



# Exhibition Place

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## Item No. 7

January 5, 2015

To: The Board of Governors of Exhibition Place

**FOR INFORMATION**

From: Dianne Young  
Chief Executive Officer

**Subject: Complaints Summary as at December 31, 2014**

### Summary:

This report provides information with respect to external Complaints received by Exhibition Place for the period of January 1, 2014 to December 31, 2014.

### Financial Implications:

There are no financial implications resulting from the adoption of this report.

### Decision History:

As part of the 2014 to 2016 Strategic Plan, Exhibition Place had a Goal of *To enhance our public assets through major new builds and/or renovation* and as a Strategy to support this Goal *we will in partnership with the private sector, complete Phase 1 of the Hotel and Stanley Barracks Park.*

At its meeting of December 16, 2011, the Board approved a "Public Complaints" Policy which was in response to City Council's directive dated February 7, 2011, wherein all City agencies, boards, commissions and departments adopt a public complaint process which would be the initial level of review and assessment of any such public complaints prior to appeal by the public complainant to the Office of the Ombudsman.

### Issue Background:

As directed by City Council, Exhibition Place has a Public Complaints Policy that is accessible from the Exhibition Place websites and clearly addresses the formal process for receiving and processing compliments, feedback and complaints from the customers, attendees, partners and visitors to Exhibition Place.

### Comments:

I am pleased to advise that no complaints were received with respect to the commencement of the construction related to the Hotel and Stanley Barracks Park.

With respect to general complaints, Exhibition Place received a total of twenty-four (24) complaints for 2014 compared to twenty (10) complaints for 2013; and BMO Field received a total of ten (10) for the period of January to June 2014 compared to fifteen (15) complaints for the full year 2013. A summary of these are outlined in Appendix "A".

Contact:

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Exhibition Place

Complaint #	Date Complaint Resolved	Complaint Referred to	# of days business from receipt to Resolution	General Topic of Complaint	Outcome of Complaint
1	Wed Feb 26	Facility Services	One	Pot hole issue on Manitoba Drive	Repairs completed
2	Thurs Mar 13	CEO	One	Meeting notice related to Board of Governors	Clarification provided that meetings are posted on Exhibition Place website
3	Wed June 11	Sales & Marketing	Four	Better signage related to restricted public access	Additional steps taken to display more signage to restrict public access
4	Mon June 23	CEO	One	Noise levels related to an non-specific event possibly held 2 weeks prior to complaint	No events held during the time period specified but information provided about the Exhibition Place website complaint procedure for future noise issues
5	Mon June 30	CHIN Radio	Five	Patron attending Infinite Fantasy Circus ejected from event	Patron contacted and advised that cause was inappropriate behavior which was on video tape
6	Mon July 7	Corp Sec	One	Noise levels from Exhibition Place during the weekend of June 28 and 29	Confirmation conveyed that it was an event held at Ontario Place
7	Mon July 14	Operations	Four	Burnt out lighting at Pedestrian Bridges to Ontario Place	Repairs completed
8	Thurs July 24	Human Resources	One	Job applicant directed to a location for training when it was held in another location	Telephoned and offered alternate student employment opportunity but no response to any messages left
9	Fri July 25	Events	One	Noise levels from Exhibition Place	Noise level at Exhibition Place was low, and resident advised of the concert at Ontario Place
10	Mon July 28	Events	Two	Noise levels from Exhibition Place and Ontario Place	Noise levels at Exhibition Place and Ontario Place were addressed by events
11	Mon July 28	Events	Two	Noise levels from Exhibition Place and Ontario Place	Noise levels at Exhibition Place and Ontario Place were addressed by events
12	Mon July 28	Events	Three	Noise levels from Exhibition Place	Noise levels at Exhibition Place was addressed by event
13	Mon July 28	Events	Four	Noise levels from Exhibition Place	Noise levels at Exhibition Place was addressed by event
14	Thurs July 31	Corp Sec	One	Wind Turbine not running July 30 <sup>th</sup>	Advised that Wind Turbine was not in operation July 30 <sup>th</sup>
15	Wed Aug 27	Sales & Marketing	Two	Exhibition Place website map of grounds not legible	Telephoned complainant but no response to messages left

<b>Complaint #</b>	<b>Date Complaint Resolved</b>	<b>Complaint Referred to</b>	<b># of days business from receipt to Resolution</b>	<b>General Topic of Complaint</b>	<b>Outcome of Complaint</b>
16	Thurs Aug 28	GM SEM	Five	Foodservices provider employee viewed on video abusing an animal	Informed that resignation was tendered by employee
17	Thurs Aug 28	GM SEM	Five	Foodservices provider employee viewed on video abusing an animal	Informed that resignation was tendered by employee
18	Tues Aug 12	CEO	Eleven	Harassment by a Tenant's employee during a tour	Letter written to Tenant about complaint
19	Wed Aug 27	Facility Services	Fourteen	Diaper change area in women's washroom located at Dufferin Gates requiring modifications	Modifications were addressed and completed
20	Tues Sept 16	Parking	Three	Cost of RV Parking during the RAWF	Explanation was provided as services were included with the parking cost
21	Tues Oct 14	Corp Sec	One	Contact info for Allstream Sales not posted on Exhibition Place website	Information provided and suggestion for future inquiries
22	Sun Oct 19	CEO	One	Cold tap water in men's and women's bathrooms in BMO Field	BMO notified and tap water was adjusted
23	Mon Nov 24	Corp Sec	One	Limited accessible parking spots in DEC underground re contractor machinery	Contractor notified and machinery relocated
24	Sun Dec 28	GM SEM	Two	Noise from Solaris event heard from 219 Fort York Blvd.	Contacted City noise bylaw staff and Noise by-law application put in place

**BMO Field**

<b>Complaint #</b>	<b>Date Complaint Resolved</b>	<b>Complaint Referred to</b>	<b># of days business from receipt to Resolution</b>	<b>General Topic of Complaint</b>	<b>Outcome of Complaint</b>
1	Wed Mar 26	Fan Services	Two	Fan did not enjoy his experience	Resolved with fan
2	Mon March 31	Ticket Sales	Six	Complaint about supporter smoke	Resolved with fan
3	Fri Apr 4	Security	Ten	Fan ejected for intoxication	Resolved with fan
4	Wed Apr 16	Ticket Sales	Three	Obstructed seating complaint	Resolved with fan – seats were listed as obstructed moving forward
5	Tues May 6	Fan Services	Two	Fan complaint about gnats	Resolved with fan
6	Mon May 5	Fan Services	One	Complaint about BMO Field prohibited items	Resolved with fan
7	Tues May 20	Fan Services	One	Complaint about intoxicated fans nearby.	Resolved with fan
8	Wed May 21	Fan Services	Two	Fan purchased invalid tickets through third party supplier	Followed-up with fan
9	Mon June 2	Fan Services	Three	Complaint about rowdy fans nearby	Followed-up with fan
10	Thurs May 29	Fan Services	One	Cut hand on railing - medical incident	Railing repaired and resolved with fan