

Appendix 'A'

Complaint #	2021 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
1	Jan. 13	CEO	1	A member of the public expressed concerns over the health and general safety of the Horse Chestnut tree at Fort Rouillé.	Explained that this particular tree has been under observation for some time given its condition. The City approved the removal of the tree due to its hazardous condition, and a replacement tree will be planted.
2	March 15	Security	1	Complaint regarding the continued number of off-leash dogs on the grounds and lack of enforcement from Security in the area.	Security staff explained that since the initial complaint from 2020, staff have increased verbal warnings, written warnings, and removal from property for repeat offenders. An additional 25 signs have been deployed at entrances to assist.
3	March 21	Security & Transportation	1	A member of the public was stopped by a Security officer while taking photos at the Princes' Gates and told they needed a permit to take photos on the grounds since they were on private property.	Staff apologized and explained that we do require permits for commercial purposes which may explain the Security Officer's confusion. Training for our Security team will be reviewed to see where it can be improved to prevent future confusion.
4	March 29	Security	1	A member of the public was concerned about an increase in suspicious activity around the south side of the respite at the Better Living Centre and requested a stronger security	Staff advised that there is a dedicated security group for the Winter Respite Centre that conducts periodic patrols around the exterior of the building. This concern has been brought to their

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				presence in the area, especially near the parking lots.	attention and they will re-evaluate staffing at that location.
5	April 9	Event Services	3	A member of the public remarked that the flags were not at half-mast for the passing of HRH Prince Phillip, and that the flags outside the SE corner of the Queen Elizabeth Building were worn, faded, and torn.	Staff explained that the flags are now at half-mast and will remain so until after the funeral of HRH Prince Philip. The condition of the flags outside the Queen Elizabeth Building have been reported to the tenant and will be removed.
6	April 25	Security & Transportation	4	Inquiry as to why the south edge of Exhibition Place next to Lakeshore Blvd is bordered by a series of unattractive chain-link fences.	The fence was installed for access control and as a safety measure as there are no sidewalks in that area. Staff are considering capital improvements, and should this area be included in any future redevelopment, the complainant will be kept informed.
7	Oct. 14	Event Services & MLSE	8	Complaint about the disorganization and wait times at the October 13th BMO soccer game.	Referred to MLSE Fan Services, who responded to the complainant.
8	Oct. 14	Event Services & MLSE	2	Complaint about lack of crowd control and long wait times at the October 13th BMO soccer game.	Referred to MLSE Fan Services, who responded to the complainant.
9	Nov. 26	Security & Transportation	3	Complaint regarding disappearing bicycle lanes and chevrons on Dufferin Street and Saskatchewan Road.	Staff confirmed that shared bike symbols were added to both Dufferin Street and Saskatchewan Road and provided the complainant with photos.

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					Advised that the Dufferin Street bridge falls under the City's responsibility.
10	Dec. 6	Event Services	9	Complaint from a group of seniors attending the One of A Kind Show about the inability to use cash and they therefore were unable to access food when needed.	Staff explained that as part of ensuring employee, guest and client safety during the COVID-19 pandemic, Exhibition Place made the decision to go cashless. They were offered two tickets to the 2022 Spring One of A Kind Show.
11	Dec. 18	Security & Transportation	2	Complaint regarding the power outage at the Polar Winter Festival on December 18. They had already paid for parking but were unable to attend the event and would like their parking fee refunded.	Staff apologized about the power outage and issued a parking refund.
12	Dec. 19	Event Services	1	Complaint regarding the power outage at the Polar Winter Festival on December 18th. They requested a full refund for the event.	Staff apologized and forwarded the complaint and refund request to the Polar event staff. Complainant advised that the matter was resolved.