

Appendix A - Summary of Complaints from the Public for Year-end 2020

Complaint #	2020 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
1	Feb. 22	Event Services	6	Visitor to the Artist Project show in the Better Living Centre noted an insufficient number of hand sanitizing stations and that staff were not encouraging guests to use them. The complaint also specifically mentioned no hand sanitizing stations near the food court.	Outlined the steps that Exhibition Place is taking to mitigate the transmission of COVID-19 following the protocols outlined by the Medical Officer of Health for the City of Toronto and the Provincial Government, including the increased use of hand sanitizing stations at shows. Arranged to provide for additional stations over and above recommended requirements.
2	July 12	Event Services	1	A member of the public accidentally crossed through an active driving Indy track area (PITL Performance Driving Event – Lot 852). The race course was stopped for safety. Event staff yelled and berated the complainant to direct them off the track.	Event Services staff spoke to the complainant, who was satisfied with the conversation. The show organizer was notified of the complaint for direct follow-up.
3	Oct. 18	Security Services	1	Complaint regarding the increased number of off-leash dogs on the grounds, specifically in Bandshell Park and other grassy areas, and lack of enforcement.	Replied that Security, Toronto Police Services, and Mounted Unit staff have been advised to renew their focus on this problem and existing signage posting rules and regulations will be reviewed to ensure visibility. Advised to contact Security directly if this activity is observed in future.
4	Dec. 14	CEO	1	Request that the basketball courts be kept open during the winter for community use.	Advised that the basketball equipment north of the Press Building would be reinstalled in the next few days for the duration of the winter months.