

Summary of Complaints from the Public for Year-end 2023
Appendix A

Complaint Number	2023 Date Received	Referred to	Number of Business Days for Resolution	General Topic of Subject	Response and Outcome of Complaint
1	January 11	Event Services	1 day	A member of the public indicated that the billboard advertisement screen located at Lakeshore Blvd. and Ontario Dr. was too bright and could impact driver vision at night.	Staff communicated with the screen provider Branded Cities and the screen nits was set to night mode.
2	January 28	Event Services	2 days	A member of the public complained that a staff member from the OVG Café during the Boat Show was impolite.	Staff apologized for their negative experience. OVG also contacted the complainant directly to apologize and confirm that the incident had been addressed directly with the OVG staff.
3	April 1	Sales	4 days	A member of the public who attended the One of a Kind Show complained that the only elevator at the east end of the Enercare Centre was too far away from parking and, as a result, was not readily accessible for people with a disability.	Staff emphasized that accessibility is important to Exhibition Place and that potential improvements are always under consideration. The issue was referred to the Operations Department.
4	May 17	Event Services	81 days (delayed response time due to staffing changes)	A teacher brought students to the HOSA competition and felt that the cashless pay system not very accessible as many students did not have debit or credit cards. The teacher also had concerns about variations in pricing for the same items at the Midway Grill restaurant and the wait time for processing a refund.	Staff apologized for the delayed response and explained the decision to be cashless at Exhibition Place was for various reasons and most, if not all major venues across Canada, are now cashless. Staff indicated that the inconsistent pricing at Midway Grill was unacceptable and the matter was escalated to the Regional Vice President of the Oak View Group (operator of the Midway Grill).

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5	October 9	Event Services	8 days	A member of the public complained about the noise from the Navratri Festival Canada held on October 9, 2023.	Staff explained that, as a City-owned facility, Exhibition Place is obligated to rent the facility to clients providing they meet the booking criteria as per the standard license agreement and the event safety guidelines. Exhibition Place will work with this client to minimize the noise from the bass during future festivals.
6	November 24	Event Services	2 days	A member of the public who attended the One of a Kind Show complained that they had been charged one dollar more per glass of wine that was posted and that the payment pin pad defaulted to a minimum tip of fifteen percent.	OVG apologized and provided a full refund.
7	November 24	Security and Transportation	1 day	A member of the public complained on taking an hour to move 750 metres across the grounds to reach BMO Field for the Canada versus Jamaica game on November 21 causing him to miss a large portion of the game.	Staff apologized and explained that they are actively working with various City Divisions, including Transportation Services and Toronto Police Services, on an Event Management Traffic Planning Zone. They indicated that some improvements have already been implemented, including paid-duty officers at key locations, traffic signal timing changes, increase of digital message signage, etc.
8	December 2	Security and Transportation	1 day	A member of the public complained that cash is not a	Staff indicated they were looking at installing some pay-by-plate self-service machines with Toronto Parking

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				payment option for parking at the Enercare Centre.	Authority (TPA) that would assist with other forms of payment including cash early in 2024.