



AUDIT, FINANCE AND ADMINISTRATION COMMITTEE REPORT 12-010

9:30 a.m.

Monday, December 10, 2012

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillors B. Johnson (Chair), M. Pearson (Vice Chair)
B. Clark, B. Morelli and R. Powers

THE AUDIT, FINANCE & ADMINISTRATION COMMITTEE PRESENTS REPORT 12-010 AND RESPECTFULLY RECOMMENDS:

1. Appointment of Chair and Vice Chair for 2013

- (a) That Councillor M. Pearson be appointed as Chair of the Audit, Finance & Administration Committee for 2013; and,
- (b) That Councillor R. Powers be appointed as Vice Chair of the Audit, Finance & Administration Committee for 2013.

2. Reciprocal Agreements for the Collection of Outstanding *Provincial Offences Act* Fines (FCS12087) (City Wide) (Item 5.1)

That Report FCS12087, respecting the Reciprocal Agreements for the Collection of Outstanding *Provincial Offences Act* Fines, be received.

3. Status of Provincial Offences Administration (POA) Fine Collections and Staffing (FCS12098) (City Wide) (Item 5.2)

- (a) That Report FCS12098, respecting the Status of Provincial Offences Administration (POA) Fine Collections and Staffing, be received.

4. Update – Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Community of Hamilton (FCS11104(c)) (City Wide) (Item 5.3)

That Report FCS11104(c), respecting the Update on the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Community of Hamilton, be received.

5. Monthly Status Report of Tenders and Requests for Proposals for October 13, 2012 to November 9, 2012 (FCS12018(h)) (City Wide) (Item 5.4)

That Report FCS12018(h), respecting the Monthly Status Report of Tenders and Requests for Proposals for October 13, 2012 to November 9, 2012, be received.

6. Tax Appeals under Section 357 and 358 of the *Municipal Act* (2001) (FCS12007(h)) (City Wide) (Item 5.5)

(a) That Appendix “A” attached to Report 12-010, respecting the “Tax Write-Offs processed under Section 357 of the *Municipal Act*, 2001”, in the amount of \$408,310 be approved;

(b) That Appendix “B” attached to Report 12-010, respecting the “Tax Appeals due to a Gross or Manifest Clerical Error, pursuant to Section 358 of the *Municipal Act*, 2001”, in the amount of \$210,979 be approved.

7. Treasurer’s Apportionment of Land Taxes for Properties in Stoney Creek and Glanbrook (FCS12005(g)) (Wards 10 and 11) (Item 5.6)

(a) That the 2012 land taxes in the amount of \$2,804 for 161 Roxborough Ave. (Roll #2518 003 285 18400 0000) be apportioned and split amongst the two newly created parcels as set out in Appendix “C” to Report 12-010;

(b) That the 2011 land taxes in the amount of \$50,922 for 1824 Rymal Rd. E., Glanbrook (Roll #2518 901 130 66600 0000) be apportioned and split amongst the four newly created parcels as set out in Appendix “C” to Report 12-010;

(c) That the 2012 land taxes in the amount of \$10,343 for 0 Pelech Cres., Glanbrook (Roll #2518 901 130 00681 0000) be apportioned and split amongst the twenty-six newly created parcels as set out in Appendix “C” to Report 12-010.

8. 2011 Audited Financial Statements for City of Hamilton Business Improvement Areas (FCS12106) (City Wide) (Item 5.7)

That Report FCS12106, respecting the 2011 Audited Financial Statements for City of Hamilton Business Improvement Areas, be received.

9. 2011 City of Hamilton Municipal Performance Measurement Program (FCS12105) (City Wide) (Item 5.8)

That Report FCS12105, respecting the 2011 City of Hamilton Municipal Performance Measurement Program, be received.

10. Employee Attendance Performance Measures Q3 2012 (HUR12018) (City Wide) (Item 5.9)

That Report HUR12018, respecting Employee Attendance Performance Measures Q3 2012, be received.

11. Employee Occupational Health Program (HUR12019) (City Wide) (Item 5.10)

That Report HUR12019, respecting the Employee Occupational Health Program, be received.

12. 400 Glover Road Water/Wastewater Deferred Payment Arrangement (FCS12109) (Ward 10) (Item 5.11)

That the General Manager of Finance and Corporate Services be authorized to enter into a deferred payment arrangement with a 60 month repayment period pertaining to water and wastewater charges for a total amount of \$193,620.38 re Horizon Account Number 416128-001, 400 Glover Road, Stoney Creek.

13. Status Update Report - 2012 Annual Accessibility Plan (FCS12103) (City Wide) (Item 7.1)

That the Status Update Report - 2012 Annual Accessibility Plan for the City of Hamilton, attached as Appendix "A" to Report FCS12103, be received.

14. 2013-2017 Multi-Year Accessibility Plan – Accessibility for Ontarians with Disabilities Act (FCS12102) (City Wide) (Item 7.2)

That the 2013–2017 Multi-Year Accessibility Plan (the “Multi-Year Accessibility Plan”) for the City of Hamilton attached as Appendix “D” to Report 12-010 be approved.

15. 2012 City of Hamilton External Audit Plan (FCS12107) (City Wide) (Item 7.3 - formerly 8.7)

That the 2012 City of Hamilton Audit Planning Report prepared by KPMG, attached as Appendix “E” to Report 12-010, be approved.

16. Follow Up to Audit Report 2010-08 – Human Resources Recruitment and Selection (HUR12020) (City Wide) (Item 8.1)

That Report HUR12020, respecting the Follow Up to Audit Report 2010-08 – Human Resources Recruitment and Selection, be received.

17. Industrial Development Charges – January 6, 2013, Step Increase (FCS12100) (City Wide) (Item 8.2)

That the January 6, 2013, Industrial Development Charge Increase from \$8.07 per square foot to \$9.21 per square foot be administratively capped at \$8.78 per square foot, until an Ontario Municipal Board order amending the Development Charges By-laws is received.

18. 2012 Tax Budget Restatements (FCS12104) (City Wide) (Item 8.3)

(a) That, in accordance with the “Budget Control Policy”, the 2012 tax budget restatements, transferring budget from one cost category to another or one department/division to another with no impact on the levy, as outlined in Appendix “F” to Report 12-010, be approved;

(b) That, in accordance with the “Budgeted Complement Control Policy”, the 2012 complement transfers, transferring complement from one department/division to another with no impact on the levy, as outlined in Appendix “G” to Report 12-010, be approved.

19. Treasurer's Write-Off of Outstanding Taxes for Hamilton Ballet Youth Ensemble under Section 354 of the *Municipal Act, 2001* (FCS12094) (Ward 2) (Item 8.4)

That the Treasurer, under Section 354(4)(b) of the Municipal Act, (2001), write off taxes as uncollectible on 145 Main Street East, Hamilton, (Tax Roll Number 020.151.00250) in the amount of \$41,098 to the benefit of the Hamilton Ballet Youth Ensemble (HBYE), as conducting a tax sale would not be in the best interest of the municipality.

20. 2013 Budget Requests - Volunteer Advisory Committees (FCS12099) (City Wide) (Item 8.5)

That the Volunteer Advisory Committee 2013 base budget submissions be approved as follows and forwarded to the 2013 budget process (GIC):

- (a) Advisory Committee on Immigrants & Refugees in the amount of \$3,500;
- (b) Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Advisory Committee in the amount of \$3,890;
- (c) Aboriginal Advisory Committee in the amount of \$3,500;
- (d) Hamilton Mundialization Committee in the amount of \$5,890;
- (e) Hamilton Status of Women Committee in the amount of \$3,500;
- (f) Committee Against Racism in the amount of \$3,890.

21. 2013 Advance Payments to External Boards and Agencies (FCS12101) (City Wide) (Item 8.6)

- (a) That, effective January 1, 2013, an advancement of funds be provided to the external Boards and Agencies, in the specified amount and on the specific dates, as shown on the attached Appendix "H" to Report 12-010;
- (b) That any outstanding arrears due to the City of Hamilton, by any external Boards or Agencies (as shown on the attached Appendix "H" to Report 12-010), be first applied against the approved grant funding, including advances, until the debt is satisfied, prior to that Agency or Board receiving the balance of any approved payment.
- (c) That notwithstanding (b) above and the amounts owed to HECFI, Opera Hamilton's advance be paid in full but the organization be advised that future grant payments may be withheld or suspended and that staff be directed to monitor the situation and take appropriate actions.

22. Wireless Hamilton Wi-Fi Project (FCS09028(a)) (City Wide) (Item 8.8)

That the Wireless Hamilton infrastructure implemented in 2007 be dismantled and all public facing Wi-Fi established through this initiative be discontinued at an estimated one-time cost of \$30,000 funded from existing capital project 2050757701.

23. Governance Review Sub-Committee Report 12-005, dated November 26, 2012 (Item 8.9)

(a) Disclosure of Expenses of Council and Senior Staff (CL12010) (City Wide) (Item 4.1)

That Information Report CL12010, respecting Disclosure of Expenses of Council and Senior Staff, be received.

(b) Review of Process for Private and Confidential Reports (CL12006) (City Wide) (Item 4.2)

(i) That the City Clerk be directed to amend the City of Hamilton Agenda Template, as attached in Appendix "I", for all Committee and Council Agendas, to reflect under the Private and Confidential Section, the reasons relied on under the *Ontario Municipal Act* and City's Procedural By-law, for which Committee or Council will consider a particular matter in Closed Session;

(ii) That staff investigate options for securing confidential documents and reports.

(c) Electronic Recording of Closed Session Meetings (CL12005) (City Wide) (Item 4.3)

That Information Report CL12005, respecting the Electronic Recording of Closed Session Meetings, be received.

(d) Quorum at Council and Standing Committees (City Wide) (LS12030) (Outstanding Business List Item) (Item 4.4)

That Information Report LS12030, respecting Quorum at Council and Standing Committees, be received.

(e) Workshop on Pecuniary Interest and Declarations of Interest

That a General Issues Committee educational workshop be held respecting pecuniary interest and declarations of interest for members of Council.

(f) Electronic Recording of Closed Session Meeting, Legal Implications (LS12033) (City Wide) (Item 6.1)

That Report LS12033, respecting Electronic Recording of Closed Session Meeting, Legal Implications, be received and it remain confidential.

FOR THE INFORMATION OF COUNCIL:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

- (i) Added as Item 4.1 – a delegation request, submitted by Gord O’Coin, of the Christian Labour Association of Canada (CLAC), respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule
- (ii) Added as Item 4.2 – a delegation request, submitted by Joe Beattie, of the Hamilton-Brantford, Ontario Building and Construction Trades Council, respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule
- (iii) Added as Item 5.11 – Report FCS12109, respecting 400 Glover Road Water/Wastewater Deferred Payment Arrangement
- (iv) Item 8.7 has been renumbered as Item 7.3, as there is a verbal presentation to go with Report FCS12107.

The agenda for the December 10, 2012 Audit, Finance & Administration Committee meeting was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

(i) November 12, 2012 (Item 3.1)

The Minutes of the November 12, 2012 meeting of the Audit, Finance and Administration Committee were approved, as presented.

(d) DELEGATION REQUESTS (Item 4)

(i) Gord O'Coin, of the Christian Labour Association of Canada (CLAC), respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule (Item 4.1)

The delegation request from Gord O'Coin, of the Christian Labour Association of Canada (CLAC), respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule, was approved to the January 17, 2012 Audit, Finance & Administration Committee meeting.

(ii) Joe Beattie, of the Hamilton-Brantford, Ontario Building and Construction Trades Council, respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule (Item 4.2)

The delegation request submitted by Joe Beattie, of the Hamilton-Brantford, Ontario Building and Construction Trades Council, respecting Item 8.10 – Report (FCS12083/HUR12015), Proposed Fair Wage Policy and Fair Wage Schedule, was approved to the January 17, 2012 Audit, Finance & Administration Committee meeting.

(e) Status of Provincial Offences Administration (POA) Fine Collections and Staffing (FCS12098) (City Wide) (Item 5.2)

Staff was directed to investigate the feasibility of part-time, temporary locations for the Provincial Offences Administration Court House; specifically, the existing Stoney Creek, Dundas and Glanbrook Municipal Service Centres and report back to the Audit, Finance & Administration Committee.

Staff was directed to investigate locations for long-term use by the Provincial Offences Administration Court House, prior to the expiration of the current lease in the Hamilton Court House in 2017, and report back to the Audit, Finance & Administration Committee.

(f) Update – Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Community of Hamilton (FCS11104(c)) (City Wide) (Item 5.3)

Staff was directed to report back to the Audit, Finance & Administration Committee in six (6) months, with an update on the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Community of Hamilton, particularly the Wellness Centre.

(g) Status Update Report - 2012 Annual Accessibility Plan (FCS12103) (City Wide) (Item 7.1)

Jane Lee, Director of Customer Service, Access & Equity, provided a PowerPoint presentation outlining both Reports FCS12103 and FCS12102. The presentation included, but was not limited to, the following:

- **2012 Accessibility Plan Status Update:**
 - Required by the *Ontarians with Disabilities Act (ODA)*.

- **2013-2017 Multi-Year Accessibility Plan:**
 - Required by the *Accessibility for Ontarians with Disabilities Act (AODA)*.
 - Replaces Annual Accessibility Plan.
 - Requires annual status report, but not a new plan each year.
 - New Plan required at least every 5 years.

- **Demographics, based on 2006 Census information in the Hamilton CMA:**
 - 138,245 people in Hamilton with disabilities (20%).
 - Provincial rate was 19%.
 - National rate was 17%.
 - Higher unemployment rate.
 - Lower annual average income.

- **2012 Accessibility Plan Update:**
 - Provides update on initiatives in the 2012 plan.
 - Items incomplete will continue to be monitored and reported on in the future in the Annual Plan status update reports.

- Major focus in the new multi-year plan is on addressing barriers in accordance with the AODA standards and meeting compliance timelines.

The presentation, respecting Report FCS12103, the Status Update Report - 2012 Annual Accessibility Plan, was received.

(h) 2013-2017 Multi-Year Accessibility Plan – Accessibility for Ontarians with Disabilities Act (FCS12102) (City Wide) (Item 7.2)

Jane Lee, Director of Customer Service, Access & Equity, provided a PowerPoint presentation outlining both Reports FCS12103 and FCS12102. The presentation included, but was not limited to, the following:

- New plan is derived from the regulations approved pursuant to the AODA, including the Customer Service Standard, and the Integrated Accessibility Standard, which contains the following:
 - Information and Communications Standard
 - Employment Standard
 - Transportation Standard
 - Not included in the plan is the Built Environment Standard – not yet approved.
- **Statement of Commitment:**
 - The City of Hamilton is committed to ensuring that Council, all levels of Corporate management and staff plan, implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the *Accessibility for Ontarians with Disabilities Act, 2005* according to the legislation's standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; Information and Communications.
 - The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:
 - Respects their dignity and independence;

- Is integrated as fully as practicable into the method of service delivery;
 - Ensures reasonable efforts are made to provide equitable opportunities to accessing goods and services; and,
 - Allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.
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- **Strategic Goals of the Accessibility Plan:**
 - Designed to guide our implementation of the standards.
 - Aligned to the focus areas of the Standards.
 - Strategic Goal One - Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.
 - Strategic Goal Two - Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.
 - Strategic Goal Three - Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.
 - Strategic Goal Four - Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).
 - Strategic Goal Five - City facilities are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing programs, services, resources and opportunities.
 - Strategic Goal Six - Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.
 - Provided feedback about the implementation of the Integrated Accessibility Standard and the Multi-Year Plan.

- Focused on the details of what the barriers are related to the Information and Communications Standard, Employment Standard and Transportation Standard as well as the Built Environment.
- Staff will look to this feedback as they work on implementation of each of the requirements of the standards and the Multi-Year plan.
- Areas of Focus and Effort for 2013:
 - Employment Standards
 - Information and Communications
 - Transportation
 - Training and Awareness and Understanding
- Concern about ability to meet the compliance requirements in all areas.

Committee expressed gratitude to the Advisory Committee for Persons with Disabilities (ACPD) for their advice and contribution towards the completion of the Accessibility Plan.

The presentation, respecting Report FCS12102, 2013-2017 Multi-Year Accessibility Plan – *Accessibility for Ontarians with Disabilities Act*, was received.

(i) Treasurer's Write-Off of Outstanding Taxes for Hamilton Ballet Youth Ensemble under Section 354 of the *Municipal Act*, 2001 (FCS12094) (Ward 2) (Item 8.4)

Councillor B. Clark wished to be recorded as OPPOSED to Item 8.4.

(j) 2012 City of Hamilton External Audit Plan (FCS12107) (City Wide) (Item 7.3 - formerly 8.7)

Barry Frieday and John Pryke, of KPMG, provided a brief verbal overview of the Hamilton Audit Planning Report.

The verbal presentation, provided by Barry Frieday and John Pryke, of KPMG, respecting the 2012 City of Hamilton External Audit Plan, was received.

**(k) Proposed Fair Wage Policy and Fair Wage Schedule (FCS12083/HUR12015)
(City Wide) (Item 8.10)**

Report FCS12083/HUR12015, respecting the Proposed Fair Wage Policy and Fair Wage Schedule, remained tabled to the January 17, 2013 meeting.

(l) GENERAL INFORMATION/OTHER BUSINESS (Item 11)

11.1 Amendments to the Outstanding Business List

The following items were considered complete and removed from the Audit, Finance & Administration Committee's Outstanding Business List:

- (i) Item "M" – Status of Provincial Offences Administration Fine Collections and Staffing
- (ii) Item "N" – Reciprocal Agreements with Provinces and States for the Collection of Outstanding *Provincial Offences Act* Fines
- (iii) Item "Q" – Follow up of Audit Report 2010-08 – Human Resources – Recruitment and Selection

(m) ADJOURNMENT (Item 13)

There being no further business, the Audit, Finance and Administration Committee adjourned at 11:43 a.m.

Respectfully submitted,

Councillor B. Johnson, Chair
Audit, Finance and Administration Committee

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
December 10, 2012

City of Hamilton
Corporate Services Department
Taxation Division
Section "357" Appeals of the Municipal Act, 2001

Appeal No.	Property Address	Roll Number	Explanation	YEAR	Amount
357-12-137	8 Oriole Ave	003110128000000	Gross or Manifest Error in valuation lot is unbuildable	2012	-2,441.83
357-12-054	420 Glover Rd	003110384000000	Demolition of all structures on the property	2012	-12,423.80
357-12-109	370 Green Rd	003140086000000	Tax Class Conversion manufacturing ceased	2012	-9,116.23
357-12-055	246 Gray Rd	003285184000000	Demolition of old house	2012	-1,356.54
357-12-129	110 Aubrey Ave	003850084000000	Demolition of old house new home under construction	2012	-1,021.12
357-12-143	208 Locke St S	010095057000000	Demolition of old commercial structure	2012	-535.23
357-08-092	120 King St W	020122010000000	Exempt 9th floor of 120 King W Capital Facility	2008	-70,695.32
357-10-245	120 King St W	020122010000000	Exempt 9th floor of 120 King W Capital Facility	2010	-180,972.27
357-10-245	120 King St W	020122010000000	Exempt 9th floor of 120 King W Capital Facility	2010	9,731.25
357-12-062	228 Hess St N	020125035200000	Demolition of structures on City property value reduced property already exempt	2012	0.00
357-11-137	224 James St S	020139057300000	Exempt occupied by St Joes	2011	-13,219.81
357-12-182	224 James St S	020139057300000	Exempt occupied by St Joes	2012	-14,053.56
357-11-138	39 Charlton Ave E	020142003700000	Exempt occupied by St Joes	2011	-13,867.98
357-12-147	150 Main St E	020144594500000	Tax Class Conversion the CTN ITN were reversed	2012	-5,946.40
357-12-116	108-112 James St N	020153004600000	Exempt does not meet criteria for exemption	2012	0.00
357-12-063	60 Catharine St N	020154013300000	Exempt City purchase from Metrolinx	2012	-5,698.37
357-11-249	0 Robert St	020182002900000	Exempt leased by HHSC for parking	2011	-400.22
357-12-179	0 Robert St	020182002900000	Exempt leased by HHSC for parking	2012	-409.33
357-11-247	0 Barton St E	020182073750000	Exempt part of the property is leased by HHSC for parking	2011	-10,456.66
357-12-181	0 Barton St E	020182073750000	Exempt part of the property is leased by HHSC for parking	2012	-21,325.52
357-11-248	0 Barton St E	020182073800000	Exempt leased by HHSC for parking	2011	-496.18
357-12-180	0 Barton St E	020182073800000	Exempt leased by HHSC for parking	2012	-1,023.33
357-11-160	429 Barton St E	030215053600000	Exempt - no recommendation has not supplied any corroborating material	2011	0.00
357-11-228	20 Land St	030223078300000	Tax Class Conversion no longer manufacturing a produce	2011	-3,500.95
357-12-144	810 Main St E	030254047700000	Fire building destroyed - demolished	2012	-3,465.31
357-12-145	150 Hillyard St	030272024700000	Tax Class Conversion lease expired	2012	1,031.82
357-12-146	150 Hillyard St	030272024700000	Tax Class Conversion lease expired	2012	116.61
357-12-145	150 Hillyard St	031247001610000	Tax Class Conversion lease expired	2012	-1,031.82
357-12-146	150 Hillyard St	031247003050000	Tax Class Conversion lease expired	2012	-116.61
357-11-232	246 Balmoral Ave N	040284548800000	Tax Class Conversion com space converted to bachelor apartment	2011	-616.55
357-12-009	516 Parkdale Av N	050401005200000	Demolition denied handled through a MOS	2012	0.00
357-12-152	900 Concession St	060623025200000	Fire late last year moved back in this July 2012	2012	-348.39
357-12-152	900 Concession St	060623025200000	Fire late last year moved back in this July 2012	2011	-136.84
357-12-153	872 Concession St	060623027000000	Tax Class Conversion basement converted to residential	2012	-998.19
357-12-077	850 Fennell Ave E	070631008500000	Tax Class Conversion new owners using 100% of property as residence	2012	-312.87

City of Hamilton
Corporate Services Department
Taxation Division
Section "357" Appeals of the Municipal Act, 2001

Appeal No.	Property Address	Roll Number	Explanation	YEAR	Amount
357-12-172	520 Limeridge Rd E	070681001300000	Demolition of all structures on the property	2012	-3,263.32
357-12-174	508 Limeridge Rd E	070681001900000	Demolition of all structures on the property	2012	-103.44
357-12-121	741 Rymal Rd E	070741082100000	Demolition of structures on the property	2012	-861.63
357-11-252	661-679 Upper James St	080891007000000	Demolition of lotto Kiosk	2011	-1,844.32
357-12-078	110 McElroy Rd E	080893048800000	Demolition of pool	2012	-86.45
357-12-155	37 Malton Dr	081101046100000	Gross or Manifest Error incorrect date used to value the property	2012	-228.04
357-12-081	1185 Highway # 2	140220327000000	Gross or Manifest Error-buildings vandalized change valuation from income to cost	2012	-2,282.69
357-11-195	0 Wilson St W	140220331000000	Exempt Airport property	2011	-168.18
357-12-131	39 Joanne Ct	140240016000000	Demolition of original structure new home completed	2012	-2,410.86
357-12-158	38 Joanne Ct	140240123000000	Demolition of original house new owners have moved into new house	2012	-2,263.46
357-12-132	851 Alexander Rd	140260174000000	Demolition 3/4 of structures on the property	2012	-2,397.83
357-12-082	232 Stonehenge Unit 33	140280546370000	Fire - house and garage damaged by the fire	2012	-1,502.80
357-12-103	232 Stonehenge Unit 34	140280546380000	Fire house and garage demolished by the fire	2012	-1,780.94
357-12-113	125 Meadowbrook Dr	140320098990000	Gross or Manifest Error this was a grow op house	2012	-1,473.15
357-12-104	143 Wilson St W	140320520000000	Demolition of house and garage	2012	-4,699.94
357-12-105	153 Wilson St W	140320522000000	Demolition of house, garage and shed	2012	-2,690.72
357-12-083	202 Rosemary Lane	140350170000000	Demolition of house	2012	-2,997.29
357-12-159	121 Rosemary Lane	140350234000000	Demolition of original house new owners have moved into new house	2012	-903.49
357-12-114	35 Sunrise Cres	260020136000000	Demolition of in ground pool	2012	-126.99
357-12-084	2086 Gore Rd	301910402000000	Demolition of mobile home and in ground pool	2012	-257.56
357-12-107	293 Highway 8	302110030000000	Demolition of garage	2012	-24.14
357-12-085	22 Rosebough St	302110664000000	Demolition of in ground pool	2012	-73.88
357-12-015	1464 Highway 6	303820076000000	Demolition of old restaurant	2012	-4,617.66
357-12-149	38-42 Ottawa St N	0403110100000000	Exempt part of Hamilton Regional Indian Centre	2012	-3,928.37
357-12-167	2623 Upper James St	902320008000000	Demolition of house and garage	2012	-545.34
357-12-169	0 Highway 6	902320018000000	Tax Class Conversion OMAFRA granted farm status as at date of purchase	2012	-1,656.36
357-12-168	0 Highway 6	902320036000000	Tax Class Conversion OMAFRA granted farm status as at date of purchase	2012	-13.48
				Total	-408,309.88

City of Hamilton
 Corporate Services Department
 Taxation Division
 Section "358" Appeals of the Municipal Act, 2001
 Realty Tax Applications for overcharges

B- overcharge (Assessment Roll)

B1 -overcharged-application denied

E - Exempt

Appeal No.	Property Address	Roll Number	Reason	Explanation	Year	Amount
358-12-023	36 Leckie Ave	003850192000000	B1	Cancelled handled through an apportionment	2011	0.00
358-10-119	120 King St W	020122010000000	E	The city leases the 9th floor - therefore a capital facility	2009	-99,697.85
358-12-062	120 King St W	020122010000000	E		2011	-85,498.09
358-11-086	39 Charlton Ave E	020142003700000	E	Now part of St Joseph Hospital	2010	-13,628.20
358-12-050	108 James St N	020153004600000	B1	Does not meet criteria under the Assessment Act to have exemption	2011	0.00
358-12-051	108 James St N	020153004600000	B1		2010	0.00
358-12-043	673 King St E	030232564500000	B	The commercial and residential portions were incorrectly allocated	2011	-1,091.31
358-12-044	673 King St E	030232564500000	B		2010	-1,045.09
358-12-059	38-42 Ottawa St N	040311010000000	E	Property used in conjunction with Hamilton Regional Indian Centre therefore meets the criteria for exemption	2011	-4,013.75
358-12-060	38-42 Ottawa St N	040311010000000	E		2010	-2,535.75
358-12-037	15 Forestage Dr	081072015440000	B	Damage due to flooding missed on the roll	2011	-39.98
358-12-054	39 Joanne Ct	140240016000000	B	Original house demolished but still on the tax roll	2011	-1,059.74
358-12-055	851 Alexander	140260174000000	B	3/4 of original house demolished for new addition but still on	2011	-2,369.19
358-12-014	125 Wilson St W	140320006060000	B1	Cancelled handled through Sec 33 Minutes	2011	0.00
					Total	-210,978.95

APPORTIONMENT OF TAXES

That the original land taxes recorded against;

- (a) **Roll #2518 003 285 18400 0000** – (161 Roxborough Ave., Stoney Creek) in the amount of \$2,803.51 be split amongst the two newly created lots listed below:

YEAR	ADDRESS	ROLL NUMBER	APPORTIONED ASSESSMENT	TAX AMOUNT
2012	161 Roxborough Ave.	2518 003 285 18300 0000	73,477	\$ 949.27
2012	157 Roxborough Ave.	2518 003 285 18400 0000	143,523	1,854.24
		Total	217,000	\$ 2,803.51

- (b) **Roll #2518 901 130 66600 0000** – (1824 Rymal Rd. E., Glanbrook) in the amount of \$50,921.60 be split amongst the four newly created lots listed below:

YEAR	ADDRESS	ROLL NUMBER	APPORTIONED ASSESSMENT	TAX AMOUNT
2012	1824 Rymal Rd. E.	2518 901 130 66650 0000	3,245,798	\$ 40,913.23
2012	1816 Rymal Rd. E.	2518 901 130 66700 0000	276,000	3,478.98
2012	374 Pinehill Dr.	2518 901 130 66725 0000	283,000	3,567.21
2012	0 Pinehill Dr.	2518 901 130 66750 0000	235,000	2,962.17
		Total	4,039,798	\$ 50,921.59

- (c) **Roll #2518 901 130 00681 0000** – (0 Pelech Cres., Glanbrook) in the amount of \$10,343.45 be split amongst the twenty-six newly created lots listed below:

YEAR	ADDRESS	ROLL NUMBER	APPORTIONED ASSESSMENT	TAX AMOUNT
2012	74 Aster Ave.	2518 901 130 00802 0000	33,055	\$ 399.42
2012	72 Aster Ave.	2518 901 130 00803 0000	32,205	389.15
2012	70 Aster Ave.	2518 901 130 00804 0000	32,205	389.15
2012	68 Aster Ave.	2518 901 130 00805 0000	32,205	389.15
2012	66 Aster Ave.	2518 901 130 00806 0000	32,205	389.15
2012	64 Aster Ave.	2518 901 130 00807 0000	33,900	409.63
2012	60 Aster Ave.	2518 901 130 00808 0000	34,465	416.46
2012	58 Aster Ave.	2518 901 130 00809 0000	32,770	395.98
2012	56 Aster Ave.	2518 901 130 00810 0000	32,770	395.98

Appendix "C" to Item 7 of AF&A Report 12-010

YEAR	ADDRESS	ROLL NUMBER	APPORTIONED ASSESSMENT	TAX AMOUNT
2012	54 Aster Ave.	2518 901 130 00811 0000	32,770	395.98
2012	52 Aster Ave.	2518 901 130 00812 0000	35,030	423.28
2012	4 Carnation St.	2518 901 130 00813 0000	35,030	423.28
2012	6 Carnation St.	2518 901 130 00814 0000	32,488	392.57
2012	8 Carnation St.	2518 901 130 00815 0000	32,488	392.57
2012	10 Carnation St.	2518 901 130 00816 0000	32,488	392.57
2012	12 Carnation St.	2518 901 130 00817 0000	32,488	392.57
2012	14 Carnation St.	2518 901 130 00818 0000	35,048	423.49
2012	30 Cornflower Cres.	2518 901 130 00819 0000	32,770	395.98
2012	32 Cornflower Cres	2518 901 130 00820 0000	31,923	385.74
2012	34 Cornflower Cres	2518 901 130 00821 0000	31,923	385.74
2012	36 Cornflower Cres	2518 901 130 00822 0000	31,923	385.74
2012	38 Cornflower Cres	2518 901 130 00823 0000	31,923	385.74
2012	40 Cornflower Cres	2518 901 130 00824 0000	32,770	395.98
2012	9 Carnation St.	2518 901 130 00825 0000	33,335	402.79
2012	7 Carnation St.	2518 901 130 00826 0000	32,488	392.57
2012	5 Carnation St.	2518 901 130 00827 0000	33,335	402.79
		Total	856,000	\$ 10,343.45

CITY OF HAMILTON MULTI-YEAR ACCESSIBILITY PLAN
STRATEGIC DIRECTION 2013 – 2017

TABLE OF CONTENTS

1.	INTRODUCTION.....	2
2.	Demographic Profile of Persons with Disabilities in Ontario and Hamilton.....	4
3.	City Of Hamilton Policy Statement of Commitment to Accessibility and Persons with Disabilities.....	6
4.	Vision, Mission, Values, Strategic Themes and Focus Areas of the City of Hamilton.....	7
5.	Identification of Participants.....	9
5.1	Advisory Committee for Persons with Disabilities.....	9
5.2	Staff Access and Equity Committee.....	10
5.3.	Equity and Diversity Strategic Implementation Team.....	12
6.	Multi-Year Plan Overview.....	13
7.	Multi-Year Plan Strategic Goals 2013-2017.....	16
7.1	Strategic Goal One	16
7.2	Strategic Goal Two	22
7.3	Strategic Goal Three.....	28
7.4	Strategic Goal Four.....	33
7.5	Strategic Goal Five.....	57
7.6	Strategic Goal Six.....	65
8.	Appendices.....	72
8.1.	Appendix I: Municipal Highlights / Overview.....	72
8.2.	Appendix II: Key Definitions.....	73

1. Introduction

The Ontarians with Disabilities Act, 2001, (also referred to as the ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001 to “improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002, and apply to all Ontario municipalities. The Ontarians with Disabilities Act, 2001 continues to be in force until repealed in whole or part.

In addition to the ODA, the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005 and received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “...development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation, and buildings for persons with disabilities. Persons with disabilities made up at least 50% of the membership of the standards development committees.

Ontario’s first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, and the Integrated Accessibility Standards (Information and Communication, Transportation & Employment) was enacted in June 3, 2011. These standard sets out requirements that organizations, businesses and municipalities are legally required to comply with. The Accessibility Standard for the Built Environment, which only apply to new construction and extensive renovation is currently being developed, and will help remove barriers in buildings and outdoor spaces for people with disabilities. In order to implement the AODA integrated accessibility standards, sub-committees of Advisory Committee for Persons with Disabilities (ACPD), Built Environment Standards (BESC), Employment Standards and the Transportation Standards (TSC) have initiated their work to monitor the implementation of the AODA standards and provide advice to staff.

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan, implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities, in accordance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005 and standards for Customer Service, Transportation, Employment, the Built Environment, Information and Communications. The AODA provides for enforcement of the Customer Service Standard and Integrated Accessibility Standards through inspections, compliance orders and administrative penalties. The City of Hamilton provided its first compliance report prior to March 31, 2010 and was compliant in all areas. Moving forward, the City of Hamilton will continue to proactively implement its obligations under the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service and Integrated Accessibility Standards, while pending approval of the Built-Environment Standard.

2. Demographic Profile of Persons with Disabilities in Ontario and Hamilton

As we move forward in addressing the barriers of persons with disabilities in Hamilton, it is important to have an understanding of the numbers of persons with disabilities in Hamilton and how they participate or do not participate in the life of the community and, where information is not available for Hamilton specifically, to look at information available for Ontario. This information will help us in the planning processes for programs, services and opportunity to be more inclusive and reflective of the community we serve.

According to Census 2006 - Sex and Age Report¹ released on July 17, 2007 by Statistics Canada; Hamilton's 65 years and over population has reached 104,435 people and represents 15% of the total population of this municipality while the population 14 years of age and under has reached 123,990 and represents 18% of the total population. In comparing these results with Census 2001, the population 14 years of age and under has experienced a negative population change (-2.7%) whereas the population 65 years of age and over, has the highest population change (10.5%) and the adult population (15-64) a moderate one (5.5%). The age group (40-64) close to retirement represents 35% of the total population. In just a few years, Hamilton will have a significant percentage of the population at retirement age. This situation could increase the demands in some sectors, including health care, affordable housing, decent pensions and labour shortages. In addition, Hamilton's fertility rate (1.2%) is lower than the national rate (1.59%)². As Hamilton's older generation continues to grow increasingly large it is becoming a pressing need to attract new immigrants to the city in order to maintain the population levels.

In 2006, there were 138,245³ persons with disabilities in Hamilton. This number represented 20% of the total population in that period (692,910 Hamiltonians⁴). The prevalence of disability rate in Hamilton is

¹ Statistics Canada. 2007. *2006 Census – Sex and Age*. Statistics Canada Catalogue no. 97-551-XWE 2006002. Ottawa. July 17. <http://www12.statcan.ca/english/census06/data/highlights/agesex/Index.cfm> (accessed July 20, 2007)

² Statistics Canada, Births and Total Fertility Rates by Province and Territory. <http://www.statcan.gc.ca/tables-tableaux/sum-som/I01/cst01/hlth85b-eng.htm>.

³ Hamilton is represented by Census Metropolitan Area (CMA) which includes Burlington and Grimsby; Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁴ Hamilton's population is represented by CMA.

higher than the provincial (19%) and the national rate (17.6%).⁵ This high rate of persons with disabilities could be attributed to the high poverty rate (18.1%) in Hamilton in which there is a correlation between the level of functioning and income.⁶ More specifically, persons with disabilities, 15 years and over, earned an annual average of \$9,960 less than persons without disabilities.⁷

With regard to the labour force, it was noted that the unemployment rate for people with activity limitations was 8.2 % in 2006 compared to Hamilton’s overall unemployment rate of 6.5%. Similarly, the national rate closely mirrored that of Ontario; in 2006 persons with disabilities had an unemployment rate of 8% compared to Ontario’s overall unemployment rate of 6.4%.⁸ There is a connection between unemployment and type of disability. In Canada, of all the types of activity limitations in 2006, persons with hearing limitations had the highest employment rate at 57.8% whereas persons with developmental limitations had the lowest employment rate at 27.8%.⁹ On a national level, in 2006, the employment rate for persons with disabilities was 1,250,720 compared to that of 14,069,780 for persons without disabilities. In terms of employment distribution between the sexes, there is an almost equal employment rate between female and male individuals with disabilities, 50.7% and 49.3% respectively. Conversely, for persons without disabilities, females have a slightly lower employment rate at 47.1% compared to that of 52.9% for males.¹⁰

⁵ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁶ Statistics Canada, PALS 2006.

⁷ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁸ Statistics Canada, PALS 2006.

⁹ “Employment Rates by Disability Type, Canada, 2001 and 2006,” Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/c-g/5201150-eng.htm>

¹⁰ “Total Employment for People with and without Disabilities, by Sex and Age Group, Canada, 2001 and 2006,” Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/t/5201157-eng.htm>

3. City of Hamilton Policy Statement of Commitment to Accessibility and Persons with Disabilities

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; Information and Communications.

The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures reasonable efforts are made to provide equitable opportunities to accessing goods and services;
- allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.

4. City of Hamilton Vision, Mission, Values and Strategic Priorities

Vision:

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Mission:

We provide quality public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

Values:

Accountability
Cost Consciousness
Equity
Excellence
Honesty
Innovation
Leadership
Respect
Teamwork

Strategic Priorities:

Strategic Priority #1

A Prosperous & Healthy Community

We enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Priority #2

Valued & Sustainable Services

We deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Priority #3

Leadership & Governance

We work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

5. Identification of Participants

The participants identified below are instrumental in the completion of the Multi-year Accessibility Plan, and the City of Hamilton staff, management and Council offers its thanks and heartfelt gratitude for the committee’s dedication and commitment to helping make improvements by providing advice regarding the removal of barriers and ensuring that new barriers are not put in place and hence improve the quality of life for persons with disabilities.

The groups that were instrumental in the collection of information and the preparation of the multi-year accessibility plan are the Advisory Committee for Persons with Disabilities, the Staff Access and Equity Support Committee and the Equity and Diversity Strategic Implementation Team.

5.1. Advisory Committee for Persons with Disabilities

The City of Hamilton’s advisory committee, the Advisory Committee for Persons with Disabilities provides significant input and monitors the implementation of the Multi-year Accessibility Plan.

In addition to the responsibilities noted above, the advisory committee has additional specific roles noted in the ODA, as follows:

- to advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- to review site plan & drawings under section 41 of the Planning Act, as selected by the Committee

The Advisory Committee for Persons with Disabilities, and its sub-committees, has been invaluable in providing advice to the Council and staff of the City of Hamilton, in identifying barriers experienced by persons with disabilities, in establishing priorities for ongoing review and developing new initiatives and in providing oversight and input to the staff preparing the Multi-year Accessibility Plan.

Advisory Committee for Persons with Disability (Term 2010-2014)

Current Members: Aznive Mallett, Chair

Tim Nolan, Vice Chair
Paula Kilburn
Tim Murphy
Robert Thompson
Roger-Wayne Cameron
Kim Nolan
Mary Smithson
Terry Wallis
Raihanna Hirji-Khalfan
Brian Lane
Denise Maraj
Debbie Sanche
Patti Cameron
Robert Semkow

5.2. Staff Access and Equity Committee

The Staff Access and Equity Committee is made up of at least one staff member representing each department. Some of the responsibilities of this committee include gathering information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified in the audit and through consultations will be addressed and assisting with the preparation of the Multi-year Accessibility Plan.

Current Members:

- Maxine Carter, Access and Equity Coordinator, Customer Service Access and Equity, Corporate Services
- Jane Lee, Director, Customer Service Access and Equity, Corporate Services
- May-Marie Duwai-Sowa, Access and Equity Specialist, Access and Equity Office
- Jaffar Hayat, Access and Equity Policy Advisor, Access and Equity Office
- Carolyn Bish, Administrative Assistant, Customer Service Access and Equity, Corporate Services

- Annie Strojin, Human Rights Specialist, Human Resources, City Manager’s Office
- Sheila DuVerney, Community Services
- John Verbeek, Fire Prevention Officer- Public Information, EMS, Fire
- Teresa Bendo, Director, Planning & Continuous Improvement Public Health Services,
- Joanne Kohut, Manager, Planning & Continuous Improvement, Public Health Services,
- Erika Liao, Accommodations Planning & Design Technician, Facility Services, Public Works
- Owen Quinn, Coordinator of Accessible Transit, Transit, Public Works
- Doug Waugh, Manager, Operations and Logistical Support, EMS
- Meghan Stewart, Landscape Architect, Environment and Sustainable Infrastructure, Public Works
- Andrea McDonald, Senior Planner, Community Planning and Design, Planning and Economic Development

Key Contacts:

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities
Corporate Services – Customer Service, Access & Equity Division
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5

Maxine Carter
Access & Equity Coordinator, Customer Service, Access and Equity
City of Hamilton
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5
TEL: 905-546-2424 ext. 6419
FAX: 905-546-2652
EMAIL: maxine.carter@hamilton.ca

Jane Lee

Director, Customer Service, Access and Equity
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5
TEL: 905-546-2424 ext. 2654
FAX: 905-546-2652
EMAIL: jane.lee@hamilton.ca

5.3 Equity and Diversity Strategic Implementation Team

The Equity and Diversity Strategic Implementation Team consists of at least one Director from each department, the Access & Equity Coordinator and the Director of Customer Services, Access & Equity. The committee provides strategic input to the implementation of corporate-wide initiatives with respect to equity, access, inclusion and diversity, ensuring that the principles are included in the City of Hamilton’s future decisions, policies, programs and other activities.

Current Members:

- Mary Agro, Manager, Organizational Development, Human Resources, City Manager’s Office
- Denise Crawford, Human Rights Specialist, Human Resources, City Manager’s Office
- Carolyn Bish, Administrative Assistant to Director of Customer Service, Access & Equity, Corporate Services
- Maxine Carter, Access & Equity Coordinator, Corporate Services
- Jane Lee, Director of Customer Service, Access & Equity, Corporate Services
- Rob Rossini, General Manager, Finance & Corporate Services
- Colin McMullan, Manager, Community Services
- Joe Xamin, Manager, Operational Strategies, Planning & Economic Development
- Angela Storey, Manager, Business and Support Services, Public Works
- Susan Jacob, Manager, Design, Public Works

6. MULTI-YEAR PLAN OVERVIEW

Establishing, implementing and maintaining a multi-year accessibility plan is a key requirement under the AODA Integrated Accessibility Standards. Progress and updates on accessibility initiatives and activities will be reported and reflected in the multi-year accessibility plan. The multi-year plan will be updated at least once every five years and shall be made available to members of the public in an accessible format, upon request.

The multi-year plan contains the following sections:

- Strategic Goals
- Compliance Activities
- Resources, Cost and Budget Amount
- Compliance Timelines
- Status Updates

Strategic Goals

There are six strategic goals outlined in the multi-year plan, demonstrating the City’s commitment to fulfilling the requirements of the AODA, 2005, Customer Service Standard and Integrated Accessibility Standards. Each strategic goal addresses a key aspect of how we plan to design, deliver and implement policies, programs, services, resources and opportunities to persons with disabilities in an equitable manner that respects their dignity and independence, as well as takes into account the person’s disability.

The strategic goals are as follows:

Strategic Goal One: Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City’s services, programs, resources and opportunities.

Strategic Goal Two: Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

Strategic Goal Three: Information and communication and supports including the City’s website and self-service kiosks are fully accessible and available in accessible formats.

Strategic Goal Four: Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).

Strategic Goal Five: City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

Strategic Goal Six: Through training and experimental learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

Compliance Activities

This section outlines compliance activities detailing the initiatives, consultations and actions staff will undertake to ensure each strategic goal is achieved. The compliance activities are outlined with sections numbered to correspond with the Regulation requirements.

Resources, Costing and Budget Amount

This section outlines the departmental resources, anticipated cost and budget amount allocated towards achieving each goal.

Compliance Timelines

This section states the anticipated implementation timeframe for each initiative or activity. Compliance timelines have been established to foster accountability, efficiency and ensure that the strategic goals are achieved within a considerable timeframe.

Status Update

A status update is also provided for each initiative or activity, outlining what has been achieved and any plans for future initiatives.

7. MULTI-YEAR PLAN STRATEGIC GOALS 2013-2017

7.1. STRATEGIC GOAL ONE

Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 3):

- Establish and communicate accessibility policies, practices and procedures

Compliance Activities:

- 3.1. Establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures governing the provision of goods and services to persons with disabilities have been established.

- 3.2. Use reasonable efforts to ensure that all its goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.2.2. Where applicable shall integrate the provision of goods and services for persons with disabilities and others, unless an alternate measure is necessary.

3.2.3. Ensure that services are provided in an equitable manner so that one method of service does not create an advantage or disadvantage over another method of service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures have been developed to ensure that staff, management, third party contractors and volunteers use reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.3. Ensure that where applicable, all policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from its goods and services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. The City has developed an Assistive Devices Policy which deals with the use of assistive devices by person with disabilities to obtain, use or benefit from goods and services.

- 3.4. Utilize alternative methods of communication, when communicating with a person with a disability, taking into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Currently utilize alternative methods of communication including in-person, telephone, fax, in-home, text and email, with the aid of various audio, visual and other technology-based assistive devices to communicate with persons with disabilities.

- 3.5. Prepare one or more documents describing its policies, practices and procedures and upon request, shall give a copy of the document to any person.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document describing policies, practices and procedures developed and is available to the public upon request.

Integrated Accessibility Standards Regulation Requirement (section 3, 4, 41)

- Establish, implement, maintain multi-year Accessibility Plan

Compliance Activities:

- 3.1. Develop, implement and maintain policies to achieve accessibility.
- 3.2. Develop statement of commitment to meet the accessibility needs of persons with disabilities.
- 3.3. Prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Statement of commitment, policies, practices and procedures to meet the needs of persons with disabilities to be drafted and reviewed by staff and management.

- 4.1. Establish, implement, maintain multi-year Accessibility Plan
- 4.2. Post the accessibility plan on the website
- 4.3. Provide the plan in an accessible format upon request
- 4.4. Review and update the accessibility plan at least once every five years.
- 4.5. Consult with Advisory Committee for Persons with disabilities.
- 4.6. Provide annual status report on the progress of accessibility plan initiatives.
- 4.7. Post the status report on the website, and provide the report in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Multi-year accessibility plan being drafted and will be submitted to departments for review.

41.1. Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

42.1. Specialized transportation service providers shall, in their accessibility plans,

- identify the process for estimating the demand for specialized transportation services; and
- develop steps to reduce wait times for specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

43.1. Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe procedures for dealing with accessibility equipment failures on their respective types of vehicles.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

7.2 STRATEGIC GOAL TWO

Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements (sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):

- Accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process

Resources:

Costing (if known): \$120,000 for Employment Systems review to identify barriers in employment processes for people with disabilities and proposes solutions to address the barriers

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Review expected to commence in First Quarter, 2013

Compliance Activities:

22. Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

23. If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

24. When making an offer of employment, notify successful applicant of the policies for accommodating employees with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

25. Inform employees and new employees of policies to support employees with disabilities, including job accommodations.

25.1. Provide updated information on change in the existing policies or when there is a change in employee's accessibility needs due to disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

26. Consult with the employee for the provision of accessible formats and communication supports for,
➤ information needed to perform the employee's job; and
➤ Information that is generally available to employees in the workplace.

26.2. Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

27.1. Provide individualized workplace emergency response information to employees with disability.

27.2. Provide the emergency response information to the designated person to provide assistance to the employee with employee's consent.

27.3. Review the individualized workplace emergency response information,
➤ when the employee moves to a different location

- accommodations needs or plans are reviewed; and
- when the employer reviews its general emergency response policies

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Individualized Workplace emergency response information, policies and procedures have been finalized and shared with Advisory Committee for Persons with Disabilities, Integrated Accessibility Standard sub-committee and staff. Implementation is underway. Access and Equity staff is working on the process to evaluate the implementation.

28.1. Develop a process for the development of documented individual accommodation plans for employees with disabilities.

The process must entail:

- Employee’s participation
- Means by which the employee is assessed on individual basis
- Employer can request an evaluation by outside expert at employer’s expense
- Participation of a representative from employee’s bargaining agent, where the employee is represented by a bargaining agent
- Steps taken to protect the privacy of the employee’s personal information
- The frequency of review/update and the manner of the individual accommodation plan
- Reasons for the denial of individual accommodation will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability

28.2. The individual accommodation plans shall include:

- any information regarding accessible formats and communication supports

- Individualized workplace emergency response information
- Identify any other accommodation that is to be provided

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 29.1.** Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and document the process.

The return to work process shall outline:

- The steps taken to facilitate the return to work of employees who were absent because of their disability
- Documented individual accommodation plans

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 30.** When using a performance management process, take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Resources:

Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014
Status:

31. When providing career development and advancement to employees, take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

32. When redeploying employees, take into account the accessibility needs of employees with disabilities, as well as their individual accommodation plans.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

7.3 STRATEGIC GOAL THREE

Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

WHAT WILL BE DONE?

Customer Service Standards Regulation Requirements (sections 8, 9):

- Provide accessibility information, service disruption notices on City website, eNet and City premises

Compliance Activities:

- 8.1.** Establish procedure to notify persons to whom goods or services are provided about the availability of all documents by posting the notification of City's website, e-net and other conspicuous locations
- 8.2.** Post all notices and information relating to the Regulation on the City's website, eNet and other conspicuous locations on its premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Procedure established and all notices and information relating to the Regulation available on City's website, eNet, conspicuous locations on City premises and available to the public upon request.

9.1. If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Documents containing Regulation information, policies, practices and procedures are available to the public upon request.

Integrated Accessibility Standards Regulation Requirements (sections 6, 11, 12, 13, 14):

- Incorporate accessibility features when designing, procuring and acquiring self-service kiosks
- Provide documents, emergency procedures, plans or public safety information in accessible formats and communication supports
- Provide accessible formats and communication supports
- Develop accessible websites and web content

Compliance Activities:

6.1. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Access and Equity Coordinator is having consultations with procurement staff to finalize the criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

- 11.1. Provide accessible formats and communications supports for receiving and responding to the feedback.
- 11.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Compliant. Process in place since January 2010. A corporate communication plan is being developed. All City advertisements provide information on the accessibility accommodations in meetings and services.

- 12.1. Provide accessible formats and communication supports:
 - By taking into account the person's accessibility needs and in a timely manner.
 - At a cost that is no more than the regular cost charged to other persons.
 - Consult with the person making the request in determining the suitability of an accessible format.
- 12.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2015

Status:

- 13.1. Provide the emergency procedures, plans or public safety information:
 - In an accessible format or with appropriate communication supports.
- 13.2. Make emergency procedures, plans or public safety information available to the public.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant. Policy and procedures have been finalized and shared with Advisory Committee for Persons with Disabilities, Integrated Accessibility Standards Sub-Committee and staff. Access and Equity Office is working on the process to evaluate the implementation.

- 14.1. All new internet websites and web content conforming with WCAG 2.0 Level A.
- 14.2. All internet websites and web content must conform with WCAG 2.0 Level AA.
 - Success criteria 1.2.4 Captions (live)
 - Success criteria 1.2.5 Audio Description (Pre-recorded)
 - Web content published on a website after January 1, 2012.

Resources:

Costing (if known): Re-development of the City's website is estimated at \$2.4 million, and will include AODA compliance. Only part of the budget estimate relates to AODA compliance. Phase one of the project includes development of a business case which will estimate AODA related costs.
Budget amount / year (2012-2015): Part of \$2.4 million web redevelopment project/ 2012-2014
Compliance Timeline: Multiple

Status:

7.4 STRATEGIC GOAL FOUR

Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements: (sections 34, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80)

- Ensure barrier free access to services, programs and vehicles
- Ensure fare parity for persons with disabilities and no charge of fare to support persons
- Ensure accessible signage, surfaces, lighting and announcements on vehicles
- Develop guidelines for licensing accessible taxicabs

Compliance Activities:

34.1. Provide current information on accessibility equipment and features of vehicles, routes and services in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 35.1.** If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2011

Status: Compliant

- 37.1.** Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
- Make those policies available to the public in an accessible format, upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 38.1.** No charge of fare to a support person who is accompanying a person with a disability, where person with a disability has a need for a support person.
- 38.2.** It is the responsibility of a person with a disability to demonstrate to a service provider their need for a support person to accompany them.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Estimated at \$115,000 – implemented in 2010

Compliance Timeline: January 1, 2014

Status: Compliant

44.1. Conventional transportation service providers shall:

- deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities
- allow a person with a disability to travel with a medical aid.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

45.1. An alternative accessible method of transportation for persons with disabilities who can not use the service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Not applicable- does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

- 46.1. No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.
- 46.2. Conventional transportation service providers that do not provide specialized transportation services, shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: Multiple

Status: Compliant

- 47.1. Ensure that persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.
- 47.2. In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.

- 47.3.** Ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 48.1.** Charge no fee for the storage of a mobility aid or a mobility assistive device on conventional transportation service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant

- 49.1.** Clearly mark courtesy seating for persons with disabilities
- 49.2.** The courtesy seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.
- 49.3.** The courtesy seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.

49.4. A communications strategy shall be designed to inform the public about the purpose of courtesy seating.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

50.1. Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) shall,

- (a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible;
- (b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: July 1, 2013

Status: To be compliant by July 1, 2013

51.1. Ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.

- 51.2.** Ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that that these announcements satisfy the regulation requirements.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status:

- 52.1.** Ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated.
- 52.2.** Every conventional transportation service provider shall ensure that all destination points or available route stops,
- (a) are announced through electronic means; and
 - (b) are legibly and visually displayed through electronic means.
- 52.3.** Visual displays of destination points or stop information shall satisfy the regulation requirements

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant

53.1. Ensure that all conventional transportation vehicles to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail), that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

54.1. Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail):

(a) have floors that produce a minimal glare and are slip resistant;

(b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.

54.4. Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 55.1.** Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) shall:
- (a) have two or more allocated mobility aid spaces, with each space being a minimum of,
 - (i) 1,220mm by 685mm for vehicles designed to have a seating capacity of 24 passengers or less
 - (ii) 1,220mm by 760mm for vehicles designed to have a seating capacity of more than 24 passengers
 - (b) are equipped, as appropriate, with securement devices.
- 55.2.** Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.
- 55.5.** where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 55.6.** Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 56.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) are equipped with accessible

stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

- 56.2.** Accessible stop-requests and emergency response controls must meet the following standards:
1. They must provide auditory and visual indications that the request has been made.
 2. They must be mounted no higher than 1,220mm and no lower than 380mm above the floor.
 3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
 4. They must be high colour-contrasted with the equipment to which the control is mounted.
 5. They must provide tactile information on emergency response controls.
- 56.3.** With respect to stop-requests, this section applies to the following:
1. Transit buses.
 2. Motor coaches.
 3. Street cars.
- 56.4.** With respect to emergency response controls, this section applies to the following:
1. Subways.
 2. Light rail.
 3. Commuter rail.
 4. Inter-city rail.
- 56.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 57.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.
- 57.2.** The light above or beside each passenger access door must,
- (a) when the door is open, illuminate the ground surface for a distance of at least 0.9m perpendicular to the bottom step tread or lift outer edge
 - (b) be shielded to protect the eyes of entering and exiting passengers.
- 57.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 57.6.** Subsection (5) does not apply if the installation of the lights would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 58.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor

coaches, streetcars, subways, light rail, commuter rail, inter-city rail) display the route or direction of the transportation vehicle or its destination or next major stop.

- 58.2.** For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,
- (a) be visible at the boarding point
 - (b) be consistently located
 - (c) have a glare-free surface
 - (d) be positioned to avoid shadow areas and glare.
- 58.3.** Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,
- (a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information
 - (b) has text that:
 - (i) is high colour-contrasted with its background, in order to assist with visual recognition,
 - (ii) has the appearance of solid characters.
- 58.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles, to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 59.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lifting devices, ramps or portable bridge plates and that each of them has,
- (a) a colour strip that runs its full width marking the bottom edge and that is high colour contrasted with its background to assist with visual recognition;
 - (b) a slip resistant platform surface
 - (c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.
- 59.3.** This section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act.
- 59.4.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 60.1.** Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:
- The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.
 - The steps have surfaces that are slip resistant and that produce minimal glare.
 - The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 61.1.** Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.
- 61.2.** The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion.
- 61.3.** If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Compliant

- 62.1. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that at least one rail car per train is accessible to persons with disabilities who use mobility aids.
- 62.2. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that where washrooms are provided on the rail cars there is at least one mobility aid accessible washroom on the mobility aid accessible rail car.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Not applicable

- 63.1. Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,
 - (a) unconditional eligibility
 - (b) temporary eligibility
 - (c) conditional eligibility
- 63.2. For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.

63.3. A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$5.7 million (once revised eligibility policy is fully implemented)

Compliance Timeline: January 1, 2017

Status: To be compliant in late 2012, part of assessment process for the revised Eligibility process for Specialized Transit

- 64.1.** If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.
- 64.2.** A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.

- 64.3. A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- 64.4. A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.
- 64.5. A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.
- 64.6. A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.
- 64.8. A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Part of the \$5.7 million eligibility policy implementation costs

Compliance Timeline: January 1, 2014

Status: To be compliant in 2012; part of the revised Eligibility process for Specialized transit

- 65.1. Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),
 - (a) where the services are required because of an emergency or on compassionate grounds; and
 - (b) where there are no other accessible transportation services to meet the person's needs.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

- 66.1. Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.
- 66.2. Every conventional transportation services and specialized transportation services shall ensure that there is fare parity between conventional transportation services and specialized transportation services.
- 66.3. Every conventional transportation services and specialized transportation services shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.
- 66.4. Every conventional transportation services and specialized transportation services shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Estimated at \$450,000/2013

Compliance Timeline: Multiple

Status: To be compliant by January 1, 2013

- 67.1.** Every specialized transportation service provider shall:
- (a) make specialized transportation services available to visitors
 - (b) consider as eligible,
 - (i) visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or
 - (ii) visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.
- 67.2.** Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.
- 67.3.** Specialized transportation service providers shall meet the requirements of this section by January 1, 2013.
- 67.4.** A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 68.1.** Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.
- 68.2.** Origin to destination services may include services on any accessible conventional transportation services.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: July 1, 2011

Status: Compliant

- 69.1. Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.
- 69.2. Specialized transportation service providers to which subsection (1) applies shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Compliant

- 70.1. Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers.

70.2. Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013

Compliance Timeline: Multiple

Status: To be compliant by January 1, 2013

71.1. Every specialized transportation service provider shall, where the specialized transportation services require reservations,
(a) provide same day service to the extent that it is available; and
(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.

71.2. A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$125,000/2013-2014

Compliance Timeline: January 1, 2014

Status: Compliant

72.1. No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

- (a) restricting the number of trips a person with a disability is able to request; or
- (b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Compliant

- 73.1.** Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger.
- 73.2.** For the purposes of this section, a service delay is a delay of 30 minutes or more after.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: To be compliant by January 1, 2013

- 74.1.** Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.

- 74.2.** Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 78.1.** Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- 78.2.** Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the accessibility plan
- 78.3.** Upon entering into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 79.1.** Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

79.2. Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in the accessibility plan

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013-2014

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

80.1. When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,
(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

80.2. When licensing taxicabs, ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

80.3. When licensing taxicabs, ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

7.5 STRATEGIC GOAL FIVE

City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

WHAT WILL BE DONE?

Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Regulation Requirements (section 80):

- Design of Open Spaces will be achieved
- Ensure compliance with technical requirements for recreational trails, beach access routes, boardwalks, ramps, landings, nosings, handrails, outdoor play spaces, exterior paths of travel, curb ramps, depressed curbs, pedestrian signals, rest areas, accessible parking spaces, on-street parking spaces, service counters, fixed queuing guides and waiting areas
- Ensure maintenance of accessible elements

Compliance Activities:

To be determined

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2016

Status:

Barrier-Free Design Guidelines

- Achieve intent of the guidelines
- Departmental initiatives, activities and consultations

Customer Service Standard Regulation Requirements (section 4, 5, 7):

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions
- Establish feedback process for receiving and responding to feedback
- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

Compliance Activities:

4.1. Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with him or her, unless the animal is excluded by law

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

4.2. Ensure the animal is not separated from the persons with disability, as well as while on ambulances

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

- 4.3. If a service animal is excluded by law from the premises, utilize alternative methods of service including in-person, telephone, email, postal mail, texting, fax, in-home and over the counter, to provide services to persons with disabilities

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals exclude by law, by utilizing alternative methods of service.

- 4.4. If a person with disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

- 4.5. Allow a person with disability to be accompanied by a support person when on City premises, if the support person is necessary for the health or safety of the person with disability or the health or safety of others on the premises

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

- 4.6. Establish policy and guidelines to waive fee or notify persons with disabilities in advance, of any amount payable by a support person for admission to City premises

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify support persons in advance of amount payable for admission to City premises.

- 4.7. Prepare one or more documents describing policies, practices and procedures with respect to guide dogs or other service animals and support persons and upon request, give a copy of the document to any person

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

- 5.1. Provide notification to the public of temporary disruption in facilities or services in a timely manner and in alternative formats

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

- 5.2. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

- 5.3. Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services in alternative formats.

- 5.4. Prepare one or more documents outlining steps to be taken in connection with temporary disruptions and upon request, give a copy of the document to any person.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

- 7.1. Establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.2. Ensure the feedback process allows persons with disabilities to provide their feedback in various forms including telephone, writing, texting, email, CD.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.3. Establish a feedback process which outlines procedures (actions, timelines, process chain, contact person(s), when a complaint is received

7.3.1. Communicate the feedback process to staff, persons with disabilities and the public

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.4. Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining feedback policy, procedure and process developed and available to the public upon request.

7.6 STRATEGIC GOAL SIX

Through training and experimental learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 6):

- Provide training, information and awareness to staff on serving persons with disabilities.

Compliance Activities:

- 6.1. Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (i). Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
 - 6.1.1 Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training about the provision of goods and services to persons with disabilities.
 - 6.1.2. Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who participates in developing policies, practices and procedures governing the provision of goods and services to members of the public or other third parties on its behalf, receives training about the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training strategy developed and implementation is underway.

- 6.2.** Ensure that a review of the purposes of the Act and the requirements of this Regulation and instructions are incorporated into the training curriculum.
- 6.2.1.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on interacting and communicating with persons with various types of disability.
- 6.2.2.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to interact with people who use an assistive device (such as wheel chairs, lifts), or require the assistance of a guide dog or other service animal or the assistance of a support person.
- 6.2.3.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to use equipment and devices available on its premises.
- 6.2.4.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on what to do if a person with a particular type of disability is having difficulty accessing goods or services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.3. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training within a practicable timeframe, in accordance with the stipulated Regulation implementation timeframe.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.4. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.5. Prepare one or more documents describing the training policy including a summary of the training content, details, schedule and timeframe

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining training policy, practices and procedures developed and available to the public, upon request.

- 6.6. Develop a mechanism for keeping records of the training provided including training dates and attendance

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

Integrated Accessibility Standards Regulation Requirements (section 5, 7, 36):

- Develop policies, practices and procedures for procuring or acquiring goods, services or facilities
- Provide training on Regulation and Human Rights Code

Compliance Activities:

5.1. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

5.2. Provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

7.1. Provide training on Regulation and the Human Rights Code;

- all employees, and volunteers;
- all persons developing the organization's policies; and

- all other persons who provide goods, services or facilities on behalf of the organization.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.2. Staff training as soon as practicable and be appropriate to the duties of employees.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.3. Ensure to keep record of all training including attendance and content

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

36.1. Conduct employee and volunteer accessibility training on:

- the safe use of accessibility equipment and features;
- acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

36.2. Keep a record of the training provided under this section, including the date and number of participants.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

8. APPENDICES

8.1. Appendix I

Municipal Highlights/Overview

The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559 people. Hamilton is currently the fourth most populated urban center in the Province of Ontario after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe Area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada’s business and most populated urban centre, Toronto; and one hour from Niagara Falls and the United States Canada border.

The Council for the City of Hamilton is comprised of a Mayor elected at large and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton’s 61st Mayor and has been elected for the period of 2011 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments as follows:

- City Managers Office
- Community Services
- Corporate Services
- Emergency Services
- Planning & Economic Development
- Public Health
- Public Works

8.2. Appendix II

Key Definitions

There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

In addition, the Act defines a barrier as:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:

Architectural or structural barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Information and communications barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

Technology, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

Systemic barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

Attitude is perhaps the most difficult barrier to overcome. Some people don’t know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes and myths and misconceptions that perpetuate. Some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.

AUDIT

The Corporation of the City of Hamilton

Audit Planning Report

For the year ending December 31, 2012

KPMG LLP, Chartered Accountants, Licensed Public Accountants

kpmg.ca

Dear Audit, Finance and Administration Committee members,

Audit planning is the cornerstone of an effective, efficient and high quality audit. In developing our audit plan, we have worked with management to obtain a common understanding of the issues and related financial reporting risks facing the Corporation of the City of Hamilton and have designed our audit to focus on those areas of risk.

As members of the Audit, Finance and Administration Committee, you have a significant role to play in the oversight of our audit and we welcome any and all observations you may have regarding the decisions reflected in this audit plan.

Audit quality

Audit quality is receiving an increased level of scrutiny around the world. Audit quality is at the core of everything we do at KPMG, and we believe that it is not just about providing the right audit opinion, but also the steps we take to provide that audit opinion. One component of our efforts in this area is the development and implementation of the KPMG Audit Quality Framework to help ensure that every partner and professional concentrates on the fundamental skills and behaviours required to deliver an appropriate and independent audit opinion. We invite you to review "KPMG's Audit Quality Framework", summarized in the appendices of this report.

We believe this audit plan embodies our commitment to audit quality.

Reaching out to audit committees

KPMG's Audit Committee Institute (ACI) provides information, resources, and knowledge-sharing opportunities to help audit committees and directors strengthen the integrity of their financial reporting process and the quality of their corporate governance practices. The ACI's Audit Committee Roundtables are held across the country twice yearly. You are cordially invited to attend. For information on ACI's audit committee resources and roundtable registration, please visit www.kpmg.ca/auditcommittee.

We sincerely hope this Audit Planning Report is of assistance to you, and we look forward to discussing it in detail and answering any questions you may have at the upcoming Audit, Finance and Administration Committee meeting.

Yours sincerely,



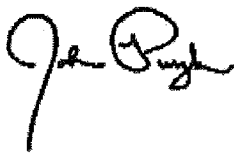
Barry F. Frieday

Lead Partner, City of Hamilton



Lois Ouellette

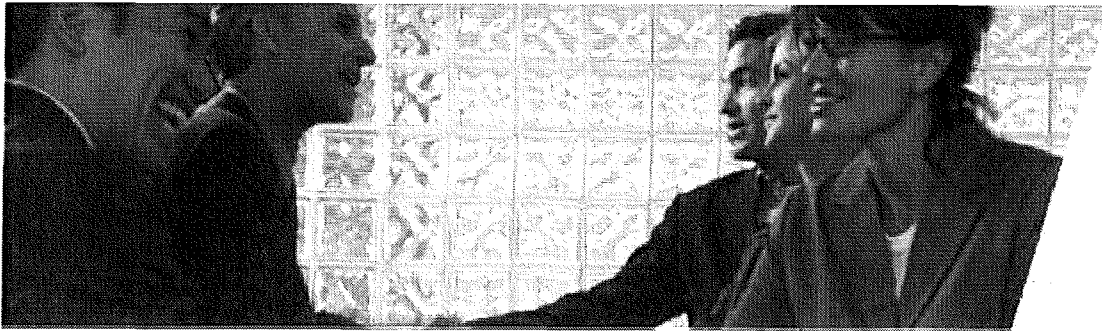
Engagement Partner, City of Hamilton



John Pryke

Engagement Partner, Related Entities

At KPMG, we are passionate about earning your trust. We take deep personal accountability, individually and as a team, to deliver exceptional service and value in all our interactions with you. Ultimately, we measure our success from the only perspective that matters—yours.



Contents

Audit plan	1
What has changed from last year	1
Your organization	1
Accounting standards	1
Auditing standards	1
Annual inquiries related to risks of fraud:	1
Scope of the audit	2
Our responsibilities	2
Materiality	2
Equity method investees ("components") in consolidated financial statements	2
Financial reporting risks	3
Fees and assumptions	4
Timing of the audit	5
Performance improvement observations	5
Appendices	6



Audit plan

We have prepared this audit plan to inform you of the planned scope and timing of the audit for the purpose¹ of carrying out and discharging your responsibilities and exercising oversight over our audit of the consolidated financial statements.

What has changed from last year

We have set out below a summary of changes that have been taken into consideration in planning the audit for the current period:

Your organization

- Transfer of management of the HECFI facilities to Global Spectrum / Live Nation and the Carmen's Group
- Senior Management changes
- Debt issuance and swap agreement
- Pan Am games agreement

Accounting standards

- No changes for current year
- Upcoming changes with effective dates ranging from December 31, 2013 to December 31, 2016 include Government Transfers, Tax Revenue, Financial Instruments, Foreign Currency Translation and Liability for Contaminated Sites.
- Refer to the appendices for further discussion on this matter.

Auditing standards

- No changes for current year

Annual inquiries related to risks of fraud:

Canadian Auditing Standards require that we ask you questions in connection with your oversight of management's process for identifying and responding to the risks of fraud:

- What are your views about fraud risks in the entity?
- How do you provide effective oversight of programs and controls to prevent, detect and deter fraud, including oversight over internal controls management has established to mitigate fraud risks?

¹ This Audit Planning Report should not be used for any other purpose or by anyone other than the Audit, Finance and Administration Committee. KPMG shall have no responsibility or liability for loss or damages or claims, if any, to or by any third party as this Audit Planning Report has not been prepared for, and is not intended for, and should not be used by, any third party or for any other purpose.

- Are you aware of, or have you identified any instances of, actual, suspected or alleged fraud, including misconduct or unethical behaviour related to financial reporting or misappropriation of assets? If so, have the instances been appropriately addressed and how have they been addressed?

Scope of the audit

The purpose of an audit is to enhance the degree of confidence of the users of the financial statements through the expression of an opinion on whether the financial statements fairly present, in all material respects, the consolidated financial position, its consolidated results of operations, consolidated changes in net financial assets, and consolidated cash flows of the Corporation of the City of Hamilton in accordance with Canadian public sector accounting standards.

In planning our audit, we have considered the level of audit work required to support our opinion, including each of the following matters:

Our responsibilities

- Our responsibilities in carrying out our audit, as well as management's responsibilities, are set out in the engagement letter included in the appendices to this report.

Materiality

- We determine materiality in order to plan and perform the audit and to evaluate the effects of identified misstatements on the audit and of any uncorrected misstatements on the financial statements.
- For the current period, materiality of \$25,600,000 has been determined.
- We will reassess materiality at period-end to confirm whether it remains appropriate for evaluating the effects of uncorrected misstatements on the financial statements.
- We will communicate uncorrected misstatements to you, other than those that are clearly trivial.
- Should uncorrected misstatements remain, in accordance with professional standards, we will:
 - request of management and of the Audit, Finance and Administration Committee that all uncorrected misstatements be corrected.
 - communicate the effect that uncorrected misstatements, individually or in aggregate, may have on our audit opinion.

Equity method investees ("components") in consolidated financial statements

Professional standards require that we obtain an understanding of the Corporation of the City of Hamilton's organizational structure, including its components, and their environments that is sufficient to identify those components that are financially significant or that contain specific risks that must be addressed during our audit. Where component auditors will perform work on the financial information of such components, we are required to evaluate whether we, as group auditors, will be able to be involved in the work of those component auditors to the extent necessary to obtain sufficient appropriate audit evidence.

As group auditors, the basis for servicing as group auditor is premised on the ability to obtain sufficient appropriate audit evidence regarding component financial information. The components upon which we will plan to perform audit procedures are listed below:

Significant components

Hamilton Utilities Corporation
Involvement of other auditors/KPMG member firms ("component auditor")
None, KPMG Hamilton is also the component auditor.
Type of work to be performed on component financial information
Statutory audit of component financial statements

Financial reporting risks

As part of our audit planning, we identify significant financial reporting risks that, by their nature, require special audit consideration. By focusing on these risks, we are able to target our procedures and deliver a high quality audit that is both efficient and effective

The financial reporting risks identified during our audit planning are listed below:

Portfolio investments and related income
Risk of material misstatement prior to consideration of internal controls
Existence, accuracy and valuation of investments and related income
Summary of planned audit approach
Performing substantive procedures
Tangible capital assets
Risk of material misstatement prior to consideration of internal controls
Completeness, existence and classification of tangible capital assets between capital and operating
Summary of planned audit approach
Performing substantive procedures
Taxation revenue
Risk of material misstatement prior to consideration of internal controls
Completeness and accuracy of taxation revenue
Summary of planned audit approach
Performing substantive procedures
User charges revenue
Risk of material misstatement prior to consideration of internal controls
Completeness, occurrence and accuracy of revenue; valuation of related receivables
Summary of planned audit approach
Testing selected relevant controls over cash receipts and performing substantive procedures

Government grants and contributions
Risk of material misstatement prior to consideration of internal controls
Completeness of grant revenue and accuracy of timing of revenue recognition
Summary of planned audit approach
Performing substantive procedures
Expenditures and payables
Risk of material misstatement prior to consideration of internal controls
Completeness, existence, accuracy and classification of expenditures and completeness of related accounts payable and accrued liabilities
Summary of planned audit approach
Testing selected relevant controls over payroll and non-payroll expenditures and performing substantive procedures
Employee future benefits (Pension obligation; Retirement benefits; Long-term disability; Sick Leave and WSIB)
Risk of material misstatement prior to consideration of internal controls
Completeness and accuracy of employee future benefits and related expenses
Summary of planned audit approach
Performing substantive procedures Use of management's expert – the Actuary
Solid waste landfill liabilities
Risk of material misstatement prior to consideration of internal controls
Completeness and accuracy of liability and related expenses
Summary of planned audit approach
Performing substantive procedures, including review of application of assumptions
Transfer of management of the HECFI facilities
Risk of material misstatement prior to consideration of internal controls
Completeness and accuracy of liability and related expenses and disclosure
Summary of planned audit approach
Performing substantive procedures

Fees and assumptions

In determining the fees for our services, we have considered the nature, extent and timing of our planned audit procedures as described above. Our fees are in accordance with our most recent successful proposal. These fees are based on the assumptions described in the engagement letter in the appendices to this report.

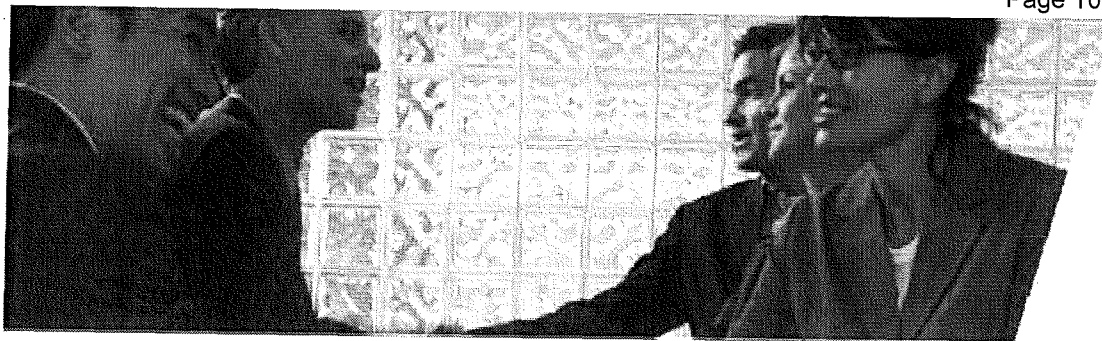
Timing of the audit

We have discussed the key audit deliverables with management and the expected dates indicated below have been agreed upon:

Key deliverables and expected dates	
Deliverables	Expected date(s)
Conduct interim audit field work	October 1 to 19, 2012
Present Audit Planning Report to the Audit, Finance and Administrations Committee	TBD
Conduct year-end audit field work	March 25 to April 30, 2013
Present the Audit Findings Report to the Audit, Finance and Administration Committee	June 2013
Provide audit opinion on financial statements	June 2013

Performance improvement observations

During the course of our audit, we may become aware of opportunities for improvements in financial or operational processes or controls. We will discuss any such opportunities with management and provide our recommendations for performance improvement.



Appendices

KPMG's Audit Quality Framework

Current developments

Engagement letter

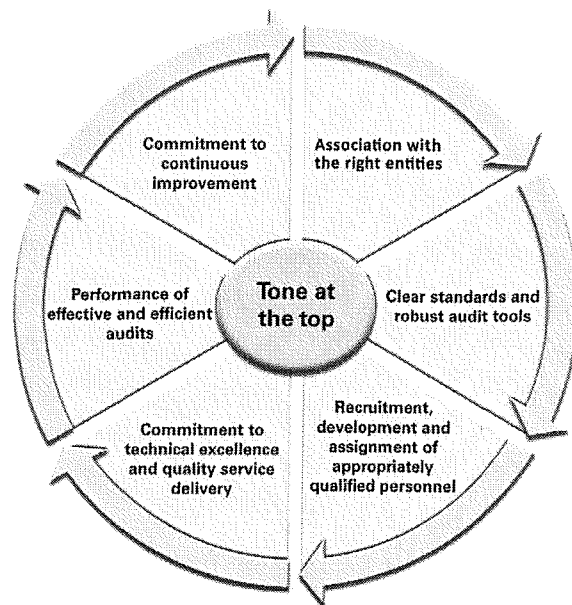
KPMG’s Audit Quality Framework

Audit quality, and the respective roles of the auditor and audit committee, is fundamental to the integrity of financial reporting in our capital markets.

This is why audit quality is at the core of everything we do at KPMG. And we believe that it is not just about reaching the right opinion, but how we reach that opinion.

To help ensure that every partner and employee concentrates on the fundamental skills and behaviours required to deliver an appropriate and independent opinion, we have developed our global Audit Quality Framework.

The framework comprises seven key drivers of audit quality.



The seven key drivers of audit quality

Driver	What it does	What it means to you
Tone at the top	<p>Audit quality is part of our culture and our values and therefore non-negotiable</p> <p>Allows the right behaviours to permeate across our entire organization and each of our engagements</p>	<p>Assures you that:</p> <ul style="list-style-type: none"> • Our culture supports our promise to you of excellent service and a high quality audit—consistently • You’re receiving an independent, transparent, audit opinion • You’re receiving an efficient and high quality audit that will help you maintain stakeholder confidence in your financial statements. <p>Provides you with:</p> <ul style="list-style-type: none"> • An engagement team handpicked for your business needs – a team with relevant professional and industry experience • An audit engagement team whose qualifications evolve as your business grows and changes
Association with the right entities	<p>Ethics above all</p> <p>Eliminates any potential independence and conflict-of-interest issues</p>	
Clear standards and robust audit tools	<p>A solid rule book</p> <p>Rigorous internal policies and guidance that help ensure our work meets applicable professional standards, regulatory requirements, and KPMG’s standards of quality</p>	
Recruitment, development and assignment of appropriately qualified personnel	<p>People who add value</p> <p>Helps us attract and retain the best people and reinforces the importance of developing their talents</p> <p>Assigns Partners’ portfolios based on</p>	

Driver	What it does	What it means to you
	their specific skill sets	Assists you with:
Commitment to technical excellence and quality service delivery	<p>The right tools for the right job</p> <p>Promotes technical excellence and quality service delivery through training and accreditation, developing business understanding and industry knowledge, investment in technical support, development of specialist networks, and effective consultation processes</p>	<ul style="list-style-type: none"> • Assessing the effectiveness and efficiency of the audit • Performing your governance role with confidence.
Performance of effective and efficient audits	<p>We understand that how an audit is conducted is as important as the final result.</p> <p>A code of conduct, audit delivery tools, and internal policies and procedures that help ensure the work performed by engagement personnel meets applicable professional standards, regulatory requirements, and our standards of quality</p>	
Commitment to continuous improvement	<p>Comprehensive and effective monitoring</p> <p>We regularly solicit feedback from the audit committees of the entities we audit. Our robust internal quality review program ensures the work of each partner is reviewed every three years. Additionally, our procedures and a sample of our audits of listed entities are reviewed by the Canadian Public Accountability Board (CPAB), the independent regulator of the accountancy profession in Canada. The Public Company Accounting Oversight Board (PCAOB) in the US also conducts an annual inspection of a sample of our audits of SEC registrants. Finally, a sample of other audits and reviews is undertaken annually by the various provincial institutes in Canada. We consider the recommendations that come from these reviews and implement actions to strengthen our policies and procedures, as appropriate.</p>	

The regulatory landscape is changing

Uncertain economic forecasts and a changing regulatory environment define today's world; reliable financial information and high-quality audits have never been more essential.

We believe that high quality audits contribute directly to market confidence and we share your objectives of credible and transparent financial reporting.

Our Audit Quality Framework is particularly relevant to Audit Committees, and we see our role in being transparent to you as a key mechanism to support you in the execution of your responsibilities.

Our commitment to quality

The independence, judgment and professional skepticism of your auditors add value to your financial statements, and we believe it is important to be transparent about the processes we follow to develop a KPMG audit report. We want you to have absolute confidence in us and in the quality of your audit.

Our own professional standards dictate technical requirements for reaching and communicating an audit opinion. And we live and abide by these requirements. We invest heavily in our quality, and the Audit Quality Framework helps ensure these investments are the right ones—that they help us continuously drive and maximize our quality improvements. But we feel it is also important that we communicate to you how we view and implement audit quality. The seven key drivers outlined here, combined with the commitment of each individual in KPMG, are meant to do just that.

KPMG member firms across the world use this audit quality framework to describe, focus on and enhance audit quality for the benefit of the entities we audit and in support of the efficacy of our capital markets.

It is our hope that sharing our vision of what audit quality means is a significant step in building confidence in the value of our audits.

Audit quality is fundamental to the way we work.

Current developments

Revised Standard on Government Transfers

Highlights

PSAB issued a revised standard for accounting for Government Transfers. This standard sets out standards on how to account for and report government transfers to individuals, organizations and other governments from both a transferring government and a recipient government perspective.

Effective date and transition

The standard is effective for fiscal periods beginning on or after April 1, 2012 however earlier adoption is encouraged. The standard may be applied retroactively or prospectively.

Implications

The standard will be applicable to the December 31, 2013 fiscal year. This standard could affect the timing of revenue recognition for certain government transfers. Retroactive application of this standard, if chosen, will be challenging since financial records and terms for government transfers received in prior years for capital purposes may not be available.

New Standard on Tax Revenue

Highlights

A new standard has been issued which establishes standards on how to account for and report tax revenue.

Effective date and transition

The standard is effective for fiscal periods beginning on or after April 1, 2012 however earlier adoption is encouraged.

Implications

This standard will be applicable to the December 31, 2013 fiscal year. This standard is not expected to impact the City.

New Standard on Financial Instruments

Highlights

A new standard has been issued establishing a standard on accounting for and reporting all types of financial instruments including derivatives.

Effective date and transition

The standard is effective for fiscal periods beginning on or after April 1, 2015 however earlier adoption is permitted. An entity early adopting this standard must also adopt the revised Foreign Currency Translation standard. PSAB intends to review the application of this standard for governments by December 31, 2013.

Implications

This standard will require the City to identify any contracts that have embedded derivatives and recognize these on the statement of financial position at fair value. Changes in fair value will be reported in a new financial statement – statement of re-measurement gains and losses. Long term debt that has been purchased by the City (i.e., investments in own debentures) will have to be accounted for as an extinguishment of that debt. This standard sets out a number of disclosures in the financial statements designed to give the user an understanding of the significance of financial instruments to the City. These disclosures include classes of financial instruments and qualitative and quantitative risk disclosures describing the nature and extent of risk by type (credit, liquidity and market).

Revised Standard on Foreign Currency Translation

Highlights

A revised standard has been issued establishing standards on accounting for and reporting transactions that are denominated in a foreign currency.

Effective date and transition

The standard is effective for fiscal periods beginning on or after April 1, 2015 however earlier adoption is permitted. An entity early adopting this standard must also adopt the new Financial Instruments standard. PSAB intends to review the application of this standard for governments by December 31, 2013.

Implications

Exchange gains and losses arising prior to settlement are recognized in the statement of re-measurement gains and losses.

New Standard on Liability for Contaminated Sites

Highlights

PS 3260 – Liability for Contaminated Sites was approved by PSAB in March 2010.

Effective date and transition

This standard is effective for fiscal years beginning on or after April 1, 2014 however earlier adoption is encouraged.

Implications

A liability for remediation of contaminated sites should be recognized when an environmental standard exists, the contamination exceeds the environmental standard, the government is directly responsible or accepts responsibility, it is expected future economic benefits will be given up and a reasonable estimate of the amount can be made.

Engagement letter



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Mr. Roberto Rossini
General Manager, Finance and Corporate Services
City of Hamilton
71 Main Street West
Hamilton, ON L8P 4Y5

November 12, 2012

Dear Mr. Rossini,

The purpose of this letter is to outline the terms of our audit engagements commencing with the year ending December 31, 2012.

The terms of the engagement outlined in this letter will continue in effect from period to period, unless amended or terminated in writing. The attached Terms and Conditions form an integral part of the terms of this engagement and are incorporated herein by reference (collectively the "Engagement Letter"). The terms of this letter will apply to the specific engagements referenced herein as well as various audit engagements that may be requested from time to time.

FINANCIAL REPORTING FRAMEWORK FOR THE FINANCIAL STATEMENTS

The financial statements will be prepared and presented in accordance with Canadian accounting standards for the public sector (hereinafter referred to as the "financial reporting framework") for the Corporation of the City of Hamilton ("the Entity"). For the program audits, the financial information will be prepared in accordance with a basis of accounting described in the notes to the financial information.

The financial statements will include an adequate description of the financial reporting framework.

MANAGEMENT'S RESPONSIBILITIES FOR THE FINANCIAL STATEMENTS

Management acknowledges and understands that they are responsible for:

- (a) the preparation and fair presentation of the financial statements in accordance with the financial reporting framework referred to above.
- (b) ensuring that all transactions have been recorded and are reflected in the financial statements
- (c) such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. Management also acknowledges and understands that they are responsible for the design, implementation and maintenance of internal control to prevent and detect fraud.
- (d) providing us with access to all information of which management is aware that is relevant to the preparation of the financial statements such as records, documentation and other matters.
- (e) providing us with additional information that we may request from management for the purpose of the audit.

- (f) providing us with unrestricted access to persons within the Entity from whom we determine it necessary to obtain audit evidence.
- (g) providing us with written representations required to be obtained under professional standards and written representations that we determine are necessary. Management also acknowledges and understands that professional standards require that we disclaim an audit opinion when management does not provide certain written representations required.

An audit does not relieve management or those charged with governance of their responsibilities.

AUDITORS' RESPONSIBILITIES REGARDING THE AUDIT OF THE FINANCIAL STATEMENTS

Our function as auditors of the Entity is:

- to express an opinion on whether the Entity's financial statements, prepared by management with the oversight of those charged with governance, are, in all material respects, in accordance with the financial reporting framework referred to above and
- to report on the financial statements.

We will conduct the audit of the financial statements in accordance with Canadian generally accepted auditing and relevant ethical requirements, including those pertaining to independence. (hereinafter referred to as applicable "professional standards").

We will plan and perform the audit to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error. Accordingly, we will, among other things:

- identify and assess risks of material misstatement, whether due to fraud or error, based on an understanding of the Entity and its environment, including the Entity's internal control. In making those risk assessments, we consider internal control relevant to the Entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- obtain sufficient appropriate audit evidence about whether material misstatements exist, through designing and implementing appropriate responses to the assessed risks.
- form an opinion on the Entity's financial statements based on conclusions drawn from the audit evidence obtained.
- communicate matters required by professional standards, to the extent that such matters come to our attention, to the appropriate level of management, those charged with governance and/or the Council. Refer to Appendix B for a listing of such matters and the form and timing of such communication.

AUDITORS' DELIVERABLES

The expected form and content of our audit report(s) is provided in Appendix A. However, there may be circumstances in which a report may differ from its expected form and content.



OTHER MATTERS

SEPARATE ENGAGEMENT LETTERS

This engagement letter does not cover our audit and reporting on the following entities:

- Hamilton Public Library
- Hamilton Entertainment and Convention Facilities Inc.
- Hamilton Performing Arts Foundation
- City Housing
- Hamilton Wentworth Retirement Fund Pension Plan
- Hamilton Municipal Retirement Fund Pension Plan
- Hamilton Street Railway Employees Pension Plan
- Hamilton Renewable Power Inc.
- CANUSA Games
- Canadian Football Hall of Fame and Museum

These services will be subject to the terms and conditions of separate engagement letters for each of these entities.

TAX ADVISORY SERVICES

Tax advisory services are outside the scope of this letter. These services will be subject to the terms and conditions of a separate engagement letter

FEES

Our fees for professional services to be performed under this Engagement Letter are in accordance with our most recent successful proposal.

We are available to assist the Corporation of the City of Hamilton, upon request, with a wide range of services beyond those outlined above. Additional services are subject to separate terms and arrangements.

We are proud to serve the Corporation of the City of Hamilton and we appreciate your confidence in our work. We shall be pleased to discuss this letter with you at any time. If the arrangements outlined are in accordance with the Corporation of the City of Hamilton's requirements and if the above terms are acceptable to the Corporation of the City of Hamilton, please sign the duplicate of this letter in the space provided and return it to us.



Yours very truly,

KPMG LLP

Barry F. Frieday, John Pryke, Lois Ouellette
Partners responsible for the engagement and its performance, and for the reports that are issued on
behalf of KPMG LLP, and who, where required, have the appropriate authority from a professional,
legal or regulatory body
(905) 523-2212

Enclosure

cc: Audit, Finance and Administration Committee

The terms of the engagement set out are as agreed:

Mr. Roberto Rossini, General Manager,
Finance and Corporate Services

Date (dd/mm/yy)



Appendix A – Expected Form of Report

INDEPENDENT AUDITORS' REPORT

To the Members of Council, Inhabitants and Ratepayers of the Corporation of the City of Hamilton

We have audited the accompanying consolidated financial statements of the Corporation of the City of Hamilton ("the entity"), which comprise the consolidated statements of financial position as at December 31, 2012, the consolidated statements of operations, changes in net financial assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained in our audits is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Corporation of the City of Hamilton as at December 31, 2012, and its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Appendix B – Matters to communicate

Matters required to be communicated under professional standards to the appropriate level of management include:

Engagement partner

- identity and role of the engagement partner

Fraud and non-compliance with laws and regulations

- any identified fraud or any information obtained that indicates that a fraud may exist.
- any identified non-compliance with laws or regulations or suspected non-compliance.

Control deficiencies

- any significant deficiencies in the Entity's internal control that we intend to communicate to those charged with governance unless it would be inappropriate to communicate directly to management in the circumstances.
- other deficiencies in internal control that have not been communicated to management by other parties and that, in our professional judgment, are of sufficient importance to merit management's attention.

Misstatements

- if a misstatement is found in the opening balances that could materially affect the current period's financial statements.
- any accumulated misstatements, other than those that are clearly trivial. Furthermore, we request that management correct all misstatements communicated.

Appendix B – Matters to communicate (continued)

Matters required to be communicated, on a timely basis, under professional standards to those charged with governance include:

Engagement partner

- identity and role of the engagement partner

Audit approach

- an overview of the planned scope and timing of the audit.

Fraud and non-compliance with laws and regulations

- any identified fraud or suspected fraud that may exist involving management, employees who have significant roles in internal control, or others where the fraud results in a material misstatement in the financial statements.
- any matters related to fraud that are, in our judgment, relevant to your responsibilities.
- any identified non-compliance with laws or regulations or suspected non-compliance, other than when the identified or suspected non-compliance is clearly inconsequential.

Control deficiencies

- any significant deficiencies, in writing, in the Entity's internal control

Misstatements

- any accumulated uncorrected misstatements (amounts or disclosures) other than those that are clearly trivial. Furthermore, we request all uncorrected misstatements be corrected
- if we conclude that a possible material misstatement exists that affects the prior period financial statements on which the predecessor auditor had previously reported without modification.

Accounting practices

- our views about significant qualitative aspects of the accounting practices including accounting policies, accounting estimates and financial statement disclosures.

Significant difficulties

- any significant difficulties that we encountered during the audit. For example, if we conclude that management's refusal to allow us to send a confirmation request is unreasonable or when we are unable to obtain relevant and reliable audit evidence from alternative audit procedures.

Significant matters

- significant matters, if any, arising from the audit that were discussed, or subject to correspondence with management (e.g., management's consultation with other accountants, major issues discussed with management prior to retention or any disagreements with management, whether or not satisfactorily resolved, about matters that individually or in the aggregate could be significant to the financial statements or report thereon), including when group management refuses to communicate to component management matters that are significant to the financial statements of the component.
- other significant matters arising from the audit, if any, that, in our professional judgment, are significant to the oversight of the financial reporting process, including those significant matters arising from the audit in connection with the Entity's related parties
- instances where our evaluation of the work of a component auditor gave rise to a concern about the quality of that auditor's work.
- any limitations on the group audit, for example, where our access to information may have been restricted.

Management representations

- copies of written representations requested from management.

Going concern

- events or conditions identified that may cast significant doubt on the Entity's ability to continue as a going concern.

Reporting

- any expected modifications to the audit report.
- any expected emphasis of matter or other paragraphs in the audit report.
- management refuses to remove a scope limitation in the audit.

Other information

- any revision necessary to, or material misstatement of fact included in, financial and non-financial information which is included, either by law, regulation or custom, in a document containing the audited financial statements and our audit report thereon ("other information") that we identified when reading such information, which management refuses to correct.
- our responsibilities with respect to other information in documents containing audited financial statements.
- any significant matters resulting from the procedures performed in accordance with professional standards on the other information.

Note: Significant findings from the audit will be communicated in writing if, in our professional judgment, oral communication would not be adequate.

Appendix B – Matters to communicate (continued)

Matters required to be communicated under professional standards to the Council include:

Fraud and non-compliance with laws and regulations

- any identified non-compliance with laws or regulations or suspected non-compliance where we suspect that management or those charged with governance are involved.



The Terms and Conditions are an integral part of the accompanying engagement letter from KPMG that identifies the engagement to which they relate (and collectively form the "Engagement Letter"). The Engagement Letter supersedes all written or oral representations on this matter.

1. SEVERABILITY.

If any of the provisions of this Engagement Letter are determined to be invalid or unenforceable, the remaining provisions shall remain in effect and be binding on the parties to the fullest extent permitted by law.

2. GOVERNING LAW.

This Engagement Letter shall be subject to and governed by the laws of the province where KPMG's principal office performing this engagement is located (without regard to such province's rules on conflicts of law) and all disputes arising hereunder or related thereto shall be subject to the exclusive jurisdiction of the courts of such province of Canada.

3. LLP STATUS.

KPMG LLP is a registered limited liability Partnership ("LLP") established under the laws of the Province of Ontario and, where applicable, has been registered extra-provincially under provincial legislation. KPMG is a partnership, but its partners have a degree of limited liability. A partner is not personally liable for any debts, obligations or liabilities of the LLP that arise from a negligent act or omission by another partner or by any other person under that other partner's direct supervision or control. The legislation relating to limited liability partnerships does not, however, reduce or limit the liability of the firm. The firm's insurance exceeds the mandatory professional indemnity insurance requirements established by the various Institutes/Ordre of Chartered Accountants. Subject to the other provisions hereof, all partners of the LLP remain personally liable for their own actions and/or actions of those they directly supervise or control.

4. DOCUMENTS AND INFORMATION.

Management's cooperation in providing us with documents and related information and agreed-upon assistance on a timely basis is an important factor in being able to issue our report. KPMG shall be entitled to share all information provided by the Entity with all other member firms of KPMG International Cooperative ("KPMG International") performing services hereunder. All work papers, files and other internal materials created or produced by KPMG during the engagement and all copyright and intellectual property rights in our work papers are the property of KPMG.

5. INFORMATION PROCESSING OUTSIDE OF CANADA.

Personal and/or confidential information (e.g. entries into KPMG's time and billing system and into KPMG's conflicts database) collected by KPMG during the course of this engagement may be processed and stored outside of Canada by KPMG, KPMG International member firms performing services hereunder or third party processors. Such personal and/or confidential information may be subject to disclosure in accordance with the laws applicable in the jurisdiction in which the information is processed or stored, which laws may not provide the same level of protection for such information as will Canadian laws.

6. PERSONAL INFORMATION CONSENTS AND NOTICES.

Any collection, use or disclosure of personal information is subject to KPMG's Privacy Policy available at www.kpmg.ca. KPMG may be required to collect, use and disclose personal information about individuals during the course of this engagement.

The Entity represents and warrants that: (i) it will obtain any consents reasonably required to allow KPMG to collect, use and disclose personal information in the course of the engagement, and (ii) it has provided notice of the potential processing of such personal information outside of Canada (as described in paragraph 5 above). KPMG's Privacy Officer noted in KPMG's Privacy Policy is able to answer any individual's questions about the collection of personal information required for KPMG to deliver services hereunder.

The Entity consents to KPMG sending to the Entity, its officers, directors and employees, as applicable, electronic messages (including emails) relating to KPMG products and services and other matters of interest to the Entity.

7. OFFERS OF EMPLOYMENT.

In order to allow issues of independence to be addressed, management agrees that prior to extending an offer of employment to any KPMG partner, employee or contractor, the matter is communicated to the engagement partner or associate partner.

8. OFFERING DOCUMENTS.

If the Entity wishes to include or incorporate by reference the financial statements and our report thereon in an offering document, we will consider consenting to the use of our report and the terms thereof at that time. Prior to issuing an offer, consent, comfort or advice letter, if any, we will be required to perform procedures as required by professional standards. Management agrees to provide us with adequate notice of the preparation of such documents.

9. FEE ARRANGEMENTS.

KPMG's estimated fee is based on the quality of the Entity's accounting records, the agreed-upon level of preparation and assistance from the Entity's personnel, and adherence to the agreed-upon timetable. KPMG's estimated fee also assumes that the Entity's financial statements are in accordance with the applicable financial reporting framework and that there are no significant new or changed accounting policies or issues, or financial reporting, internal control over financial reporting or other reporting issues. KPMG will inform the Entity on a timely basis if these factors are not in place.

Additional time may be incurred for such matters as significant issues, significant unusual and/or complex transactions, informing management about new professional standards, and any related accounting advice. Where these matters arise and require research, consultation and work beyond that included in the estimated fee, the Entity and KPMG agree to revise the estimated fee. No significant additional work will proceed without management's concurrence, and, if applicable, without the concurrence of those charged with governance. Upon completion of these services KPMG will review with the Entity any fees and expenses incurred in excess of KPMG's estimate, following which KPMG will render the final billing.

KPMG's invoices are due and payable upon receipt. Amounts overdue are subject to interest. In order to avoid the possible implication that unpaid fees might be viewed as creating a threat to KPMG's independence, it is important that KPMG's bills be paid promptly when rendered. If a situation arises in which it may appear that KPMG's independence is threatened because of significant unpaid bills, KPMG may be prohibited from signing the report and, if applicable, any consent.

Fees for any other services will be billed separately from the services described in this engagement letter and may be subject to written terms and conditions supplemental to those in this letter.

Canadian Public Accountability Board (CPAB) participation fees, when applicable, are charged to the Entity based on the annual fees levied by CPAB.

10. LEGAL PROCESSES.

The Entity on its own behalf hereby acknowledges and agrees to cause its subsidiaries and affiliates to hereby acknowledge that KPMG may from time to time receive requests or orders from the Canadian Public Accountability Board or from professional, securities or other regulatory, judicial or governmental authorities (both in Canada and abroad) to provide them with information and copies of documents in KPMG's files including working papers and other work-product relating to the affairs of the Entity, its subsidiaries and affiliates. Except where prohibited by law, if a request or order is directly related to an inspection or investigation of KPMG's audit of the Entity, KPMG will advise the Entity of the request or order. The Entity hereby acknowledges that KPMG will provide these documents and information without further reference to, or authority from, the Entity, its subsidiaries and affiliates.

When such an authority requests access to KPMG's working papers and other work-product relating to the Entity's affairs, KPMG will, on a reasonable efforts basis, refuse access to any document over which the Entity has expressly informed KPMG at the time of delivery that the Entity asserts privilege, except where disclosure of documents is required by law. The Entity must mark any document over which it asserts privilege as "privileged". If and only if the authority requires such access to privileged documents pursuant to the laws of a jurisdiction in which express consent is required for such disclosure, then the Entity hereby provides its consent.



Where privileged Entity documents are disclosed, KPMG is directed to advise the authority that the Entity is permitting disclosure only to the extent required by law and for the limited purpose of the authority's exercise of statutory authority. KPMG is directed to advise the authority that the Entity does not intend to waive privilege for any other purpose and that the Entity expects its documents to be held by the authority as privileged and confidential material (held securely, limited distribution, etc.). For greater certainty, the Entity and KPMG hereby agree that this acknowledgement (and, if required, consent) does not negate or constitute a waiver of privilege for any purpose and the Entity expressly relies upon the privilege protections afforded under statute and otherwise under law. The Entity agrees to reimburse KPMG, upon request, at standard billing rates for KPMG's professional time and expenses, including reasonable legal fees, incurred in dealing with the matters described above.

11. KPMG INTERNATIONAL MEMBER FIRMS.

The Entity agrees that any claims that may arise out of this engagement will be brought solely against KPMG, the contracting party, and not against any other KPMG International Cooperative ("KPMG International") member firms participating in this engagement.

12. CONNECTING TO THE ENTITY'S IT NETWORK.

KPMG personnel are authorized to connect their computers to the Entity's IT Network, subject to any restrictions communicated to KPMG from time to time. Connection to the Entity's IT Network or the Internet via the Network, while at the Entity's premises, will be for the express purpose of conducting normal business activities, primarily relating to facilitating the completion of work referred to in this letter.

13. DELIVERABLES OR COMMUNICATIONS.

KPMG may issue other deliverables or communications as part of the services described in this Engagement Letter. Such deliverables or communications may not be included in, summarized in, quoted from or otherwise used or referred to, in whole or in part, in any documents or public oral statement.

KPMG expressly does not consent to the use of any communication, report, statement or opinion prepared by us on the interim financial statements and such communication, report, statement or opinion may not be included in, summarized in, quoted from or otherwise used in any document or public oral statement

www.kpmg.ca

KPMG LLP, the audit, tax and advisory firm (kpmg.ca), a Canadian limited liability partnership established under the laws of Ontario, is the Canadian member firm of KPMG International Cooperative ("KPMG International"). KPMG International's member firms have 140,000 professionals, including more than 7,900 partners, in 146 countries.

The independent member firms of the KPMG network are affiliated with KPMG International, a Swiss entity. Each KPMG firm is a legally distinct and separate entity, and describes itself as such.

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CITY OF HAMILTON
BUDGET RESTATEMENT SCHEDULE

BUDGET RESTATEMENT

Budget Transfer to another division or department

ITEM #	TRANSFER FROM			TRANSFER TO		
	Department	Division	Amount	Department	Division	Amount
1.1	Community Services	Recreation	(\$150,530)	Public Works	Facilities	\$150,530
	Explanation: Recreation rent budget for 77 James Suite 400					
1.2	Community Services	Employment & Income Support	(\$138,100)	Community Services	Benefit Eligibility	\$138,100
	Explanation: All Resource Centre Facility charges related to the Upper James and Barton office to be centralized under OW Admin funding, thereby reflecting all rental costs under one area.					
1.3	Public Health Services	Health Protection	\$75,200	Public Health Services	Healthy Living	(\$75,200)
	Explanation: Distribute General Fees from Health Protection Administration to Healthy Living - Tobacco Control MPSG for Tobacco related fees to align fees with programming					
1.4	Public Health Services	Various	(\$53,010)	Public Health Services	Office of Medical Officer of Health	\$53,010
	Explanation: OMOH PHS Professional Development (various Public Health Department deptIDs) responds to new corporate policies on learning and development and creates alignment of training with strategic objectives and ensures efficient use of training time and resources through departmental					
1.5	Public Health Services	Office of Medical Officer of Health	(\$513,440)	PHS & PHS RMRCH	Various	\$513,440
	Explanation: Allocate cost allocations for 100% funded and March programs currently allocated to the Levy into their respective programs to ensure full costs are rolled up on Ministry claims					

Note - Above budget transfers remain in the same cost category.

**CITY OF HAMILTON
BUDGET RESTATEMENT SCHEDULE**

BUDGET RESTATEMENT

Budget Transfer from one cost category to another cost category

ITEM #	DEPARTMENT/DIVISION			TRANSFER FROM		TRANSFER TO	
	Department	Division	Dept ID	Cost Category	Amount	Cost Category	Amount
1.6	HES	Emergency Medical Services	various	Contribution from Reserves	\$362,930	Grants and Subsidies	(\$362,930)
	Explanation: EMS 2012 Council Approved Enhancements were budgeted to be funded from the Tax Stabilization Reserve but the Province funded the enhancements and no Tax Stabilization funding was required. This restatement will align the budget with actual funding and improve year to year						
1.7	Community Services	Housing Services	673000	Building and Ground	(\$14,540)	Employee Related Costs	\$14,540
	Community Services	Housing Services	673000	Building and Ground	(\$16,230)	Reserves/Recoveries	\$16,230
	Explanation: Costs associated with new office space to be realigned (Employee Related Cost is parking; facilities recovery as opposed to "cleaning")						
1.8	Community Services	Housing Services	624010	Fees and General	\$89,830	Grants and Subsidies	(\$89,830)
	Explanation: Revenue change from "admin fee" to "provincial rent supplement" subsidy pertaining to administrative costs in rent supplement programs (provincially funded)						
1.9	Community Services	Hamilton Farmers' Market	720400	Material and Supply	(\$20,400)	Contractual	\$20,400
	Explanation: Budget transfer to correctly assign to Community Programming account, under the Contractual cost category						
2.0	Community Services	Wentworth Lodge	632035	Contractual	(\$20,500)	Building & Ground	\$20,500
	Community Services	Wentworth Lodge	632035	Material & Supply	(\$16,580)	Building & Ground	\$16,580
	Explanation: Building Services realigning budgets against actual spending within various different operating expense lines.						
2.1	Public Health Services	Clinical & Preventive Services	678405	Materials & Supplies	(\$20,000)	Financial	\$20,000
	Explanation: To transfer costs based on historical and program need based on anticipated spending requirements (from Medical Supplies to Fees For Service) for Needle Exchange Program						
2.2	Public Health Services	Clinical & Preventive Services	678331	Financial	\$50,180	Grants & Subsidies	(\$50,180)
	Explanation: Approved Panorama Funding included in 2012 Provincial Program Based Funding, but after 2012 Budget Load						
2.3	Public Health Services	Clinical & Preventive Services	678115	Materials & Supplies	(\$4,000)		
	Public Health Services	Office Of Medical Officer of Health	677300			Employee Related Cost	\$1,940
	Public Health Services	Office Of Medical Officer of Health	677300			Building & Grounds	\$260
	Public Health Services	Office Of Medical Officer of Health	677300			Contractual	\$1,200
	Public Health Services	Office Of Medical Officer of Health	677300			Reserves & Recoveries	\$600
Explanation: Transfer of operating expenses for 2.0 PHN's transferred in 2011 to Social Determinants of Health							

**CITY OF HAMILTON
BUDGETED COMPLEMENT TRANSFER SCHEDULE**

BUDGETED COMPLEMENT TRANSFER

Complement Transfer to another division or department ⁽¹⁾

ITEM #	TRANSFER FROM				TRANSFER TO			
	<u>Department</u>	<u>Division</u>	<u>Position Title</u> ⁽²⁾	<u>FTE</u>	<u>Department</u>	<u>Division</u>	<u>Position Title</u> ⁽²⁾	<u>FTE</u>
1.1	Public Health Services	Healthy Living	Program Secretary	(0.6)	Public Health Services	Health Protection	Program Secretary	0.6
Explanation: Transfer 0.6 FTE Program Secretary from Healthy Living to Health Protection to support Health Hazards Program								

Note (1) - All other budgeted complement changes that require Council approval per Budgeted Complement Control Policy must be done through either separate report or the budget process (ie. Increasing/decreasing budgeted complement, changing budgeted complement type).

Note (2) - If a position is changing, the impact of the change must be within 1 pay band or separate Council approval is required.

List of Boards and Agencies Requiring Advance Payments in 2013¹

#	Board or Agency	Advance Payment Schedule		# of Payments per Year	2012 Approved Annual Gross Budget	2013 Advance Payment Amount
1	Hamilton Conservation Authority	28-Feb-13	30-Apr-13	4	3,569,320	1,784,660
2	Niagara Peninsula Conservation Authority	16-Mar-13		4	513,470	128,368
3	Grand River Conservation Authority	30-Apr-13		3	238,160	79,387
4	Halton Region Conservation Authority	30-Apr-13		3	179,660	59,887
5	Royal Botanical Gardens ²	1st of each Month		12	599,210	199,737
6	Hamilton Beach Rescue Unit ³	2-Feb-13		3	126,810	10,000
7	Art Gallery of Hamilton	1st of each Month		12	1,000,000	333,333
8	HWCA - Festival of Friends	1st of each Month		12	85,270	28,423
9	Hamilton Philharmonic Orchestra	1st of each Month		12	113,700	37,900
10	Opera Hamilton ⁵	1st of each Month		12	126,930	42,310
11	Westfield Village ⁴	28-Feb-13	30-Apr-13	4	546,560	273,280
Totals					7,099,090	2,977,284

NOTES:

1	Assumed that the 2013 budget is approved by April 30, 2013. The proposed pro rata payments are based on the gross amounts of grants approved in 2012.
2	Payments to Royal Botanical Gardens is based on the approved funding formula with the Region of Halton.
3	Historically, Hamilton Beach Rescue Unit requests an ad hoc advance payment of \$10,000 in February.
4	The proposed payments for Westfield Village are made to the Hamilton Conservation Authority based on a contracted services arrangement which is yet to be formally completed.
5	Opera Hamilton owes HECFI \$19,841.35 as of November 1, 2012

CURRENT AGENDA TEMPLATE

- 1. CHANGES TO THE AGENDA**
- 2. DECLARATIONS OF INTEREST**
- 3. APPROVAL OF MINUTES OF PREVIOUS MEETING**
- 4. DELEGATION REQUESTS**
- 5. CONSENT ITEMS**
- 6. PUBLIC HEARINGS/DELEGATIONS**
- 7. PRESENTATIONS**
- 8. DISCUSSION ITEMS**
- 9. MOTIONS**
- 10. NOTICES OF MOTION**
- 11. GENERAL INFORMATION/OTHER BUSINESS**
- 12. PRIVATE AND CONFIDENTIAL**
 - 12.1 Settlement of Court Action No. 2306/03 – Personal Injury Claim – HECFI
- 13. ADJOURNMENT**

REVISED AGENDA TEMPLATE

1. CHANGES TO THE AGENDA

2. DECLARATIONS OF INTEREST

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

4. DELEGATION REQUESTS

5. CONSENT ITEMS

6. PUBLIC HEARINGS/DELEGATIONS

7. PRESENTATIONS

8. DISCUSSION ITEMS

9. MOTIONS

10. NOTICES OF MOTION

11. GENERAL INFORMATION/OTHER BUSINESS

12. PRIVATE AND CONFIDENTIAL

12.1 Settlement of Court Action No. 2306/03 – Personal Injury Claim –
HECFI

This matter is proposed for consideration in closed session further to the Ontario Municipal Act Section 239/City's Procedural By-law Section 8.1 (e) - Litigation or potential litigation, including matters before administrative tribunals, affecting the City

and

Section 8.1 (f) Advice that is subject to solicitor-client privilege, including communications necessary for that purpose

13. ADJOURNMENT