

**ADMINISTRATION COMMITTEE
AGENDA
MEETING 11**

| | | | |
|-------------------------|----------------------------------|-----------------|--------------------------------|
| Date of Meeting: | Tuesday, November 9, 2004 | Enquiry: | Yvonne Davies |
| Time: | 9:30 a.m. | | Committee Administrator |
| Location: | Committee Room 2 | | 416-392-7039 |
| | 2nd Floor, City Hall | | ydavies@toronto.ca |
| | 100 Queen Street West | | |
| | Toronto | | |

Under the *Municipal Act, 2001*, the Administration Committee must adopt a motion to meet In-camera (privately) and the reason must be given.

Declarations of Interest under the *Municipal Conflict of Interest Act*

Confirmation of Minutes - September 8 and 22 and October 5, 2004.

Deputations/Presentations - A complete list will be distributed at the meeting.

10:00 a.m. - Item 19
12:00 noon - Item 30
2:00 p.m. - Item 31
2:10 p.m. - Item 32
3:00 p.m. - Item 33

Communications/Reports:

1. Improvement Initiative - Court Services Fine Collections

Report (October 18, 2004) from the Commissioner of Corporate Services providing an overview of Court Services collection activities and seeking approval of a fine collection strategy that includes increasing in-house collection efforts, retaining collection agency services and petitioning the Province of Ontario for new tools to assist in the collection of Provincial Offences Act (POA) fines.

Recommendations:

It is recommended that Council:

- (1) endorse Court Services Collections Strategy to recover, wherever possible and practical, all outstanding POA fines;
- (2) authorize increasing Court Services collections efforts in a fiscally responsible manner;
- (3) authorize retaining collection agency services for post-transfer POA fines; and
- (4) authorize appropriate officials to petition the Province of Ontario for new tools to assist with the collection of defaulted court imposed fines.

2. Acquisition by the City of Toronto of the Records of Members of Council

Report (October 14, 2004) from the Commissioner of Corporate Services comparing the acquisition of the records of Members of Council included in the Acquisition Policy for Toronto Archives adopted by City Council in July 1999 with the former City of Toronto policy regarding the acquisition of records of Members of Council.

Recommendation:

It is recommended that this report be received for information.

3. Annual Reports of the Toronto Archives for 2002 and 2003

Report (October 18, 2004) from the Commissioner of Corporate Services providing a summary of the acquisitions and activities undertaken by the City of Toronto Archives for 2002 and 2003.

Recommendation:

It is recommended that this report be received for information.

4. Declaration as Surplus - Portions of 2756 Old Leslie Street (Ward 24 - Willowdale)

Report (October 26, 2004) from the Commissioner of Corporate Services seeking authority to declare surplus to municipal requirements portions of 2756 Old Leslie Street, save and except the stratified portions of Parts 1 and 5 on Sketch No. PMC-99-035d, that are to be retained by the City for TTC commuter parking purposes.

Recommendations:

It is recommended that:

- (1) those portions of 2756 Old Leslie Street, shown as Parts 1, 2, 5 and 6 on the attached Sketch No. PMC-99-035d (the "Sketch"), save and except for the stratified portions of Parts 1 and 5 described generally as extending from 1 m (3.3 ft) below grade to 3 m (9.8 ft) above grade, (collectively, the "Property"), be declared surplus to municipal requirements, subject to the retention of a 3 m (9.8 ft) wide easement (shown as Parts 5 and 6 on the Sketch) for the construction and maintenance of a retaining wall, and the Commissioner of Corporate Services be authorized to list the Property for sale on the open market, on such terms and subject to such conditions as the Commissioner of Corporate Services deems appropriate;
- (2) all steps necessary to comply with Chapter 213 of the City of Toronto Municipal Code be taken; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

5. Policy Requiring Employees to Wear a Uniform

Report (October 13, 2004) from the Commissioner of Corporate Services reporting back on the City's policies with respect to the requirement for employees to wear a uniform when necessary and the conformity level.

Recommendation:

It is recommended that this report be received for information.

6. York Civic Centre Renovations at 2696 and 2700 Eglinton Avenue West - Purchase Order 6011098 (Ward 12 - York South-Weston)

Report (October 15, 2004) from the Commissioner of Corporate Services seeking authority to amend existing Purchase Order 6011098 awarded to Canning Construction Ltd. for York Civic Centre Renovations at 2696 and 2700 Eglinton Avenue West.

Recommendations:

It is recommended that:

- (1) the Purchase Order 6011098 awarded to Canning Construction Ltd. for the York Civic Centre Renovations, be increased by up to \$180,000.00 from \$8,380,015.00 to \$8,560,015.00 including all charges and taxes; and
- (2) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

7. Facilities Maintenance Standards

Report (October 19, 2004) from the Commissioner of Corporate Services respecting the establishment of maintenance standards for City-owned Departmental facilities.

Recommendations:

It is recommended that:

- (1) the maintenance standards as set out in the attachment to this staff report be adopted for use in maintaining City-owned Departmental facilities;
- (2) an inter-departmental working group with representatives from Corporate Services, Community and Neighbourhood Services (CNS), Works and Emergency Services (WES) and Economic Development, Culture and Tourism (EDCT) be formed to develop an appropriate implementation plan;
- (3) the Commissioner, Corporate Services maintain the maintenance standards and provide a Corporate governance role to ensure legislative requirements are being met; and
- (4) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

(The attachment referred to in this report was distributed to Members of Council only.)

8. Service Improvement Review for Printing and Reproduction Services

Report (October 28, 2004) from the Commissioner of Corporate Services presenting the results from the service improvement review of printing and reproduction services within the City Clerk's Office and outlining a series of service improvements underway for the organization.

Recommendations:

It is recommended that:

- (1) City Council authorize the Printing and Distribution Unit (PDU) to be the City's Printer of Record and Copier of Record, and adopt a policy on offset printing services and high-speed copy services (Attachment 1) setting out all PDU and client roles and responsibilities for all internal print and copy services and/or brokering external print and copy services; and
- (2) the appropriate City Officials be authorized and directed to take the necessary action to give effect to these recommendations.

(Attachment 2 – Printing and Reproduction Service Improvement Review for the City Clerk's Office is distributed to Members of Council and selected officials only.)

9. E.D.S. Canada Ltd. - Contract Extension

Report (October 20, 2004) from the Commissioner of Corporate Services providing a status update on negotiations to extend the current mainframe service contract with EDS Canada Limited as approved by Council as part of Report No. 4, Clause 15 of the Administration Committee on June 22, 23 and 24, 2004, and an update to the actions taken to update the current Blanket Agreement 47001851.

Recommendations:

It is recommended that:

- (1) Administration Committee concur with the action taken to increase the contract value by \$1,529,414.80 for the period ending October 14, 2004;
- (2) the contract value be increased by \$513,250.20 for the period ending October 14, 2004 to cover the cost of the Social Services Division expenditures;
- (3) authorization be given to sole source the services, on a month-to-month basis at an estimated monthly rate of \$314,933, for the period October 15, 2004 to October 14, 2005 in the amount not to exceed \$3,779,196 which would bring the total value of the contract amendment amount to \$5,821,861; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

10. Annual Information Technology Systems Maintenance Contracts Renewal

Report (October 19, 2004) from the Commissioner of Corporate Services, Commissioner of Community and Neighbourhood Services, Commissioner of Works and Emergency Services, Chief Financial Officer and Treasurer, Commissioner of Economic Development, Culture and Tourism, and the Commissioner of Urban Development

Services seeking approval to renew sole sourced information technology systems maintenance contracts listed in Appendix A for an additional year.

Recommendations:

It is recommended that:

- (1) approval be granted to renew the sole sourced contracts listed in Appendix A for an additional year at a cost not to exceed \$8,343,026.85 including all charges and taxes; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

11. Corporate Services Facilities and Real Estate Furniture Inventory Pilot Project (Wards - Various)

Report (October 22, 2004) from the Commissioner of Corporate Services and the Chief Financial Officer and Treasurer providing information related to the proposed furniture inventory pilot project to be undertaken by the Facilities and Real Estate Division of the Corporate Services Department.

Recommendation:

It is recommended that this report be received for information.

12. Accounts Receivable - Largest Debtors With Tax Arrears Greater Than \$500,000

Report (October 19, 2004) from the Chief Financial Officer and Treasurer providing information on property tax accounts with outstanding receivables of \$500,000 or more as at June 30, 2004 and September 30, 2004.

Recommendations:

It is recommended that:

- (1) commencing with the 2005 taxation year, the Chief Financial Officer and Treasurer report to the Administration Committee on an annual basis identifying those properties with tax arrears of \$500,000 or more as at December 31 of each year; and
- (2) this report shall be received for information.

(Appendices C and D are distributed to Members of Council only under confidential cover because the information relates to personal information of identifiable individuals.)

13. Parking Tag Management System (PTMS) - Support Strategy

Report (September 28, 2004) from the Commissioner of Corporate Services and Chief Financial Officer and Treasurer informing the Administration Committee and Council of the transition and sustainment plan respecting the support of the Finance Department's Parking Tag Management System (PTMS) and requesting authority to enter into a Sole-Source Contract with Synrevoice Technologies Inc.

Recommendations:

It is recommended that:

- (1) effective March 3, 2005, the Information and Technology (IT) Division of Corporate Services assume responsibility for the support functions relating to the day-to-day operations of the Parking Tag Management System (PTMS);
- (2) the Information and Technology (IT) Division of Corporate Services, in consultation with the Finance Department, be authorized to negotiate a sole source contract for a period of three years (3) with Synrevoice Technologies Inc. for maintenance support of the City's parking tag telephone payment system, effective March 3, 2005, in the approximate amount of \$25,000 per year, including all applicable taxes and charges with the total contract cost for the three year term not to exceed \$75,000 including all applicable taxes;
- (3) the Information and Technology (IT) Division of Corporate Services, in consultation with the Finance Department, be authorized to negotiate a per diem maintenance contract for a period of three years, with the option to extend for two additional, one-year periods in the approximate amount of \$32,000 per year (including all applicable taxes and charges) with EDS Canada Ltd, for PTMS application enhancements and coding changes outside of regular day-to-day scope of the systems operational requirements with the total contract cost not to exceed \$160,000 including all applicable taxes and charges;
- (4) the Information and Technology (IT) Division of Corporate Services be authorized to execute a two-month contract extension on Contract No. 47004872, for the period of January 3, 2005 to March 3, 2005 with EDS Systemshouse Inc. in the amount not to exceed \$40,000 including all applicable taxes and charges for contractual services, system maintenance functions and third party licence/contract fees required to facilitate the knowledge transfer and operational support functions from the existing external EDS Consultants to internal City Corporate IT staff;

- (5) following the transition to internal systems support (i.e. the end of 2005), the Chief Financial Officer and Treasurer and the Commissioner of Corporate Services report to the Administration Committee on the status of the internal transition initiative; and
- (6) the appropriate City staff be authorized and directed to take the necessary action to give effect thereto.

14. Annual Costs to Support the City's SAP Installation

Report (October 25, 2004) from the Commissioner of Corporate Services and the Chief Financial Officer and Treasurer responding to the information request made by Council with respect to the annual costs of supporting the City's SAP installation.

Recommendation:

It is recommended that this report be received for information.

15. Corporate Warehouse/Stores Rationalization

Report (October 20, 2004) from the Chief Financial Officer and Treasurer responding to a request from the Administration Committee at its meeting of January 9, 2004 for a report on the objectives and timelines related to the warehouse/stores rationalization strategy.

Recommendations:

It is recommended that:

- (1) the Terms of Reference for the Corporate Warehouse/Stores rationalization attached as Appendix 1 be approved;
- (2) the Chief Financial Officer and Treasurer be directed to proceed to hire a Project Manager and identify other resources required to manage and facilitate the Corporate Warehouse/Stores rationalization project; and
- (3) the Chief Financial Officer and Treasurer report to the Administration Committee by February 2005 with a detailed schedule and timeline outlining specific actions to be taken in respect to the Corporate Warehouse/Stores rationalization.

16. Extension of Purchase Order 6013270 related to Request for Quotation 1004-03-3394 for the Supply, Delivery and Installation of Artopex Imagine Series Workstations to Various Locations throughout the City of Toronto

Report (October 15, 2004) from the Commissioner of Corporate Services and the Chief Financial Officer advising on the review of the first year of Purchase Order Number 6013270 for the supply, delivery and installation of Artopex Imagine Series Workstations to various locations throughout the City of Toronto, in accordance with specifications, as required by the Corporate Services Department's Facilities and Real Estate Division; and requesting authority to exercise the option to renew the second year option for this Purchase Order for the period ending February 28, 2006, with the option to renew for a further one (1) year period under the same terms and conditions.

Recommendations:

It is recommended that:

- (1) Purchase Order 6013270 to Brigholme Business Furnishings be extended under the contract terms and conditions, for an additional year from March 1, 2005 to February 28, 2006, in an amount not to exceed \$700,000.00, including all taxes and charges, with an option to extend for one additional one-year period ending February 28, 2007;
- (2) the option to renew for one additional one year period, March 1, 2006 to February 28, 2007 in the amount of \$300,000.00, including all charges and applicable taxes, for the year 2006, under the contract terms and conditions, to be reviewed by the Commissioner of Corporate Services in co-operation with the Purchasing Agent, under the following conditions:
 - (a) the previous years of the contract were performed satisfactorily to Corporate Services and their customers,
 - (b) it is feasible to extend the contract at the quoted prices; and
 - (c) funds are available in the appropriate operating budget(s) for the renewal period;
- (3) provided that there is a favourable review, in accordance with Recommendation 2, the Commissioner of Corporate Services be delegated the authority to exercise the third and final option on the terms and conditions set out above and be authorized to instruct the Purchasing Agent to process the necessary Purchase Orders; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

17. Extension of Purchase Order 6013271 related to Request for Quotation 1004-03-3395 for the Supply, Delivery and Installation of Haworth Premise Series Workstations to Various Locations throughout the City of Toronto

Report (October 15, 2004) from the Commissioner of Corporate Services and Chief Financial Officer and Treasurer advising on the first year of Purchase Order 6013271 for the supply, delivery and installation of Haworth Premise Series Workstations to various locations throughout the City of Toronto, in accordance with specifications, as required by the Corporate Services, Facilities and Real Estate Department; and requesting authority to exercise the option to renew the second year option for this Purchase Order for the period ending February 28, 2006, with the option to renew for a further one (1) year period under the same terms and conditions.

Recommendations:

It is recommended that:

- (1) Purchase Order 6013271 to CTI Working Environments be extended under the contract terms and conditions, for an additional year from March 1, 2005 to February 28, 2006, in an amount not to exceed \$800,000.00, including all taxes and charges, with an option to extend for one additional one-year period ending February 28, 2007;
- (2) the option to renew for one additional one year period, March 1, 2006 to February 28, 2007 in the amount of \$400,000.00, including all charges and applicable taxes, for the year 2006, under the contract terms and conditions, to be reviewed by the Commissioner of Corporate Services in co-operation with the Purchasing Agent, under the following conditions:
 - (a) the previous years of the contract were performed satisfactorily to Corporate Services and their customers;
 - (b) it is feasible to extend the contract at the quoted prices; and
 - (c) funds are available in the appropriate operating budget(s) for the renewal period;
- (3) provided that there is a favourable review, in accordance with Recommendation 2, the Commissioner of Corporate Services be delegated the authority to exercise the third and final option on the terms and conditions set out above and be authorized to instruct the Purchasing Agent to process the necessary Purchase Orders; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

18. Request for Quotation 6902-04-3235 For Gasoline, Diesel Fuels and Biodiesel Fuels - 2005

Report (October 25, 2004) from the Chief Financial Officer and Treasurer, Commissioner of Corporate Services, Medical Officer of Health and Acting Commissioner of Works and Emergency Services advising on the results of the Request for Quotation issued for the supply and delivery of Gasoline, Diesel Fuels and Biodiesel Fuels, used in various fleet vehicles, heavy equipment and emergency power generators, by various Departments for the period January 1, 2005 to December 31, 2005 and to request authority to award a contract to the recommended bidder detailed herein.

Recommendations:

It is recommended that:

- (1) authority be granted to award a contract to Suncor Energy Products Inc. for Option B, for the supply and delivery of 87 Octane Unleaded Gasoline, Low Sulphur Clear Diesel (for on-road use) and Low Sulphur Coloured Diesel (for off-road use) for the period January 1, 2005 to December 31, 2005 at a total cost of \$10,715,795.65 including all taxes and charge;
- (2) the Commissioner of Corporate Services, in collaboration with the Commissioner of Works and Emergency Services and the Medical Officer of Health be requested to continue to investigate cost-effective means of further reducing the air quality impacts of fuel purchased by the Corporation, including a modified biodiesel program where feasible, in accordance with the Green Fleet Transition Plan; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto, and that leave be granted for the introduction of any necessary bills received in Council to give effect thereto.

19. New Finance Department User Fees: Tax Status Verification and Municipal Charges Added to the Tax Roll

(Statutory Hearing under the *Municipal Act, 2001* - 10:00 a.m.)

Report (October 27, 2004) from Chief Financial Officer and Treasurer seeking authority to implement new user fees for services related to producing tax status verification reports and for adding municipal charges to the tax roll for collection purposes.

Recommendations:

It is recommended that:

- (1) effective January 1, 2005, the Finance Department be authorized to introduce a \$25.00 service fee to provide a tax status verification for mortgage purposes per tax account verified;
- (2) effective January 1, 2005, the Finance Department be authorized to implement a \$35.00 charge for each municipal charge added to the tax roll for collection purposes;
- (3) a copy of this report be forwarded to Budget Advisory Committee for their information; and
- (4) authority be granted for the introduction of the necessary bills, and the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

20. Easement Statute Law Amendment Act, 1990 - Annual Report: Year 2004 Notices of Claim (All Wards)

Report (October 25, 2004) from the City Solicitor providing the required annual report on the Easement Statute Law Amendment Act, 1990.

Recommendation:

It is recommended that this report be received for information.

21. Motel Strip Expropriation Proceedings - Gadzalla Properties (Ward 6 - Etobicoke-Lakeshore)

(In-camera - proposed or pending acquisition of land for municipal or local board purposes)

Confidential report from the City Solicitor.

(Report not yet available)

22. Appointment of the Chair of the Board of Trustees of the Metropolitan Toronto Pension Plan and the Metropolitan Toronto Police Benefit Fund and Members of the City of Toronto Sinking Fund Committee

(In-camera - personal matters about an identifiable individual, including municipal or local board employees)

Confidential report (October 26, 2004) from the Chief Financial Officer and Treasurer.

23. Appointment of Independent Member to The Toronto Fire Department Superannuation and Benefit Fund Committee

(In-camera - personal matters about an identifiable individual, including municipal or local board employees)

Confidential report (October 18, 2004) from the Secretary, The Toronto Fire Department Superannuation and Benefit Fund Committee (the Benefit Fund Committee).

24. Appointment of Independent Member to The Toronto Civic Employees' Pension and Benefit Fund Committee

(In-camera - personal matters about an identifiable individual, including municipal or local board employees)

Confidential report (October 18, 2004) from the Secretary, The Toronto Civic Employees' Pension and Benefit Fund Committee (the Pension Committee).

25. Amendment of terms and conditions to acquire 34 Hanna Avenue (Ward 19 - Trinity-Spadina)

(In-camera - a proposed or pending acquisition of land for municipal or local board purposes)

Confidential report (October 22, 2004) from the President, Toronto Parking Authority

26. Provision of Appeal Mechanism in the *Immigration and Refugee Protection Act*

Communication (October 7, 2004) from the City Clerk advising that City Council on September 28, 29, 30 and October 1, 2004, referred the following Motion to the Administration Committee.

”WHEREAS Toronto is one of the most diverse cities in the world and is home to immigrants and refugees from around the world; and

WHEREAS Toronto City Council is committed to supporting access, equity and human rights to ensure that everyone has the right to live in conditions of dignity, respect and peace; and

WHEREAS in July 2000 and April-May 2001, Toronto City Council in its submissions to the Government of Canada on Bill C-31 and Bill C-11, *The Immigration and Refugee Protection Act*, supported the provision in the new immigration legislation to establish a

Refugee Appeal Division of the Immigration and Refugee Board to ensure fairness and due process to the refugee determination process (Bill C-31, *The Immigration and Refugee Protection Act*, Administration Committee, Report 14, Clause 16, July 2000; Bill C-11, *The Immigration and Refugee Protection Act*, Administration Committee, Report 5, Clause 24, April-May 2001); and

WHEREAS an appeal on the merits of a negative refugee determination constitutes a necessary element of international protection, since a refugee claim is decided by a single member on the Immigration and Refugee Board and refugees can only claim refugee protection in Canada once in their lifetime; and

WHEREAS the Minister of Citizenship and Immigration has stated that churches should cease offering sanctuary to refugee claimants, which has caused great concern among churches and civil society as there exists no refugee appeal mechanism;

NOW THEREFORE BE IT RESOLVED THAT Toronto City Council once again calls on the Government of Canada to immediately implement the establishment of a Refugee Appeal Division, as specified in the Immigration and Refugee Protection Act.”

27. Feasibility of Establishing Additional First Appearance Facilities for Parking Ticket Payments and Disputes

Communication (October 4, 2004) from the Planning and Transportation Committee advising that the Planning and Transportation Committee on October 4, 2004, forwarded the report (September 21, 2004) from the Chief Financial Officer and Treasurer, entitled “Feasibility of Establishing Additional First Appearance Facilities for Parking Ticket Payments and Disputes” to the Administration Committee for consideration.

28. Review by the Toronto Public Service of the ideas presented by Councillor Giambrone for implementation by the e-City Committee

Communication (October 20, 2004) from the e-City Committee forwarding the action taken by the Committee on October 13, 2004.

Recommendation:

The e-City Committee recommended to the Administration Committee that:

- (1) the Toronto Public Library Board be requested to submit a Business Plan to the Budget Advisory Committee which addresses the opportunity to provide improved internet accessibility for the citizens of Toronto; and

- (2) the Commissioner of Corporate Services be requested to consider options for providing low cost internet access to citizens who could not otherwise afford it when negotiating future internet and telecommunication contracts.

29. Technology End of Lease Strategy Initiative (TELS) Progress Report on Purchasing Requirements for Fourth Quarter 2004

Communication (October 20, 2004) from the e-City Committee forwarding the action taken by the Committee on October 13, 2004.

Recommendation:

The e-City Committee recommended to the Administration Committee that:

- (1) Council receive the report (October 7, 2004) from the Commissioner of Corporate Services for information;
- (2) the Commissioner of Corporate Services, in consultation with the Chief Financial Officer and Treasurer, be requested to report back to the e-City Committee, on the placement or destination of all retired computer equipment that can still function;
- (3) the Executive Director of Corporate Information and Technology, Corporate Services Department, in consultation with the Director of Solid Waste Management, Works and Emergency Services Department, be requested to report to the e-City Committee and Works Committee on a disposal plan for all e-waste, including the cost of the disposal; and
- (4) the Commissioner of Corporate Services, be requested to report back to the e-City Committee on the Inventory System that will be used for the implementation of new computers.

30. Possible Acquisition of Toronto District School Board Property Located on Wanita Road for Stormwater Management Purposes (Ward 44 - Scarborough East)

(Deputation - 12:00 noon)

Communication (October 6, 2004) from the Works Committee forwarding the action taken by the Committee on October 6, 2004.

Recommendation:

The Works Committee unanimously recommends to the Administration Committee that City Council adopt the following resolution:

“BE IT RESOLVED that the City of Toronto express an interest in the acquisition of the Toronto District School Board Wanita Road property;

AND BE IT FURTHER RESOLVED that staff be directed to negotiate with the Toronto District School Board and report back to the Works Committee on the cost to acquire the Wanita Road site at its December 2004 meeting;

AND BE IT FURTHER RESOLVED that City staff be directed to work with Toronto and Region Conservation Authority staff and report back to the Works Committee on how the site could be utilized to meet the goals of the Wet Weather Flow Master Plan, the Centennial Creek Subwatershed Study and the TRCA’s Valley and Stream Corridor Policies, including aspects such as storm water management, water quality improvement, habitat restoration and increased tree canopy.”

31. Apportionment of Property Taxes

(Statutory Hearing under the *Municipal Act, 2001* - 2:00 p.m.)

Report (October 19, 2004) from the Chief Financial Officer and Treasurer recommending approval for the apportionment of taxes pertaining to properties listed in Appendix A and reporting on the estimated amount of grant funding required to off-set the penalty/interest charges associated with these properties.

Recommendations:

It is recommended that:

- (1) the apportioned property taxes as identified in Appendix A, columns entitled “Apportioned Taxes” and “ Apportioned Phase In/Capping”, be approved; and
- (2) the appropriate City officials be authorized and directed to take the necessary actions to give effect thereto.

32. 3-1-1 Implementation Report

(Scheduled for 2:10 p.m.) Members of the e-City Committee are invited to attend.

(Report not yet available)

33. 2003 Contribution Rebate Program

(Scheduled for 3:00 p.m.)

Memorandum (undated) from Councillor Kelly expressing concerns with the provisions of the 2003 election contribution rebate by-law.



**ADMINISTRATION COMMITTEE
SUPPLEMENTARY AGENDA
MEETING 11**

Date of Meeting: Tuesday, November 9, 2004 **Enquiry:** Yvonne Davies
Time: 9:30 a.m. **Committee Administrator**
Location: Committee Room 2 **416-392-7039**
2nd Floor, City Hall **ydavies@toronto.ca**
100 Queen Street West
Toronto

Communications/Reports:

- 21. Motel Strip Expropriation Proceedings - Gadzala Properties (Ward 6 - Lakeshore-Queensway)**

Scheduled for 3:30 p.m.

(In-camera - proposed or pending acquisition of land for municipal or local board purposes)

Confidential report (October 28, 2004) from the City Solicitor.

- 28(a). Review by the Toronto Public Service of the ideas presented by Councillor Giambrone for implementation by the e-City Committee**

Communication (April 27, 2004) from Councillor Giambrone, addressed to the e-City Committee, submitting some ideas for consideration by the e-City Committee.

32. Improved Service to the Public through Introduction of “3-1-1” (All Wards)

(Scheduled for 2:10 p.m.) Members of the e-City Committee are invited to attend.

Report (November 3, 2004) from the Chief Administrative Officer outlining the next steps for the introduction of the “3-1-1” (non-emergency) service delivery strategy previously approved by Council. “3-1-1” will simplify public access to City services through a single gateway over the telephone and on the City Web site, using modernized, streamlined service processes, and by implementing an electronic tracking system to monitor all customer service requests from receipt to completion. Implementation over a three-year period will mitigate risk factors and allow maximum use of existing City resources, and minimize new resources required to introduce the full “3-1-1” service model.

Recommendations:

It is recommended that:

- (1) the introduction of a Toronto “3-1-1” customer service model be phased-in over the next three years to successfully manage each phase of implementation, build early public confidence in the service, and allow for sufficient time to complete internal business process reviews;
- (2) the “3-1-1” improved customer services contained in Appendix “A”, be implemented by a Phase One launch of the “3-1-1” Service Gateway on the City Web site in December, 2005; a Phase Two launch of the expanded services to be provided by telephone in June, 2006 and, a Phase Three enhancement of “3-1-1” programs and services by December 2007 as Council may direct for implementation;
- (3) an external validation process on the “3-1-1” project plan and transition steps be implemented at a cost not to exceed \$60,000;
- (4) the amount of \$0.835 million be submitted for pre-approval for “3-1-1” business transformation and infrastructure development start-up activities in order to meet the Phase 1 launch of “3-1-1” Service Gateway on the Web site by December 2005;
- (5) the consolidated 2005, 2006 and 2007 estimated “3-1-1” capital budget requests outlined in Appendix “B” and the 2005 and 2006 estimated “3-1-1” operating budget requests outlined in Appendix “C” be forwarded to the Budget Advisory Committee for consideration;
- (6) the Chief Administrative Officer report to Council on any amendments to the 2005, 2006 and 2007 “3-1-1” capital and the 2005 and 2006 operating budgets that impact on the introduction of the “3-1-1” service;

- (7) the Chief Administrative Officer report back to Council by the end of 2006 following the implementation of the “3-1-1” consolidated call centre on potential efficiencies and savings;
- (8) the Chief Administrative Officer report to Council on the outcome of the Canadian Telecommunications and Radio-Television Commission (CRTC) “3-1-1” decision; and
- (9) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

New Items

34. Software Maintenance Contract-Renewal Three (3) Years-Computer Associates Canada Company

Report (October 26, 2004) from the Commissioner of Corporate Services seeking Council's approval to enter into a three (3) year contract with Computer Associates Canada Company for the provision of software maintenance.

Recommendations:

It is recommended that:

- (1) the Executive Director of Information and Technology be authorized to enter into a sole source purchasing agreement with Computer Associates Canada for a term of three (3) years commencing December 31, 2004 until December 30, 2007;
- (2) the Executive Director of Information and Technology and the City Solicitor be authorized to negotiate and approve the terms of the Master Agreement and prepare the Agreement in a form satisfactory to the City Solicitor;
- (3) the Executive Director of Information and Technology be authorized to execute a Schedule under the Master Agreement for software maintenance and support services over the next three years at an estimated cost of \$5,248,540.00;
- (4) upon successful negotiation of a Master Agreement, Purchasing and Materials Management Division be authorized to issue an Blanket Contract to Computer Associates Canada Company to a maximum of \$5,248,540.00 for maintenance services only;
- (5) the maintenance of any net new acquisition for the City be added to the Master Agreement under the I and T Schedule up to a maximum of \$5,248,540.00 including all taxes and charges allocated for growth over the next 3 years.

Acquisition of new software will be done through the issuance of calls, in accordance with purchasing procedures, to an approved reseller of Computer Associates Canada Company;

- (6) the City's Agencies, Boards and Commissions be authorized to leverage all products and services pursuant to the Master Agreement with Computer Associates Canada Company by entering into separate Schedules under the Master Agreement; and
- (7) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

35. Migration of SAP to the City's Agencies, Boards and Commissions

Report (October 21, 2004) from the Commissioner of Corporate Services and the Chief Financial Officer and Treasurer providing a status update on the migration of SAP software to the City's Agencies, Boards and Commissions (ABC's).

Recommendation:

It is recommended that this report be received for information.

36. History of Pension Improvements to Benefits for City Sponsored Pension Plans and Establishment of a Policy in Regards to Future Pension Improvements

Report (October 28, 2004) from the Chief Financial Officer and Treasurer reporting on a review of the cost of living increases provided to pensioners in City sponsored pension plans and providing recommendations on the establishment of a policy related to future increases.

Recommendations:

It is recommended that:

- (1) Council adopt a policy that allows a pension benefit improvement be provided only if the pension plan has a surplus and the improvement does not create a deficiency on a going-concern, solvency or windup basis; and
- (2) this policy be communicated to each of the five City sponsored pension plans, namely, the Metro Toronto Pension Plan, the Toronto Fire Department Superannuation and Benefit Fund, the Toronto Civic Employee's Pension and Benefit Fund, the Corporation of the City of York Employee Pension Plan and the Metro Toronto Police Benefit Fund.

37. Swansea Town Hall - Amendment of Purchase Order 6012609, Previously Awarded to KaRy Construction (Ward 13 - Parkdale-High Park)

(In-camera - litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board)

Confidential report (November 3, 2004) from the Commissioner of Corporate Services and City Solicitor.

38. Accessible Transit Service Plan - September 2004 Status Report

Communication (October 21, 2004) from the General Secretary, Toronto Transit Commission forwarding, for information, a copy of a report, titled "Accessible Transit Service Plan - September 2004 Status Report".