff member(s).
- All affected departments will be consulted during the policy development process.
- Draft Corporate Policies will be reviewed by the affected departments and in all cases by:
 - The Financial Services Department, to assess financial implications; and
 - The Legal Services Department, to assess jurisdiction, risk and liability.
- The draft policy will then be submitted to the City Manager and the Senior Management Team for review and comment.
- The recommended policy will then be placed on the agenda of the appropriate Committee of Council with an accompanying staff report.

Administration of Corporate Policies:

The recommended policy includes provisions to guide the administration of Corporate Policies. This includes the requirement for a standardized policy template for use in a Policy Manual, the means of communicating the policies to the public and the maintenance of the Policy Manual.

Policy Manual and Standardized Template

- The City will maintain all approved Corporate Policies in a Policy Manual. All Corporate Policies should follow the standardized template. Copies of reports will not be attached to such policies or included in the Policy Manual, since this practice may give rise to confusion and interpretation problems. The reports are explanatory in nature but may be referenced by date and item number on the template.

Communicating Policy

- The Policy Manual will be posted on the City's Website and on the Vibe.

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Maintenance of the Policy Manual

- The City Clerk is responsible for administering, coordinating and maintaining the City of Vaughan Policy Manual, including monitoring new or amended Corporate Policies approved by Council, updating the Policy Manual, the distribution of new or revised policies in hardcopy and electronic formats to Staff and arranging for the posting of new or revised policies on the City's Website and on the Vibe.

Relationship to Vaughan Vision 2007

This report is consistent with the policies of Vaughan Vision 2007.

Regional Implications

This report does not have Regional implications.

Conclusion

Corporate policies are one of the tools that a municipality has to promote good governance. As the City continues to grow, it will be necessary to address emerging conditions in an efficient and effective manner. Having an up-to-date Corporate Policy regime in place is one of the means that the City can prepare for such situations. This will allow the City to better govern itself and provide a high level service to the public. In addition, the adoption and publication of Corporate Policies is consistent with the objective of transparent and accountable government.

The City is currently undergoing a wide-ranging review of its current policies and is also adding new policies as a result of Provincial regulation. The purpose of this report is to obtain approval for a Policy on Corporate Policy Development. Its purpose is to put in place a consistent Corporate Policy development and approval process. This will ensure that new or revised Corporate Policies follow the same rigorous process through their development, approval and on-going administration.

On this basis it is recommended that the "Policy on Corporate Policy Development", forming Attachment No. 1 to this report, be approved.

Attachments

1. Updated Policy on Corporate Policy Development

Report Prepared By:

Roy McQuillin, Manager of Corporate Policy

(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. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

5

2007 CITY PAGE ADVERTISING SCHEDULE

The Committee of the Whole recommends that this matter be referred to the Committee of the Whole (Working Session) meeting of April 24, 2007.

Recommendation

The Commissioner of Economic/Technology Development and Communications, in consultation with the Director of Corporate Communications, recommends:

1. That Council receive for information purposes the 2007 City Page advertising schedule included in this report; and
2. That staff fully implement the approved Corporate Advertising Policy to ensure operational and cost efficiencies for all corporate advertising; and
3. If required, Council direct staff to expand the City Page advertising program to include additional community papers by selecting the appropriate option(s) as outlined in this report and approving the additional funding.

Economic Impact

The placement costs of the City Page advertisements are included in the 2007 operating budget. There are potential Corporate-wide savings of \$84,000 by consolidating advertisements on the City Page which are now being placed by various departments in local papers.

Communications Plan

Not applicable.

Purpose

The purpose of this report is to inform Council of the 2007 City Page advertising schedule and provide the opportunity for Council to allocate new funding should additional placements in other local newspapers be deemed necessary. In addition, the full implementation of, and compliance with, the approved Corporate Advertising Policy could provide savings by further consolidating City advertising placements.

Background - Analysis and Options

This report addresses Item No. 2, Report No. 2 of the Budget Committee, February 26, 2007 that "staff provide a report on advertising options to a Committee of the Whole meeting," and Item No. 37, Report No. 8 of the Committee of the Whole, February 26, 2007, "New Business – Placement of City Page Advertisements."

In 2000, Council authorized the establishment of a "City Page" to serve Vaughan residents and to be published in a newspaper with the widest circulation possible. The "City Page" was published in the Vaughan Citizen, and subsequently, the City has had an annual contract with the Vaughan Citizen. It has proved to be an effective tool in communicating to our citizens in recent years.

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The Corporate Communications department was assigned responsibility for producing and managing the “City Page.” This consolidation of City advertising on the “City Page” resulted in considerable savings and was a major step forward in establishing a consistent, professional and recognizable format for the City’s corporate advertising.

In 2005, the Corporate Advertising Policy supported the further consolidation of Corporate advertising by facilitating the placement of statutory ads on the “City Page.” Placing all ads at the lower preferred “City Page” rate produced significant savings over the cost of statutory ads running outside the “City Page.” With few exceptions (such as tender advertising and recruitment advertising), the Corporate Advertising Policy states that all statutory ads will run on the City Page, thereby removing any duplication of ad placements and minimizing repeat placements.

Currently, approximately 70% of “City Page” space is used for statutory ads.

Newspaper Selection Criteria

With support provided by the City Clerk and the Purchasing Department, the qualification of newspapers for the placement of City ads and the negotiation of the advertising placement rate (cost) is the responsibility of the office of the Commissioner of Economic/Technology Development and Communications, as specified by the Corporate Advertising Policy.

Staff’s key criteria in selecting a publication to publish the City Page include:

1. *Audited Circulation* – A newspaper audited by the industry-standard Canadian Circulation Audit Bureau (CCAB) is given preference. If this is not available, the minimum requirement is a publisher’s sworn statement detailing the circulation of the publication.
2. *City-wide Circulation* – Preference will be given to the newspaper with the widest distribution in the City of Vaughan.
3. *Weekly frequency* – Minimum of a weekly frequency must be available. Reader expectations can be met by publishing the City Page on a weekly basis in the same newspaper.
4. *Placement Costs* – The advertising placement rate is to be negotiated by the Commissioner of Economic/Technology Development and Communications, as specified in the Corporate Advertising Policy, and must be budget compliant.
5. *Editorial Content* – Preference will be given to newspapers publishing local news of interest to the residents and businesses of Vaughan.

Newspaper Selection Results

Based on the above criteria and vendor information provided by the Purchasing department (Newspaper Advertising Application, 2007), the publication that best meets the City’s requirement is the Vaughan Citizen/Thornhill Liberal, published by Metroland Media Group Ltd. This is the same publisher that has been awarded the City Page advertising contract for the past four years.

2007 City Page Advertising Schedule

Publication	Circulation in Vaughan	Audited Circulation	Page Rate	Total Cost (weekly placements)
Vaughan Citizen/Liberal	63,750	Yes, CCAB	\$1,851 (to be confirmed)	1851 x 52 = \$96,252

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Additional Advertising Placement Options

Should Council determine that an expanded advertising program is required to provide reasonable notice to Vaughan residents of City programs and initiatives – in addition to the budgeted weekly placements in the Vaughan Citizen/Liberal, noted above – the following vendors serve the Vaughan market.

If an additional publication is selected, Council will need to approve additional funding.

Publication	Circulation in Vaughan*	Audited	Page Rate	Weekly Cost (52 issues)	Bi-Weekly Cost (26 issues)
2007 City Page Advertising Schedule					
Vaughan Citizen/Liberal	63,750	Yes, CCAB	\$1,851 (TBC)	1851 x 52 = \$96,252	--
Other Vendors					
Vaughan Weekly	15,300	No	\$800	\$41,600	\$20,800
Lo Specchio	19,000	No	\$1,670	\$86,840	\$43,420
Corriere Canadese	8,200	--	\$2,400	\$124,800	\$62,400
Tandem Weekly	47,910	Yes, CCAB	\$2,000 - \$2,400	2000 x 52 = \$104,000	2400 x 26 = \$62,400
Canadian Jewish News	9,000	No	\$2,545	\$132,340	\$66,170
Jewish Tribune	16,500	No	\$2,248	\$116,896	\$58,448

* see attached circulation maps

Corporate Advertising Policy Implementation

A central aspect of the Corporate Advertising Policy is the consolidation of Corporate advertising on the City Page advertisement to provide cost savings, as noted in Item 3.10 of the attached policy.

“All statutory advertisements intended for general circulation to the residents of Vaughan are published on the “City Page,” with the exception of those statutory ads targeting a specialized audience (see 5.0 and 6.0 below).”

The exception refers to tender advertising “placed in specialized trade/business publications that reach a specific audience” and recruitment advertising.

At this time, not all departments adhere to this provision of using the City Page advertisement for all ad placements. In 2006, a total of \$83,952 was spent by various departments to place ads in local newspapers, outside of the City Page (see attachment: 2006 Advertising Costs – Actual).

There is the opportunity to save up to \$84,000 if all advertising (with the above noted exceptions) is placed on the City Page.

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To ensure these savings, the advertising policy needs to be fully implemented with the Purchasing and Clerks departments actively ensuring compliance of all departments with the policy.

Relationship to Vaughan Vision 2007

Implementation of this recommendation would promote the Corporate priorities to “disseminate information regarding key City projects and initiatives” and “develop and implement innovative alternatives for service delivery.”

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

Regional Implications

Not applicable.

Conclusion

The placement of the City Page advertising contract with one local newspaper will continue to provide an effective vehicle for communicating City programs and initiatives to Vaughan residents and businesses.

Attachments

1. Corporate Advertising Policy, 2005
2. 2006 Advertising Costs (Actual)
3. Newspaper circulation maps

Report prepared by:

Frank Miele, Commissioner of Economic/Technology Development and Communications
Madeline Zito, Director of Corporate Communications
Ted Hallas, Manager of Corporate Communications

(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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EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 6, Report No. 18, of the Committee of the Whole, which was adopted, as amended, by the Council of the City of Vaughan on April 23, 2007, as follows:

By receiving the memorandum from the Commissioner of Economic/Technology Development and Communications, dated April 20, 2007, advising that a report outlining an update and phasing of implementing Access Vaughan's Implementation Plan will be provided to the Committee of the Whole (Working Session) meeting of May 8, 2007.

6 ACCESS VAUGHAN SUMMARY OF YEAR 2006 & PROPOSED PHASE II INITIATIVES

The Committee of the Whole recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Economic/Technology Development and Communications, dated April 16, 2007, be approved; and
- 2) That staff provide an update, comparing the proposed initiatives with the original Access Vaughan Implementation Plan, to the Council meeting of April 23, 2007.

Recommendation

The Commissioner of Economic/Technology Development and Communications in consultation with the Access Vaughan Steering Committee and the Access Vaughan Coordinator recommends:

That this report be received for information.

Economic Impact

The economic impact for Phase II – Integration and Expansion was detailed in the June 26, 2006 report number 31; item number 14 for Committee of the Whole, and the proposed budget for Phase II is part of the 2007 Capital Budget.

Communications Plan

Access Vaughan will continue to advertise its services through the City page, other City of Vaughan publications and banner ads. At the official opening, Access Vaughan received excellent coverage by a variety of media. Now that Access Vaughan has been in operation for a full year, with great success, a detailed work plan to promote Access Vaughan is being implemented. (Appendix 7)

Purpose

The purpose of this report is to provide a summary of Access Vaughan's operational results for Year 2006 and identify future projects and initiatives as part of a detailed work plan considered as Phase II.

Background - Analysis and Options

To fulfill Vaughan's Mission Statement "Citizens First Through Service Excellence", a detailed contact centre strategy was commissioned to help the Corporation of the City of Vaughan better meet the needs of its citizens. The strategy identified several key drivers of citizen (customer) satisfaction as:

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1. Access to accurate and timely information;
2. Access to the right person with the right information; and,
3. Effective communication with internal and external clients.

Operational Results for Year 2006

Access Vaughan became operational on January 30th, 2006. Service Level Agreements, (an agreement between Access Vaughan and each individual department within the corporation) were developed to define performance objectives and expectations with regards to service level, response time objectives and escalation procedures.

Training strategy – Cross Training for Access Vaughan staff and the 4 functional areas (Tax, Waste, Enforcement, and Recreation & Culture staff). Primary drivers of call centre training: business opportunities, changes in technology, changing customer requirements/service, and management planning. Access Vaughan staff received monthly performance appraisals outlining statistical data as well as call quality feedback.

Technology – Access Vaughan Knowledge Tool (KT) was developed and introduced to Access Vaughan Citizen Service Representatives. KT is a database housing keywords linked to key services provided by each department. The database also provides primary contact, secondary contact and an escalation person for each department. New keywords/services are added

monthly and information is updated accordingly. The KT has improved Access Vaughan's ability to provide accurate and timely information to residents and colleagues.

Access Vaughan handles all incoming calls from residents that have not self-served, service at the Information Desk, and detailed inquiries for the following departments: Tax, Waste, Enforcement and Recreation & Culture.

The following is a summary of the statistical data for Access Vaughan for year 2006:

174,682 – Number of calls received in Access Vaughan. (Appendix 1)

15,770 – Average number of calls received per month. (Appendix 1)

3,943 – Average number of calls received per week. (Appendix 1)

2,416 – Average number of calls taken by each CSR per month. (Appendix 2)

604 – Average number of calls taken by each CSR per week. (Appendix 2)

120 – Average number of calls taken by each CSR per day. (Appendix 3)

Service Level (Service level is defined specifically as: "X percent of contacts answered in Y seconds", e.g., 90 percent of all calls were answered within 20 seconds).

90% - Access Vaughan maintained an average service level of 90% for the entire year. (Appendix 3)

Call volumes increased during peak times such as: Interim Tax bill, Final Tax bill, Recreation & Culture registration dates, Municipal Elections, Waste schedule changes and Greening Vaughan.

Peak periods during the day are between 8:30 am to 11:00 am and between 1:00 pm and 3:00 pm. (Appendix 4)

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Peak day of the week (higher number of calls) on average is Monday. (Appendix 5)

An example of where Access Vaughan has helped communicate a specific project to the public is Greening Vaughan Phase 2 during pre-distribution of Green Bins and reduction to garbage bag allowance. Access Vaughan was an integral part of the project and assisted in delivering the message to residents prior to the launch date. The proactive approach developed by Access Vaughan was to have Citizen Service Representatives (CSRs) provide residents that called the City for an inquiry were also advised of the Green Bin Program commencing fall of 2006. This level of communication started in the spring of 2006. The results indicate that very few calls were received by residents requesting information on the program. Access Vaughan staff was part of a larger team of dedicated and service-oriented Public Works staff in developing and delivering training regarding the Green Bin Program, including escalations/complaints, and a new tracking system. The strong collaboration between the two departments proved to be very successful and the program was well delivered while Access Vaughan was able to maintain its high service levels.

Over the last year Access Vaughan has worked with Tax, Waste, Recreation & Culture and Enforcement Services departments. Customer Service training was provided to employees in Access Vaughan as well as these functional departments ensuring quality and continuity in how we deal with callers. Communication between Access Vaughan and the functional departments is on-going and any issues are dealt with in a collaborative manner.

Benefits & Opportunities for Phase II

The expansion and integration of Phase II will allow the integrated departments to focus on more complex inquiries/issues and better manage their “over-the-counter” service, while Access Vaughan will focus on answering more general inquiries.

Access Vaughan will focus on resolving problems more quickly and will be better able to provide first call resolution. The productivity and quality of service that is provided to callers will improve. Caller satisfaction should increase based on the fact that callers will receive first call resolution for an increased number of call types. There will be a decrease in the necessity to transfer callers to other departments for general inquiries.

By integrating and expanding departments with Access Vaughan the communication between departments will be enhanced, hence providing callers with access to efficient and knowledgeable Citizen Service Representatives (CSRs) and improving the overall image of the City of Vaughan.

An opportunity to determine where the City can enhance its service corporate wide is to review the service levels through Symposium (a telephone software) reports. By including this action into a Service Level Agreement between the integrated departments and Access Vaughan, it would identify response time across the departments, pinpoint any process bottlenecks and better understand the staffing (counter staff) requirements for each department.

To ensure a successful implementation of Phase II, diligent planning must take place before determining how best to expand the functional areas (Tax, Waste, Enforcement and Recreation & Culture) and how best to integrate other departments. (Appendix 6)

Phase II – Step 1 would require an Integration Feasibility Assessment. This step will include the process of identifying general inquiry call types for all functional groups. Resources from each functional group will participate in information gathering sessions. These sessions will identify general inquiry call types which can be handled by Access Vaughan, and discuss opportunities for Access Vaughan to assist the department in servicing callers. The deliverable from this step

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will be a feasibility assessment. This assessment will detail a list of functional groups which can be integrated and their associated call types. This step will take approximately 2 months, costing \$2,000 per functional area.

Phase II – Step 2 is the selection of functional groups in scope. In this step the feasibility assessment will be reviewed and functional groups will be prioritized and scoped based on the following criteria:

1. Level of readiness of the impacted department
2. Call types which have the greatest impact on caller satisfaction
3. Departmental need for Access Vaughan to handle their general inquiries
4. Level of effort to implement.

The deliverable from this step will be a list of functional groups and call types in scope for the next phase. As well, the results of this step will allow for an impact assessment on Access Vaughan's staffing requirements in order to support the increased call volume from the identified areas. After completion of Step 2 Access Vaughan will have a more conclusive picture of the staffing requirements. Assessment of staffing requirements will need to take place after additional call types are added to Access Vaughan's responsibilities. Review of statistical data such as call volumes and service level will help identify any possible needs for additional staffing. This step will take approximately 1 month, costing \$5,000.

Phase II – Step 3 is the Planning and Rollout. Once functional areas are identified as in scope, a project plan will be developed. The project plan will outline all activities and resource requirements to integrate the identified areas into Access Vaughan. This plan will include activities such as: process mapping; analysis of functional requirements; modifications to existing telephony and knowledge management systems; and CSR training. Estimated time frame for completion of this step is approximately 4 months for each newly integrated department. This time would allow for process mapping and business requirements gathering as well as technology building, creation of training material, training rollout and SLA (Service Level Agreement) negotiation. For already integrated departments the estimated time frame for completion would be 3 months for each department. The estimated cost per functional area is \$28,500.

If all resources are available, once reviewing the scope of the project plan we may be able to use economies of scale, whereby if the technology building is similar for departments and the departments are grouped accordingly there may be a saving in implementation time.

Appendix 6 summarizes the three steps in Phase II in terms of actions, responsibilities, resources and timing.

Some estimated cost assumptions are:

- External resources will be used, namely Contact Centre Subject Matter Expert and technology developers, in order to preserve continuity, and meet timelines as efficiently as possible.
- General Customer Service Training will be provided to all front-line staff.
- 5 Symposium licenses will be allocated to each functional group.

Access Vaughan has proven to date that the department is an integral service required not only by external callers but also internal departments. In depth analysis of call statistics and readiness of departments must be assessed. Some considerations that need to be evaluated are:

- Greatest impact on customer satisfaction.
- Level of effort to implement.
- Departmental need to assist with workload.
- Political sensitivity.
- Level of readiness of the impacted department.
- Capacity restrictions.

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Allowing for proper planning and analysis will help ensure greater success and that “Citizens first through Service Excellence” continues to be the City of Vaughan’s vision, as we enhance the services Access Vaughan will provide, in partnership with all other organizational departments.

Relationship to Vaughan Vision 2007

Access Vaughan’s services are aligned with Vaughan’s Vision 2007 in two primary goals and objectives:

- 1.3 Provide effective and efficient delivery of services.
- 6.2 Develop innovative external communications initiatives.

Regional Implications

N/A

Conclusion

Access Vaughan has had a very successful year, proving to be an integral service required not only by external callers but also internal departments. Access Vaughan has been able to maintain an average service level of 90%, hence providing callers accurate information in a timely fashion and improving the caller’s experience.

The projects & initiatives for 2007 are:

Telephony Integration Reporting

PBX, Call Pilot & Symposium Upgrade

Voice Recorder – Quality Monitoring

Greening Vaughan – Phase 3

Phase II – Expansion and Integration – expand the general inquiry call types for Phase I functional areas, including the Planning Commission and to integrate new call types from other functional groups within the organization. (Pending budget approval) (Appendix 6)

Attachments

Appendices 1 through 5 – Symposium Statistics

Appendix 6 – Work Plan for Phase II

Appendix 7 – Communications Strategy Internal/External

Report prepared by:

Frank Miele – Commissioner of Economic/Technology Development and Communications

Brigid LaManna – Coordinator – Access Vaughan

(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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This report is consistent with the priorities previously set by Council.

Regional Implications

There are no Regional implications with respect to the assumption of the municipal works within this subdivision development.

Conclusion

It is therefore appropriate that the municipal services in Registered Plan 65M-3417 be assumed and the municipal services letter of credit be reduced to \$2500. The letter of credit will be released once the grading deficiencies are completed to the satisfaction of the City.

Attachments

1. Location Map

Report prepared by:

Vick Renold, C.E.T. – Senior Engineering Assistant, ext. 8461
Engineering

VR/fc

(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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Building Standards, Parks Development, Parks Operations and Forestry, Development Planning and Clerks. The Engineering Services Department is requesting that \$10,000 be held back in securities for two driveway deficiencies. The Reserves and Investments Department has also confirmed that all of the City's financial requirements regarding this subdivision have been met.

Relationship to Vaughan Vision 2007

The development of this subdivision and the assumption of the municipal services is consistent with Vaughan Vision 2007, which encourages managed growth through the implementation of OPA 600 (4.7.1). OPA policies require that development take place in accordance with the requirements and standards of the City and relevant agencies.

This report is consistent with the priorities previously set by Council.

Regional Implications

There are no Regional implications with respect to the assumption of the municipal works within this subdivision development.

Conclusion

It is therefore appropriate that the municipal services in Registered Plan 65M-3505 be assumed and the municipal services letter of credit be reduced to \$10,000. Once the deficiencies have been rectified to the satisfaction of the City, the letter of credit will be released.

Attachments

1. Location Map

Report prepared by:

Vick Renold, C.E.T. – Senior Engineering Assistant, ext. 8461
Engineering

VR/fc

(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.)

CITY OF VAUGHAN

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Item 9, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

9

KIPLING AVENUE PARKING

The Committee of the Whole recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Engineering and Public Works, dated April 16, 2007, be approved; and
- 2) That parking be prohibited along the length of the east side of Kipling Avenue directly opposite the Kipling Parkette at the same times and to the same extent as prohibited on the west side of Kipling Avenue.

Recommendation

The Commissioner of Engineering and Public Works in consultation with the Commissioner of Legal and Administrative Services and the Fire Chief recommends:

1. That this report be received for information; and
2. That By-law 1-96, the Consolidated Parking By-law, be amended to add a 'No Parking' prohibition 'Anytime' Friday to Sunday from May 1 to October 1, on both sides of Kipling Avenue from the north property line of Minime Sisters of the Passion to the southerly limit of Kipling Avenue.

Economic Impact

None.

Communications Plan

Not applicable.

Purpose

To provide Council with information regarding the feasibility of on-street and parking related issues along that portion of Kipling Avenue within the City of Vaughan from Kipling Parkette to the southerly limit of Kipling Avenue.

Background - Analysis and Options

At its meeting on January 29, 2007, (Item 43, Report No. 1 of the Committee of the Whole (Attachment No. 2)) Council directed as follows:

“The Committee of the Whole recommends that the Fire Services, Enforcement Services and Engineering Departments prepare a joint report, containing recommendations respecting on-street and parking related issues along that portion of Kipling Avenue within the City of Vaughan from Kipling Parkette to the southerly limit of Kipling Avenue, for the Committee of the Whole meeting of March 26, 2007, or earlier if possible.”

Kipling Avenue between Highway 7 and the southerly limit of Kipling Parkette is a two-lane urbanized feeder road, providing access to Coles Avenue, Hawman Avenue, Nadia Avenue and Veneto Drive, all of which are local residential roads.

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The segment of Kipling Avenue between the south limit of Kipling Parkette and the southerly limit of Kipling Avenue (Hydro One Corridor) is a two-lane unimproved rural cross section road with narrow gravel shoulders. This latter section of Kipling Avenue provides access to “*Minime Sisters of the Passion*”, “*Federation of the Calabresi of Ontario (FCO)*” and the “*Veneto Centre*” on the east side and the “*Ciocciaro Club*” on the west side (see Attachment No. 1).

The width of the traveled surface of this section of the road ranges from 4.7 metres to 5.7 metres with a shoulder width of 1.3 metres on each side for an average width throughout of 8.3 metres. The existing shoulders are not wide enough to support the parking of vehicles without encroaching on the traveled portion of the road, thereby creating a hazard to motorists. The presence of parked vehicles would also force pedestrians to walk on the traveled portion of the road to and from their parked vehicles, thereby jeopardizing their safety. Furthermore, the shoulders are currently utilized for snow storage during the winter months, which would preclude the parking of vehicles.

Staff have met with the City of Vaughan Fire and Rescue Services, who advised that they are not in support of on-street parking on the subject section of Kipling Avenue as it would severely limit accessibility to the various establishments with their fire suppression apparatus in an emergency. Fire and Rescue Services require a minimum of six (6.0) metres of clear traveled roadway width to accommodate their equipment. In addition, staff observed that there is a similar concern for EMS vehicles when other vehicles are parked on the narrow shoulders and near the various site accesses.

The minimum acceptable design standard for a rural road section requires a 6.0 m. wide traveled surface with 2.0 m. wide shoulders and 0.6 m. wide roundings between the edge of shoulders and the top of ditch slope on each side for a total width of 11.2 metres ditch to ditch. The estimated capital cost of such upgrade would be about \$350,000 not including the incremental cost of an additional \$250,000 to add an equivalent 3rd lane which may be designated for on-street parking (see Item 28, Report 37 of the Committee of the Whole which was adopted by Council on June 26, 2006 (Attachment 3)). The upgrading of this section of Kipling Avenue is beyond the scope of the City’s current 5 Year Pavement Management Program.

Based on the above it has been determined that on-street parking would create various safety hazards and operational issues. Therefore, on-street parking should be prohibited on that section of Kipling Avenue between Kipling Parkette and the southerly limit of Kipling Avenue. Enforcement Services has advised that over the last three years they have issued an average of 18 parking tickets per year. They have advised that they will actively monitor any implemented parking changes should they be approved.

Relationship to Vaughan Vision 2007

This report is consistent with Vaughan Vision 2007 as to ensure enhanced safety standards are incorporated into community designs (1.1.2).

Regional Implications

Not applicable.

Conclusion

Based on staff’s review of the area, it is recommended that on-street parking be prohibited on both sides of Kipling Avenue between Kipling Parkette and the southerly limit of Kipling Avenue.

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Attachments

1. Location Map
2. Council Extract – Committee of the Whole Meeting, January 29, 2007 - Item 43, Report No. 1
3. Council Extract – Committee of the Whole Meeting, June 26, 2006 – Item 28, Report No. 37

Report prepared by:

Tom Ungar, Manager, Design Services, Ext. 3110

:TU

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 10, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

10

**CREDITSTONE ROAD
PROPOSED ALL-WAY STOP CONTROLS**
(Referred from the Council meeting of April 2, 2007)

The Committee of the Whole recommends approval of the recommendation contained in the following report of the Commissioner of Engineering and Public Works, dated March 26, 2007:

Council, at its meeting of April 2, 2007, adopted the following:

The Committee of the Whole recommends that this matter be referred to the Committee of the Whole meeting of April 16, 2007.

Report of the Commissioner of Engineering and Public Works, dated March 26, 2007

Recommendation

The Commissioner of Engineering and Public Works recommends:

That all-way stop controls not be installed at the four subject intersections on Creditstone Road at:

1. MacIntosh Boulevard
2. Pippin Road
3. Edilcan Drive
4. Locke Street

Economic Impact

None.

Communications Plan

Not Applicable.

Purpose

To review the feasibility of implementing all-way stop controls at four intersections on Creditstone Road, in response to direction from Council.

Background - Analysis and Options

At its meeting on January 29, 2007 Council directed:

- “1. That staff review and report back on the feasibility of implementing appropriate stop signs instead of traffic control signals at the subject intersections on Creditstone Road;”**

Creditstone Road is an urbanized industrial roadway with a pavement width of 14.0 metres between approximately 100 metres south of MacIntosh Boulevard to Rutherford Road. The speed limit on Creditstone Road is posted at a statutory 50 km/h. The other intersecting roadways are all designed to our industrial roadway standard with a statutory speed limit of 50 km/h. The area is shown on Attachment No. 1.

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Concerns were raised from several business owners regarding the speed of traffic on Creditstone Road.

Turning movement counts were conducted on Tuesday, November 14, 2006 at the four subject intersections during peak travel periods. The traffic counts were conducted from 7:00 am to 9:00 am, 11:00 am to 2:00 pm and 3:00 pm to 6:00 pm. On the day of the traffic studies the weather was clear and the roads were dry. Previously, the collected traffic volumes were compared to the Provincial Warrant for Traffic Signal Installation and none of the four intersections met the warrant to install traffic signals.

The collected volumes were now compared to the the Provincial Warrant for All-Way Stop Control and are summarized below:

Creditstone Road and MacIntosh Boulevard

- Warrant 1 – Minimum Vehicular Volumes Warranted 48%
- Warrant 2 – Accident Hazard Warranted 0%
- Warrant 3 – Sight Restriction Warranted 0%

Creditstone Road and Pippin Road

- Warrant 1 – Minimum Vehicular Volumes Warranted 47%
- Warrant 2 – Accident Hazard Warranted 0%
- Warrant 3 – Sight Restriction Warranted 0%

Creditstone Road and Edilcan Drive

- Warrant 1 – Minimum Vehicular Volumes Warranted 38%
- Warrant 2 – Accident Hazard Warranted 0%
- Warrant 3 – Sight Restriction Warranted 0%

Creditstone Road and Locke Street

- Warrant 1 – Minimum Vehicular Volumes Warranted 34%
- Warrant 2 – Accident Hazard Warranted 0%
- Warrant 3 – Sight Restriction Warranted 0%

For an all-way stop control to be warranted, one or more of the 3 warrants must be satisfied 100% or more. The results of the turning movement counts do not meet the requirements of the Provincial Warrant for All-Way Stop Control Installation. The above results reflect the highest eight peak traffic hours at the intersections. At all four intersections, there are zero recorded collisions from the past 12 months, and there are no sight line restrictions at any of the four intersections.

The All-Way Stop Control Warrant varies from the Traffic Signal Control Warrant in that the all-way stop control warrant does not include delay to cross traffic, and includes a review of sight line restrictions.

Both the All-Way Stop Control warrant and the Traffic Signal Control warrant include an Accident Hazard section, but the requirements are different for each warrant. For an all-way stop control, the past 12 months of collisions susceptible to correction by an all-way stop control are included, while for traffic signals, the past 36 months of collisions susceptible to correction by a traffic signal are included. The initial report dated December 11, 2006 is on Attachment No. 2.

The installation of an all-way stop control should be considered when two roadways have similar traffic volumes and operating characteristics. The traffic volumes on Creditstone Road are substantially higher than those on the four side streets. All-way stop controls are not to be installed as speed control devices.

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Relationship to Vaughan Vision 2007

This traffic study is consistent with Vaughan Vision 2007 as to ensure enhanced safety standards are incorporated in community designs (1.1.2).

This report is consistent with the priorities previously set by Council.

Regional Implications

Not Applicable.

Conclusion

Based on staff's review, it is recommended that all-way stop controls not be installed at any of the four subject intersections on Creditstone Road.

Attachments

1. Location Map
2. Council Extract titled Signalized Intersections – Creditstone Road, December 11, 2006 Committee of the Whole (referred to January 29, 2007 Council meeting)

Report prepared by:

Mark Ranstoller, Senior Traffic Technologist, ext. 3141
Mike Dokman, Supervisor, Traffic Engineering, ext. 3118

MR:mc

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 11, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

11

**PROCLAMATION REQUEST
SENIORS MONTH**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Clerk, dated April 16, 2007:

Recommendation

The City Clerk recommends:

- 1) That the month of June 2007 be proclaimed as “**SENIORS MONTH**”; and
- 2) That the proclamation be posted on the City’s website, published on the City Page, space permitting, and that staff issue a news release.

Economic Impact

N/A

Communications Plan

The Corporate Communications Department posts proclamations issued by the City on the City’s website under “Events – Proclamations”. Publishing proclamations on the City Page depends on space availability. Corporate Communications will, given sufficient lead-time, issue news releases in support of the proclamation.

Purpose

To respond to the request received from the Minister Responsible for Seniors.

Background - Analysis and Options

The correspondence received from the Minister Responsible for Seniors, dated March 2007 is attached (Attachment #1).

The proclamation request meets the requirements of the City’s Proclamation Policy as the matter relates to matters over which the City has jurisdiction. The City has proclaimed this proclamation in the past.

The Minister Responsible for Seniors has requested the City publicize this proclamation which will provide an opportunity to put the spotlight on the local services and programs available in our community to help seniors live with dignity, and as independently as possible. This year’s theme is Active Living: Share your Experience and will encourage older adults to become involved in programs so that their wisdom and experience might benefit others.

Relationship to Vaughan Vision 2007

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

CITY OF VAUGHAN

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Regional Implications

N/A

Conclusion

Staff is recommending that the month of June 2007 be proclaimed as “Seniors Month” and that the proclamation be posted on the City’s website and published on the City Page, space permitting.

Attachments

Attachment #1 – Letter from the Minister Responsible for Seniors, dated March 2007

Report prepared by:

John D. Leach, City Clerk

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 12, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

12

**PROCLAMATION AND FLAG RAISING REQUEST -
FILIPINO-CANADIAN ASSOCIATION OF VAUGHAN**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Clerk, dated April 16, 2007:

Recommendation

The City Clerk recommends:

- 1) That June 9, 2007 be proclaimed “**Filipino Day**” to commemorate the 109th anniversary of Philippine Independence;
- 2) That the Philippine Flag be raised on Saturday, June 9, 2007 at 10:00 a.m. for the balance of that day at the Civic Centre;
- 3) That a permit be issued at no charge for the Council Chambers for a reception and luncheon; and
- 4) That the proclamation be posted on the City’s website, published on the City Page, space permitting, and that staff issue a news release.

Economic Impact

N/A

Communications Plan

The Corporate Communications Department posts proclamations issued by the City on the City’s website under “Events – Proclamations”. Publishing proclamations on the City Page depends on space availability. Corporate Communications will, given sufficient lead-time, issue news releases in support of the proclamation.

Purpose

To respond to a request received from the Filipino-Canadian Association of Vaughan (FCAV).

Background - Analysis and Options

The Filipino-Canadian Association of Vaughan (FCAV) has requested that the Philippine flag be raised at noon on Saturday, June 9, 2007 at the Civic Centre to commemorate the 109th anniversary of Philippine Independence (Attachment #1). A number of municipalities will be raising the flag including Toronto, Mississauga, Markham and Brampton to commemorate the event. As well, Vaughan Council approved a similar request in previous years. Following the flag raising, the Association has requested permission to use the Council Chambers and front lawn for a reception and a luncheon of Filipino food. The event is to end at 5:00 p.m.

Relationship to Vaughan Vision 2007

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

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EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

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Regional Implications

N/A

Conclusion

It is recommended that Saturday, June 9, 2007 be proclaimed as Filipino Day, that the Philippine flag be raised at noon at the Civic Centre for the remainder of that day, that a permit be issued at no charge for the Council Chambers and front lawn for a reception and luncheon, and that the proclamation be posted on the City's website and published on the City Page, space permitting.

Attachments

Attachment #1 Letter from the Filipino-Canadian Association of Vaughan (FCAV), dated April 2, 2007

Attachment #2 Letter from the Filipino-Canadian Association of Vaughan (FCAV), dated March 27, 2007

Report prepared by:

John D. Leach, City Clerk

(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.)

CITY OF VAUGHAN

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Item 13, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

13

PROCLAMATION REQUEST
ASIAN HERITAGE MONTH

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Clerk, dated April 16, 2007:

Recommendation

The City Clerk recommends:

- 1) That May 2007 be proclaimed as "Asian Heritage Month" in the City of Vaughan; and
- 2) That the proclamation be posted on the City's website

Economic Impact

N/A

Communications Plan

The Corporate Communications Department posts proclamations issued by the City on the City's website under "Events – Proclamations". Publishing proclamations on the City Page depends on space availability. Corporate Communications will, given sufficient lead-time, issue news releases in support of the proclamation.

Purpose

To respond to requests from the Federation of Canadian Chinese in York Region and the Canadian Multicultural Council, Asians in Ontario.

Background - Analysis and Options

The Federation of Canadian Chinese in York Region and the Canadian Multicultural Council, Asians in Ontario have asked that May be declared Asian Heritage Month in an effort to recognize the contribution made by the Asian society, to develop harmony of the many ethno cultural groups that make up York Region, and to support and promote a similar declaration by the Government of Canada.

The organizations requesting the proclamation does not meet the City's Proclamation Policy, in that the organizations are not a registered charity with the Ministry of Consumer and Commercial Relations, however, the City has proclaimed this proclamation in the past.

Relationship to Vaughan Vision 2007

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

Regional Implications

The promotion of intercultural development and harmony of the many ethno cultural groups in York Region.

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EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 13, CW Report No. 18 – Page 2

Conclusion

Staff is recommending that May 2007 be proclaimed as “Asian Heritage Month” and that the proclamation be posted on the City’s website and published on the City Page, space permitting.

Attachments

Attachment #1: Correspondence from the Federation of Canadian Chinese in York Region, dated March 8, 2007

Attachment #2 Copy of correspondence received from the Canadian Multicultural Council, Asians, in Ontario, dated March 21, 2007

Report prepared by:

John D. Leach, City Clerk

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 14, Report No. 18, of the Committee of the Whole, which was considered by the Council of the City of Vaughan on April 23, 2007, was dealt with by approving:

That this matter be referred to a future Committee of the Whole meeting once Canadian National Railway Company has made a decision on plans for the subject lands.

14

**ZONING BY-LAW AMENDMENT FILE Z.03.054
CANADIAN NATIONAL RAILWAY COMPANY**

(Referred from the Council meeting of September 25, 2006)

The Committee of the Whole recommends:

- 1) **That this matter be referred to a future Committee of the Whole meeting in accordance with the written submission of Mr. Andrew E. Salem, Fraser Milner Casgrain LLP, 1 First Canadian Place, 100 King Street West, Toronto, M5X 1B2, dated April 10, 2007; and**
- 2) **That the written submission of Mr. Galli Tiberini, President, A.R.G. Group Inc., 111 Creditstone Road, Concord, L4K 1N3, dated April 13, 2007, be received.**

Council, at its meeting of September 25, 2006, adopted the following:

The Committee of the Whole recommends that this matter be referred to the Committee of the Whole meeting of April 16, 2007, in accordance with the request contained in the written submission of Mr. Andrew E. Salem, Fraser Milner Casgrain LLP, 1 First Canadian Place, 100 King Street West, Toronto, M5X 1B2, dated August 30, 2006.

Council, at its meeting of April 10, 2006, adopted the following:

The Committee of the Whole recommends that this matter be referred to the Committee of the Whole meeting of September 18, 2006, in accordance with the request contained in the written submission of Mr. Andrew E. Salem, Fraser Milner Casgrain LLP, 1 First Canadian Place, 100 King Street West, Toronto, M5X 1B2, dated March 1, 2006.

Council, at its meeting of October 17, 2005, adopted the following:

That this matter be referred to the Committee of the Whole meeting of April 3, 2006, in accordance with the request contained in the written submission of Mr. Andrew E. Salem, Fraser Milner Casgrain LLP, 1 First Canadian Place, 100 King Street West, Toronto, M5X 1B2, dated September 16, 2005, and the memorandum from the Commissioner of Planning, dated September 21, 2005.

Council, at its meeting of June 15, 2005, adopted the following:

That this matter be referred to the Committee of the Whole meeting of October 11, 2005, in accordance with the written submission of Mr. Andrew E. Salem, Fraser Milner Casgrain LLP, 1 First Canadian Place, 100 King Street West, Toronto, M5X 1B2, dated June 7, 2005.

Report of the Commissioner of Planning dated June 8, 2005

Recommendation

The Commissioner of Planning recommends:

THAT Zoning By-Law Amendment File Z.03.054 (Canadian National Railway Company) BE APPROVED, subject to the following conditions:

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Item 14, CW Report No. 18 – Page 2

- a) That the implementing zoning by-law shall:
 - i) rezone the subject lands adjacent to Regional Road #7 (3.79ha) and Highway #407 (0.99ha) from EM4 Employment Area Transportation Zone to EM1 Prestige Employment Area Zone in the manner shown on Attachment #2; and
 - ii) rezone the remaining interior lands (8.08ha) from EM4 Employment Area Transportation Zone to EM2 General Employment Area Zone in the manner shown on Attachment #2.

Economic Impact

There are no requirements for new funding associated with this report.

Purpose

The Owner has submitted an application to amend the Zoning By-law to rezone 12.86 ha of surplus CN Rail lands from EM4 Employment Area Transportation Zone to EM1 Prestige Employment Area Zone (adjacent to Regional Road #7 and Highway #407) and EM2 General Employment Area Zone (internal) in the manner shown on Attachment #2, to facilitate future employment development.

Background - Analysis and Options

The 12.86ha site is located on the south side of Regional Road #7, through to Highway #407, between Keele Street and Jane Street, within the CN MacMillan Railway Yard, in Part of Lots 4 and 5, Concession 4, City of Vaughan.

The subject lands are designated "Rail Facilities" by OPA #450 (Employment Area Plan) and zoned EM4 Employment Area Transportation Zone by By-law 1-88. The surrounding land uses are:

- North - Regional Road #7; railway/employment (EM1 Prestige Employment Area Zone)
- South - Highway #407; railway/recycling (PB1S Parkway Belt Linear Facilities Zone)
- West - commercial/employment (C6 Highway Commercial Zone, EM2 General Employment Area Zone)
- East - CN Rail Yard (EM4 Employment Area Transportation Zone)

On December 22, 2003, a Notice of Public Hearing was circulated to all property owners within 120m of the subject lands. To date, one response has been received from the owner of an adjacent property to the west, with concerns related to water run-off and excess road dust due to truck traffic on the service road.

The application was initially scheduled for the January 19, 2004 Public Hearing, but was deferred at the request of the agent. On February 6, 2004, a Notice of Public Hearing was re-circulated to all property owners within 120m of the subject lands and those requesting notification. To date, no additional comments have been received. The recommendation of the Committee of the Whole on March 1, 2004, to receive the Public Hearing report and to forward a technical report to a future Committee meeting, was ratified by Council on March 8, 2004.

Official Plan

The Canadian National Railway Company deems the subject lands to be surplus to the needs of the CN Rail yard facility and has proposed that the lands be rezoned for employment uses. The lands are designated "Rail Facilities" by OPA #450 (Employment Area Plan). The "Rail Facilities"

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policies state that "should railway and related uses cease on lands at the periphery of this designation, the lands may be developed in accordance with the policies of the adjacent Employment Area land use designation where applicable, subject to a Block Plan being approved by Council".

The adjacent land use designations are "Prestige Area" along Regional Road #7 and Highway #407, and "Employment Area General" in the interior, consistent with the locations of the proposed zoning as shown on Attachment #2. The proposed rezoning of the lands abutting Regional Road #7 (3.79ha) and Highway #407 (0.99) to EM1 Prestige Employment Area Zone and the remaining interior lands to EM2 General Employment Area Zone would implement the land use designations in OPA #450 and conform to the Official Plan. The subject lands are not of sufficient size, nor are there any need for public roads to traverse through the property, to warrant the preparation of a Block Plan.

Zoning

The subject lands are zoned EM4 Employment Area Transportation Zone by By-law 1-88, which permits a railway classification yard, including accessory office, warehousing, distribution and repair facilities, and is currently operating as such. CN Rail deems the subject lands to be surplus to the needs of the rail yard and has proposed that the lands be rezoned from EM4 Zone to EM1 Prestige Employment Area Zone and EM2 General Employment Area Zone, in the manner shown on Attachment #2. The proposed rezoning would implement OPA #450 (Employment Area Plan) and permit prestige industrial, office and civic uses with no outside storage along Regional Road #7 and Highway #407, and general employment uses with outside storage in the interior of the site.

Land Use/Compatibility

CN Rail does not have any users for the parcels to be zoned EM1 and EM2 Zone, and are requesting that their surplus property be pre-zoned to facilitate future use for employment development, in accordance with the uses permitted by the respective zones in By-law 1-88. On this basis, prestige employment uses with no outside storage would be located adjacent to Regional Road #7 and Highway #407, thereby providing up-graded employment development and attractive building facades along these major arterial roads and highways. The interior of the property, when developed, would be less visible from the adjacent roads, and may or may not require outside storage.

Staff has reviewed the concerns from the owner of an adjacent property (29-35 Killaloe Road) to the west, related to water run-off and excess road dust due to truck traffic on the service road within the subject lands.

The future development of the site would be reviewed through the site plan approval process which would address these issues. The review would also consider site layout, access, traffic management, landscaping, building elevations, storm water management, site servicing and grading, and treatment of all internal road surfaces. In addition, any necessary exceptions to the EM1 and EM2 Zone requirements to implement the approved site plan would be identified, and would require approval from the City.

Staff is satisfied that the proposed rezoning is appropriate and compatible with the surrounding employment and railway development, and in conformity with the Official Plan.

Region of York

The site will be served by two access points, a future right-in/right-out access onto Regional Road #7 as indicated below, and an existing driveway connection to a cul-de-sac at the eastern

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terminus of Freshway Drive that will be retained and upgraded. The Region of York has no objection to the proposal and requests that any future site plan applications be subject to the following conditions:

- Only a right-in/right-out vehicular access shall be permitted to Regional Road #7; and,
- The future Regional Road #7 rapid transitway shall be built through this area, and as such, a 5m wide buffer shall be planned in addition to the 45m road right-of-way along the frontage of Regional Road #7.

A traffic study was prepared on behalf of the applicant by Sernas Transtech, which considered the traffic impact of the redevelopment of the lands for employment uses, and to determine if any road improvements were necessary as a result of any additional traffic on the adjacent streets. The study concluded that the proposed rezoning to facilitate redevelopment of the site would not impact the surrounding road network. The traffic volumes attributed to the subject development can be supported by the existing area road network without undue impacts. The Region of York Transportation and Works Department and the Vaughan Engineering Department have both approved the traffic study.

Ministry of Transportation (MTO)

The MTO has no objections to the proposal. All buildings and structures must be setback a minimum of 14m from the Highway #407 property line. The Ministry will require permits for all buildings located within 46m from their property line and 400m from the centre point of Highway #407.

Relationship to Vaughan Vision 2007

This staff report is consistent with the priorities set forth in Vaughan Vision 2007, particularly “A-5”, “Plan and Manage Growth”.

Conclusion

Staff has reviewed the proposed Zoning By-Law Amendment application in accordance with the policies of OPA #450, the requirements of By-Law 1-88, and the area context. Staff is satisfied that the proposed rezoning of the subject lands from EM4 Employment Area Transportation Zone along Regional Road #7 and Highway #407 to EM1 Prestige Employment Area Zone, and the remaining interior lands to EM2 General Employment Area Zone, is appropriate and compatible with the surrounding employment and railway development, and in conformity with the Official Plan.

On this basis, Staff can support the approval of the proposed application to amend the Zoning By-law, subject to the conditions contained in this report.

Attachments

1. Location Map
2. Recommended Zoning
3. Written submission dated June 7, 2005
4. Written submission dated September 16, 2005
5. Memorandum dated September 21, 2005
6. Written submission dated August 30, 2006

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Item 14, CW Report No. 18 – Page 5

Report prepared by:

Christina Napoli, Planner I, ext. 8483

Arto Tikiryan, Senior Planner, ext. 8212

Grant Uyeyama, Manager of Development Planning, ext. 8635

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 15, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

15

TREE PRESERVATION BY-LAW

The Committee of the Whole recommends:

- 1) That Clause 1 of the recommendation contained in the following report of Councillor Meffe, dated April 16, 2007, be approved;**
- 2) That the draft by-law be brought forward to the Committee of the Whole meeting of May 14, 2007;**
- 3) That this initiative be communicated and that it include a public education program; and**
- 4) That the following deputations be received:**
 - a) Mr. Richard Lorello, 235 Treelawn Boulevard, P.O. Box 927, Kleinburg, L0J 1C0; and**
 - b) Mr. Frank Greco, 10504 Islington Avenue, Box 772, Kleinburg, L0J 1C0.**

Recommendation

Councillor Peter Meffe recommends:

1. That staff bring forward a by-law to be enacted to regulate and/or prohibit the destruction or injury of trees on private property within the City of Vaughan; and
2. That the draft by-law be brought forward to the next Committee of the Whole meeting being held on April 30, 2007.

Economic Impact

None.

Communications Plan

Upon the by-law being enacted it should be communicated to the residents and businesses using, as a minimum, the following methods: (i) posted on the City Website; (ii) the City Page; and (ii) included in the next Greening Vaughan Issue.

Purpose

The purpose of this report is to enact a by-law that would regulate and/or prohibit the destruction or injury of trees on private property within the City of Vaughan.

Background - Analysis and Options

With the increasing growth occurring in the City of Vaughan it is important to consider the value and contribution that is provided by our trees. They are critical to sustainable growth. They assist in cleaning the air by taking in carbon dioxide and producing much needed oxygen for people to breathe, they improve water quality, prevent erosion, save energy by providing shade, improve real estate values and create places of warmth and beauty and places for birds and wildlife to live. We would be remiss if we stood back and continue to watch the unwanted destruction of our urban forests. Enacting such a by-law would ensure that we can manage and protect our natural environment.

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Relationship to Vaughan Vision 2007

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

Regional Implications

N/A.

Conclusion

The preservation of trees is important to the ecological and aesthetic value of the City of Vaughan and I feel it is imperative that we minimize the injury and destruction of trees within our Municipality.

Attachments

1. City of Toronto By-Law No. 780-2004
2. Town of Richmond Hill By-law No. 41.07; and
3. Town of Aurora By-Law No. 4474-03.D

Report prepared by:

Peter Meffe

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 16, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

16 INTERSECTION OF CASTLEPARK BOULEVARD & COLLE MELITO WAY

The Committee of the Whole recommends approval of the recommendation contained in the following report of Councillor Carella, dated April 16, 2007:

Recommendation

Councillor Tony Carella recommends stop signs be restored on Castlepark Boulevard at Colle Melito Way

Economic Impact

Nil

Communications Plan

Local Councillor will communicate all changes to area residences.

Purpose

To address the concerns of residents with respect to the recent changes in stop sign placement at this location.

Background - Analysis and Options

Castlepark Boulevard is unique in the City of Vaughan: it features a dual carriageway (for the first 150 m immediately north of Sonoma Boulevard), with a public parkette separating the two lanes, all of which are transected by a side street, Colle Melito Way. The boulevard was one of the earliest built in the Woodbridge Expansion Area, with first-time residents moving in around 2000. Until recently there were stop signs facing both directions of Castlepark at Colle Melito.

Recently, it was noted that Castlepark is in fact the collector roadway, and Colle Melito a tertiary street, with limited traffic, suggesting that the stopping of traffic along Castlepark to accommodate vehicular traffic coming onto the street from Colle Melito was in fact the reverse of what it should be. For that reason, the stop signs on Castlepark were removed, and double stop signs placed on Colle Melito, in both directions, where that street crosses Castlepark's divided lanes.

Effectively, this is an attempt to change the driving patterns of local residents as established over the past seven years, and is of considerable concern to area residents, a situation aggravated by another consideration, the principal features of the park are its decorative walls and coniferous trees which contribute to problematic sightlines for motorists approaching from *any* direction. That this is the case is confirmed by the placement of the Traffic Department of four oversized signs along Colle Melito, facing in both directions, warning CROSS TRAFFIC DOES NOT STOP.

The simpler solution is to make the intersection a double four-way stop location, and this is what is being requested by several area residents, as well as the chair of the Sonoma Heights Traffic Calming Committee, Phase 1 (see attachments)

Relationship to Vaughan Vision 2007

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

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Regional Implications

Nil

Conclusion

It is appropriate that Council address the concerns of area residents regarding recent changes in the placement of stop signs at this location.

Attachments

Letters of area residents

Report prepared by:

Councillor Tony Carella

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 17, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

17

**PROCLAMATION REQUEST -
CHILDREN'S MENTAL HEALTH WEEK**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Clerk, dated April 16, 2007:

Recommendation

The City Clerk recommends:

- 1) That the week of May 7 – 13, 2007 be proclaimed as "CHILDREN'S MENTAL HEALTH WEEK"; and
- 2) That the proclamation be posted on the City's website, published on the City Page, space permitting, and that staff issue a news release.

Economic Impact

N/A

Communications Plan

The Corporate Communications Department posts proclamations issued by the City on the City's website under "Events – Proclamations". Publishing proclamations on the City Page depends on space availability. Corporate Communications will, given sufficient lead-time, issue news releases in support of the proclamation.

Purpose

To respond to a request received from the York Centre for children, Youth & Families.

Background - Analysis and Options

The York Centre for Children, Youth and Families has requested that May 7 – 13, 2007 be proclaimed as "Children's Mental Health Week" in the City of Vaughan. A variety of activities have been scheduled to increase public awareness of children's mental health problems, to dispel the associated stigma and to encourage parents of troubled children and youth to seek help.

The proclamation request meets the requirements of the City's Proclamation Policy: "*That upon request, the City of Vaughan issue proclamations for events, campaigns or other similar matters: which are promoted by any organization that is a registered charity pursuant to Section 248 of the Income Tax Act*".

Relationship to Vaughan Vision 2007

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

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

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Regional Implications

The promotion of awareness throughout the Region of children's mental health problems.

Conclusion

Staff is recommending that May 7 – 13, 2007 be proclaimed as "Children's Mental Health Week" in the City of Vaughan and that the proclamation be posted on the City's website and published on the City Page, space permitting.

Attachments

Attachment #1: Correspondence from the York Centre for Children, Youth & Families, dated April 5, 2007

Report prepared by:

John D. Leach, City Clerk

(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.)

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 18, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

18

**SPADINA-YORK SUBWAY EXTENSION COMMITTEE
CITY SUPPORT AND ENDORSEMENT OF COMMITTEE RESOLUTION
CONSTRUCTION OF SPADINA SUBWAY EXTENSION**

The Committee of the Whole recommends approval of the recommendation contained in the following report of Councillor Yeung Racco, dated April 16, 2007:

Recommendation

Councillor Sandra Yeung Racco recommends that:

1. The following resolution be approved:

WHEREAS the Spadina Subway Extension Environmental Assessment, as undertaken by the City of Toronto and the Toronto Transit Commission, has been approved by the Minister of the Environment to permit the extension of the Spadina Subway from Downsview Station to Steeles Avenue;

AND WHEREAS the Highway 7 Corridor and Vaughan North-South Link Public Transit Improvements Environmental Assessment, as undertaken by the Regional Municipality of York, has been approved by the Minister of the Environment to, among other things, continue the extension of the Spadina Subway from Steeles Avenue to the Vaughan Corporate Centre;

AND WHEREAS the Region of York's response to the Ministry's EA conditions of approval in respect of the optimization of the Vaughan North-South Link subway alignment north of Steeles Avenue has been prepared and will be submitted to the Ministry in the near future;

AND WHEREAS funding has been committed by Toronto and York Region, the Province of Ontario and the Government of Canada to build the extension of the Spadina Subway from Downsview Station to the Vaughan Corporate Centre;

AND WHEREAS the Spadina Subway Extension will function as the spine of a comprehensive transit solution, which will link the heavy rail (TTC and GO) and surface transit (conventional bus and rapid transit) systems in Toronto, York Region and Brampton),

AND WHEREAS the Spadina-York Subway Extension Committee adopted the following resolution at its meeting on April 13, 2007:

The Spadina-York Subway Extension Committee fully applauds the funding announcements of the Federal and Provincial Governments for the Spadina Subway and continues to lend its support to the construction activities now underway.

NOW THEREFORE the Council of the Corporation of the City of Vaughan hereby resolves that the aforementioned resolution of the Spadina-York Subway Extension Committee, dated April 13, 2007, be and it is hereby fully supported and endorsed;

CITY OF VAUGHAN

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AND THAT this resolution be forwarded to the Honourable Jim Flaherty, Minister of Finance (Federal), the Honourable Greg Sorbara, Minister of Finance (Provincial), Mario Racco MPP, Thornhill, the Regional Municipality of York, the City of Toronto and the members of the Spadina-York Subway Extension Committee.

2. The Region of York be requested to support this resolution.

Economic Impact

There are no economic impacts resulting from the adoption of this resolution.

Communications Plan

The resolution provides instructions as to who the resolution is to be forwarded to.

Purpose

To obtain Council's support and endorsement for a resolution that was adopted by the Spadina-York Subway Extension Committee on April 13, 2007, which expressed its continuing support for the Spadina Subway Extension to the Vaughan Corporate Centre and the construction activities that are now underway.

Background – Analysis and Options

The Spadina Subway Extension project has been progressing well and a number of critical pieces have fallen into place. The City of Toronto/TTC and the York Region Environmental Assessments have been approved, the funding is in place and design work in both Toronto and York Region is now underway.

From time-to-time there are concerns raised that the subway extension is an inappropriate response to the transportation needs of Toronto and the Greater Toronto Area. As such, the Spadina-York Subway Extension Committee, at its meeting on April 13, 2007, adopted a resolution reaffirming its support for the subway extension.

The Spadina Subway Extension will foster system-wide linkages, which will help connect Toronto with York Region and Brampton and ultimately Barrie and Simcoe County. The subway extension will link the heavy rail systems (TTC and GO) with the bus services (both conventional and rapid transit) provided by Toronto, York Region and Brampton. This will: Result in strategically located land use intensification and city-building; support the growth and evolution of York University; facilitate economic growth; mitigate the effects of gridlock; and help reduce the emission of greenhouse gases and other pollutants by offering a viable alternative to the private automobile.

This report is seeking Council's endorsement of the Spadina-York Subway Extension Committee's resolution. In addition, it is requesting that the recommended resolution be forwarded to York Region for its endorsement.

Relationship to Vaughan Vision 2007

This report is consistent with the intent of Section 3, "Transportation and Transit Infrastructure", of Vaughan Vision 2007 in respect of supporting the Spadina Subway Extension.

Regional Implications

The endorsement of this resolution by Regional Council is also being sought in this report.

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Conclusion

It is recommended that the recommendation set out above be adopted to endorse the resolution of the Spadina-York Subway Extension Committee reaffirming support for the subway extension and applauding the funding announcements by the provincial and federal governments.

Attachments

N/A

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 19, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

19 NEW BUSINESS – REINSTALLATION OF PHOTOGRAPHIC DISPLAY

The Committee of the Whole recommends that appropriate staff be requested to reinstall the photographs of the current members of Council of the City of Vaughan on to the wall on the south side of the main foyer previously used for this purpose, and that such action be taken with all deliberate speed.

The foregoing matter was brought to the attention of the Committee by Councillor Meffe.

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 20, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

20

NEW BUSINESS – CHARACTER COMMUNITY WEEK

The Committee of the Whole recommends that staff bring forward a report with respect to the City's participation in Character Community Week in October 2007.

The foregoing matter was brought to the attention of the Committee by Regional Councillor Frustaglio.

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 21, Report No. 18, of the Committee of the Whole, which was adopted, as amended, by the Council of the City of Vaughan on April 23, 2007, as follows:

By approving that this matter be referred to staff for a report identifying options on a venue for the Canada Day event and information on the particulars of the event;

By approving that the report provide a process for Council approval of locations to hold Winterfest, Canada Day, and Concerts in the Park; and

By receiving the memorandum from the Commissioner of Economic/Technology Development and Communications, dated April 23, 2007.

21 NEW BUSINESS – INTERCHANGE CANADA DAY EVENT PROPOSAL

The Committee of the Whole recommends that the written submission by Mr. Andre Turcotte, Interchange Event Committee, submitted by Councillor Yeung Racco, be received and referred to staff for a report to the Council meeting of April 23, 2007, addressing the proposal.

The foregoing matter was brought to the attention of the Committee by Councillor Yeung Racco.

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EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 22, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

22 NEW BUSINESS – INFORMATION WORKSHOP BY THE REGION OF YORK

Regional Councillor Ferri provided details with respect to an information workshop being offered by the Region of York, scheduled for May 1, 2007 at 7:00 p.m. in the Council Chambers to present the Region's population growth projections for 2006 to 2031.

The foregoing matter was brought to the attention of the Committee by Regional Councillor Ferri.

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 23, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

23 NEW BUSINESS – WOODBRIDGE-VAUGHAN SUPER CITIES WALK FOR MS

Councillor Di Vona provided a verbal report on the Woodbridge-Vaughan Super Cities Walk for MS held in Woodbridge on Sunday, April 15, 2007.

The foregoing matter was brought to the attention of the Committee by Councillor Di Vona.

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 23, 2007

Item 24, Report No. 18, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on April 23, 2007.

24 PRESENTATION – YORK REGION INCLUSIVITY ACTION PLAN (IAP)

The Committee of the Whole recommends that the presentation by Ms. Janet Rurak, Project Manager and Ms. Patricia Cousins, Executive Director of York Region Human Services Planning Coalition, and presentation material titled “York Region Inclusivity Action Plan, Human Services Planning Branch, York Region Planning & Development Services April 16, 2007”, be received.