

EP9.3 Appendix A

Appendix 'A'

Complaint #	2019 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
1	Jan. 8	CEO	10	Petition to re-establish the Dufferin Gates Ball Park at Exhibition Place. A proposal for green space was forwarded to the Lions-CNE Pee Wee Baseball Tournament committee and Councillor Mike Layton which includes recommendations, proposed stadium dimensions, stadium assets, and corporate partners.	Reiterated that the change of use of this area to parking was part of the Council approval of the construction and lease of the Basketball Training Facility and planning with the community on greenspace will be done in future. Since 2016, the CNE Pee Wee Softball Tournament has fully transitioned to the Baseball Diamonds in Coronation Park.
2	Jan. 23	Event Services	13	Enquiry about the "10th Smart City & IOT Expo Forum" event advertised online for the Enercare Centre. Suspected it was a fake event.	Replied that this event is not confirmed in our venue at this time. Enercare Centre was removed as venue from client's online advertisement.
3	Jan. 26	Parking	13	Exhibitor at the Boat Show required accessible parking in area B in the Enercare garage. Several carts and a pick-up truck without an accessibility parking pass were parked in the accessible spaces for all 9 days. Had called previously to complain and nothing changed.	Provided the Parking and Security contact information for the future, advised that if the same problem was to occur again that she is to call Parking and Security directly and it would be taken care of immediately.
4	Feb. 6	Parking / Operations	5	Complaint about the new lights in the parking lot, asked to angle or reduce lights to reduce light pollution into Liberty Village.	Lights in the parking lot adjusted downwards to resolve.

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5	March 10	Event Services	15	Visitor to Home Show / Canada Blooms experienced rude behaviour from third party security staff member at the exit to Hall B on two separate occasions.	Complaint forwarded to the show manager, with the visitor's permission. The show manager forwarded visitor's comments to the head of their Show Security Company to make them aware of what transpired and to ensure it does not happen again.
6	March 17	Event Services	2	Exhibitor was moving out of Home Show using the elevator to the parking lot, when it was turned off remotely with several people inside.	Explained that the passenger elevator was scheduled to be off at 5:30 pm given the Show closed at 5:00 pm. The elevator is for public use only and the standard operating procedure is not to allow any exhibitor materials on the elevator at any time.
7	March 17	Event Services	3	Visitor experienced poor service at coat check and coat had been damaged.	Referred to Spectra our Food & Beverage provider (responsible for coat check) for response and resolution.
8	May 1	CEO / Parking	16	Complaint regarding insufficient bike racks on the west side of BMO Field.	An additional 5 bike racks added to BMO Field west side, as well as 3 more racks opposite Gate. Referred to map of bike rack locations on our website.
9	May 9	CEO	1	Inquiry about the renovation of the Carillon tower, why it is taking so long.	Advised that the Carillon scope of work is currently being investigated by a consultant, and a tender will be released in the next few months for the contractor. Explained it is a long process due to cost and heritage nature of the

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					project and required SOGR funding from City Capital.
10	May 28	CEO	1	Complaint regarding noise level at a music event held May 28. Could be heard in residential areas during the evening.	Advised that no events were held at Exhibition Place on May 28 th , was likely concert at Echo Beach (Ontario Place) on that date. Advised to contact local ward Councillor to direct complaint to Ontario Place.
11	May 30	CEO	1	Inquiry about when Centennial Park will be open to the public since it has been under construction for a long time.	Advised that construction was delayed due to weather but should be open mid-June. Also advised that the McGillivray Fountain will be undergoing restoration.
12	August 7	Parking	5	Complaint regarding congestion in the Enercare parking garage. Visitor was stuck in the garage for an hour and says that the parking attendants were not helpful.	Explained that congestion was due to unexpected expansion of the event. Also Parking attendants had to address a crowd safety issue outside the parking garage before allowing visitors out. Extended complimentary tickets to another event at Exhibition Place.
13	Sep. 26	Parking	1	Complaint regarding increased parking rate during TFC game (was attending a different event on the grounds).	Refunded the difference between regular rate and increased rate.
14	Nov. 26	Parking	1	Complaint regarding parking attendant in Enercare garage, was told had to wait 10 minutes for them to accept cash payment.	Explained there is new Point-of-Sale technology from working with our partner TPA and that attendants are getting used to. Will look into re-training

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					parking attendants. Advised that there is an On-Duty Manager that can be contacted for future reference.
15	Dec. 9	Parking	1	Visitor to Coca-Cola Coliseum, had issues accessing their car in the Enercare garage. Enercare doors were locked, so walked around to the east side in the cold. Asked for better communication from parking attendants about entrances.	Explained that after concerts and events the garage doors remain open until all cars have been retrieved, although the building itself may be closed. Sent a photo of the Enercare parking garage entrances for future reference and advised that Exhibition Place would look into better signage along walkways which was done.
16	Dec. 12	Event Services	25	Complaint regarding lack of/inaccessibility of family-style, accessible washrooms in the Enercare Centre.	Advised that we realize the need for more "Family Type" washrooms in the Enercare Centre and explained that all of the washrooms within the facility are accessible, however that we only have two "Family" washrooms at this time.