EP2.5
Appendix A

Complaint #	Date Complaint Resolved	# of days for Resolution	General Topic of Complaint	Outcome of Complaint
1	January 16	Two	The number of EV Charging stations in Enercare Underground	Update provided on the plan for increase units and the installation target date. Was offered comp tickets to an upcoming events
2	June 5	Two	Concerns relating to Ride for Heart Amplified broadcasting start time at 5:30 am	Staff investigated and checks were broadcasted at full level and event organizer has been advised that in 2017 levels must be at low setting
3	June 5	Two	Concerns relating to Ride for Heart Amplified broadcasting at 5:30 am	Same as above
4	June 6	Three	Ride for Heart participants riding bikes to Enercare underground to get to their cars and encountered an accident and sought advice on further actions to be taken	Participant was advised that the e-mail would be treated as a formal complaint and that Exhibition Place was unable to provide advice on further actions
5	June 15	Four	Three messages left with Parking services regarding reserved handicap parking for June 23rd Argo game	Patron was contacted on June 15th and a message left that there was handicap parking but no reserved handicap parking and left the coordinator's cell number to call for additional information but no contact was made
6	July 19	One	Complaint about American Anthem being played ahead of Canadian Anthem at Indy	City Protocol Office was consulted and other sporting facilities (ACC, Rogers Centre) to find out that there was no specific rule on timing and etiquette for anthem use. Communicated public concern to Honda Indy organizers
7	September 7	One	Information regarding experience at Enercare and handicap access and better signage displayed	Patron just wanted to speak with someone regarding her experience and made suggestions to add a few more signs in larger print which was actioned
8	September 15	Four	Noise and security concerns about Muzik Club	Residents advised that more security patrol will be put in place during the summer months; residents could call Exhibition Place Security; and advised through Councillor Layton, that residents should also contact City 311 help line
9	September 25	Two	Food Truck selling inappropriate sandwiches during Toronto Fall Home Show	Complainant was advised that this was the first complaint about this vendor and indicated that if there was a further incident to contact vendor directly. Complainant was offered two complementary tickets to

Appendix A

Complaint #	Date Complaint Resolved	# of days for Resolution	General Topic of Complaint	Outcome of Complaint
				an upcoming event
10	November 6	One	It took 45 minutes to exit the Enercare underground during the RAWF	Complainant was contacted and offered to have his parking refunded, which he was grateful for. Renovations also completed in garage to make exiting easier and faster for large volume events
11	November 30	One	Monthly parking rate change in Lot 6 as of January 1, 2017 and the fair notice of the e-mail sent	Complainant was advised that this lot has not seen an increase in 10 years and that the Board approved of this parking increase
12	December 2	One	Patron's credit card was charged $140.00 rather than $14.00	Apologies were extended and when receipt submitted, cheque was mailed to patron
13	December 30	Two	Member of public questioned why the chandelier at Princes' Gates was not with light for the holiday season	Advised that because of its location, it suffered irreparable damage due to wind factors and had to be removed and decommissioned. However, in 2016 LED lights were installed in Enercare Centre towers and throughout the season, the towers displayed seasonal light colours in keeping with those colours on the CN Tower and Toronto City Hall