

Appendix A
Summary of Complaints from the Public for Year-end 2024

Complaint #	2024 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
2024-EX-EM-001	Mar 19	Event Services	1 day	Cashless only transactions at Enercare Centre and Medieval Times.	The Director, Event Management Services, contacted the complainant to explain that cashless-only transactions were implemented several years ago for the parking services and food and beverage services at Exhibition Place events. It was also clarified that tenants and events hosted at Exhibition Place, including Medieval Times, determine their own payment method and policies.
2024-EX-TRA-002	Jul 2	Transportation	6 days	Delay in exiting the car park outside BMO field after a football match	The Director, Security and Transportation, contacted the complainant to explain that Exhibition Place is actively working with various City Divisions including Transportation Services and Toronto Police Service on an Event Management Traffic Planning Zone. Exhibition Place continually makes adjustments to improve traffic on site. This includes using Paid Duty Police Officers at key locations, traffic signal timing optimization and increasing digital message signage.
2024-EX-TRA-003	Jul 27	Transportation	2 days	Delay in exiting the car park after an event	The Director, Security and Transportation, contacted the complainant to explain that Exhibition Place is actively working with various City Divisions including Transportation Services and Toronto Police Service on an Event Management Traffic Planning Zone. Exhibition Place continually makes adjustments to help improve traffic on site. This includes using Paid Duty Police Officers at key locations, traffic signal timing optimization and increasing digital message signage.

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2024-EX-TRA-004	Jul 28	Transportation	2 days	Delay in exiting the car park after an event	The Director, Security and Transportation, contacted the complainant to explain that Exhibition Place is actively working with various City Divisions including Transportation Services and Toronto Police Service on an Event Management Traffic Planning Zone. Exhibition Place continually makes adjustments to help improve traffic on site. This includes using Paid Duty Police Officers at key locations, traffic signal timing optimization and increasing digital message signage.
2024-EX-TRA-005	Jul 30	Transportation	2 days	Road closures during recent flooding, golf cart speeds and concerns about emergency access	The Director, Security and Transportation, explained to the complainant that the decision to close roads during the flood was made, in conjunction with the City of Toronto, in the interest of public safety. They also informed them that the golf carts can meet the posted speed limits on the ground (20-30km/hour) and that all events have emergency response plans that include access for emergency vehicles.
2024-EX-TRA-006	Nov 21	Transportation	8 days	Bike rack removal from SW gate by the BMO Field	The Director, Security and Transportation, notified the complainant that Exhibition Place will work with MLSE to add more bike racks in the area around the gate.