

Minutes of the Customer Service Working Group Meeting – May 8, 2018

The Customer Service Working Group met on **May 8, 2018** at The Directors Guild of Canada offices, 111 Peter St.

Members Present:

Victoria Harding, Monty Montgomerie, Louis Major, David Hardy

Also Present:

Jonathan Ahee, Co-Chair, Magali Simard, Film Sector Development Officer, Azia Tron NABET 700 UNIFOR, Sarah Margolius, Jacqui Hemingway (Sustainable Media Production Canada)

Presentation by Sustainable Media Production Canada

- Build out a group in the ilk of former Greenscreen Toronto.
- Provide resources, linkages and education around Sustainability on set and throughout the industry
- Regard the promotion of sustainable practices throughout the industry as risk mitigation with a cost-saving output
- Seek an independent but collaborative relationship with the TFTDMB
- Asks three things of TFTDMB
 - a. TFTDMB make a commitment to transform the industry to become a global leader in sustainable production within ten years
 - b. TFTDMB promote, support and encourage the pathway to this transformation
 - c. The TFTDMB support fundraising initiatives to allow partners to become catalysts in transformation

Mayor's LA Trip Update

- Very successful trip again. The Mayor has committed to returning as much as needed.
- Infrastructure as expected was the hot topic
- "Givebacks" were also of particular interest. Discussed ways in which to better promote them to production, and have production inform TFTDMB when undertaken
- Encourage MPA to publicize the givebacks and use of TDSB interns when relevant in their post-production campaigns. Must have information from TFTDMB
- XOTO TDSB Campaign was discussed and HBO in particular was interested as office space with parking combo is hard to find
- Continued positive response to Toronto and all it does to facilitate production
- Morphed into a larger discussion of givebacks, and better ways in which to communicate with Councillors and their support when occurring
- Councillor Offices can better deflect resident concern/criticism if they have information about what production has done for their community
- Ties in to Film 101 for Council
- Program to be completed and deployed for new council

King Street Pilot/Parking Issues

- Discussed parking as THE major customer service problem facing the film industry on a go-forward basis
- We have a new Film Precinct Plan with basically no parking for units, and increasingly restricted on street parking for filming locations
- Morphed into a discussion about Unilever District and opportunities to influence development of film-friendly design attributes

Recommendations

- **CSEWG recommends that new TFTDMB as first course of business invite Transform TO and Solid Waste Management to attend Film Board Meeting and discuss opportunities to assist in production waste reduction and opportunities to reduce on-set emissions**
- **CSEWG recommends that new TFTDMB request all parking lot information from City, re. availability of Green P, private parking facilities in the Film Precinct Area.**
- **CSEWG recommends that new TFTDMB initiate conversations regarding the larger scale use of the CNE Grounds/Exhibition Place for unit parking (may also include Distillery District Parking lot)**
- **CSEWG recommends that new TFTDMB working with PGM Committee to develop criteria for development that includes film friendly features (covered troughs to allow cable to cross the street, covered areas to facilitate H/MU/WRDB and camera, etc.**

Other business

- Independently met with Met with SMPC reps, Toronto Film Office personnel, Toronto Hydro representatives and Nestor Uhera, Senior Engineer at the City, regarding the possibility of a Power Drop (Shore Power) pilot program.
- Idea to install a PD in a key filming/base camp locations
- Need data provided by a heat map, but also take in to consideration development of the downtown core and gradual relocation of industry off busy restrictive streets
- Discussed notion of installation of Power drops to become a developer responsibility
- Arranged for Toronto Hydro to speak with industry technical personnel to better understand peak and load requirements
- Also arranged for Toronto Hydro reps to speak with City of Vancouver engineers, as similar project underway there
- Need costing (even rough) from Toronto Hyrdo



[CHAIR], Chair