



**CUS Advisory Committee  
Draft Minutes**

November 8, 2012  
Time: 10:00 a.m. – 1:00 p.m.

**Present:** Trustee Chris Glover (Co-Chair); Brian Keaney (Co-Chair, Toronto Youth Development); Lynn Manning (Girls Guide Canada, Ontario Council); Lesley Johnston (Social Planning Toronto); Lorna Weigand (Middle Childhood Matters Coalition); Gerry Lang (Citizens for Life Long Learning); Iris Rivas (Salvation Army); Leigh Coffey (YMCA of GTA); Allison Boughner (Big Brothers Big Sisters of Toronto); Julian Freeman (Grace Fellowship Church); Alan Hrabinski (Scarborough Basketball Association); Judy Cargaro (Etobicoke Philharmonic Orchestra); Angelos Bacopoulos (Chief Facilities Officer, TDSB); Njoba; Nbada (Manager, Community Use of Schools); Namita Aggarwal (Program & Budget Manager, Con.Ed); Margaret Kent (Manager, ); Kitty Leung (Facility Permitting Coordinator); John Long (TDSB Facility Services); Rick Diagle; Trustee Gerry Chadwick; Alli Debbie (Parent and Community Involvement)

**Regrets:** Trustee Howard Kaplan; Morris Beckford (Doorsteps Neighbourhood); Susan Fletcher (Applegrove Community Complex);

**Recorder:** Parthee Siva (Committee Assistant)

Item	Information/Discussion	Action/Recommendation
1. Welcome	Meeting called to order by the Co-Chairs, Trustee Glover & Brian Keaney @ 1008 followed by introductions of members and guests	
2. Approval of Quorum	Quorum was achieved and approved.	
3. Approval of Agenda	ADD: IT Presentation ADD: CAC Review/Consultation to Other Business Moved by Lynn M; seconded by Gerry L; All in favour; carried.	
4. Approval of Sept/Oct Minutes  4b) IT Update	Motion to approve the Sept/Oct Minutes; moved by Allison B; Seconded by Julian F; all in favour; carried  One of the recommendations from CUSAC is the automation of permit system. This would give the public access to the permit system and would generate an approval on a timely manner. The experience will be similar to that of airline ticket booking or hotel booking.  Although the automation system is beneficial to both the communities and TDSB, it has its challenges. One of the challenges that the permit department faces is the deadlines with TDSB schools/principals. The yearly permit deadlines are different for summer season, outdoor season, and school season.  The Principals have the first week of May for booking their school season for the following year and thereafter followed by renewal, City, Youth, Seniors, and etc.	

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	<p><b>Web Permits</b> by <b>ELYXYR</b>– Web Portal automating and facilitating the end-to-end business process of Community Use of Schools.</p> <p>Web Permits is a mature product that has gone through 12 years of wear, tear, and improvements. Other large boards such as Toronto Catholic District School Board and Peel District School Board are already using it.</p> <p>Advantages of Web Permits are as follows:</p> <ul style="list-style-type: none"> <li>• Single-sign on, download from SAP</li> <li>• Credit card processing is by 3<sup>rd</sup> party thus, making it safer</li> <li>• Supported in both English and French for schools and customers</li> <li>• Supported in various browsers such as Microsoft IE, FireFox, Chrome</li> <li>• Annual Maintenance includes all ministry reporting requirements (Form E, Priority Schools), Unlimited Support, Excellent training resources and User group meetings, upgrade to versions of web server and database as requested by IT</li> <li>• Ease of Customization</li> <li>• Email alerts for Insurance Expiry, Permit Approval, etc</li> <li>• Advanced Facility Searching</li> <li>• Opportunity to integrate with our other systems such as FS Web, GIS, School Contacts, Floor Plans, Room Area, Barrier Free, Energy consumption during permit use</li> <li>• And the data not need to be maintained by TDSB.</li> </ul> <p>GIS – is similar to a map where you will be able to see all of TDSB locations, contacts, floor plans, room areas and etc.</p> <p>Web ED is soon going to get access to 15-minutes interval energy consumption data. With this information, the Board can tell how much additional gas and electricity is being consumed by a permit user.</p> <p>The general public and the facility services and the principal will have different WebPages when they are viewing. (customized for different users)</p> <p>The cost of providing software, train staff, make all integration, and bring in data is about \$50,000 (initial cost) and an annual maintenance is about \$ 10,000.</p> <p>The next step for TDSB is “How do they implement this automatic system?”</p>	

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	<p><b>Discussions Sustained:</b></p> <p>Although the automation will be 7days/24hrs (365) service when emerged with the third party but will be less customizable for TDSB and will be more expensive.</p> <p>In terms of acquiring the software, the Board needs to look at the best offers and it will consume time.</p> <p>It was suggested to take a Stage approach – ie. with permitting the summer season, school fields (take it one step at a time)</p> <p>Before implementation, the Board must ensure that the system fits in the schedules of all TDSB departments.</p> <p>It is anticipated that the system will give a response when a permit is booked (automatic email to sent out to the principal)</p> <p>Principals are responsible for all the activities that take place in their school. (Ie. if they experience vandalism, then they would say no to that permit.)</p> <p>Point was raised that the system is excellent if it can be implemented in a timely manner</p> <p>Concern was raised as to if a permit user is told by the principal that they cannot use the space, is there a body where the user can go to complain (ie arbitrator)?</p> <p>Is there any cost recovery in implementing the system such as staff reduction?</p> <p>Suggestion was made as follows: All permit holders must get their permits in by that date. (Jan 30 or June 1<sup>st</sup>) and any changes can be accessed via online including payments, thus making it very streamline and user friendly.</p> <p>Con Ed has been using the system and not sure if they have any desire to change it. (course registration system)</p> <p>ROE on the Capital Purchase is not yet calculated whether or not it would be efficient? And if the experiences of customers are improved and they may return to use TDSB spaces which in turn can increase Revenue.</p>	
5. Draft Recommendations	1. <b><u>Permit Fees</u></b>	

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to the Board	<p><b>Recommendation 1: (suggested by the working group, to be voted on by CUSAC on Nov 8, 2012)</b>  <b>That the 43% increase which is to take effect January 1<sup>st</sup>, 2013 should go through.</b>  <b>Moved by Julian F; Seconded by Iris R; all in favour; carried.</b></p> <p>Rationale: The 43% increase will cause serious hardship for some groups, will price permit space out of the reach of some groups. But, because changing the 43% increase would require the board to reopen the budget and would be impossible for the permits department to manage at this time. As the 43% increase across the Board will result in some groups subsidizing others, adjustments to the categories should be developed to take effect September 1, 2013.</p> <p><b>Recommendation 2: (approved by CUSAC Oct 25, 2012)</b>  <b>That the categorical fee increases be deferred until September 1<sup>st</sup> 2013.</b></p> <p>Rationale: The 43% increase to take effect January 1<sup>st</sup>, 2013 should generate the \$2.2 million in budget savings that the board had counted on. Delaying the categorical changes until Sept 1<sup>st</sup>, 2013 will provide CUSAC and the board time to develop categories that are fair and provide time to give permit holders adequate notice of changes.</p> <p><b>2. <u>Categorization</u></b></p> <p><b>Recommendation 1: (proposed by working group, to be voted on by CUSAC on Nov 8, 2012)</b>  <b>That a subcommittee of CUSAC consisting of 2 CUSAC members and one TDSB Permit staff member be established to consider and decide upon appeals made by community permit holders who feel that they have been put in the wrong category.</b>  <i>Approval Tabled till the next meeting.</i></p> <p>Rationale: Permit Staff receive often receive complaints from community permit holders who feel that they have been put in the wrong permit category. These complaints burden staff. Involving a CUSAC subcommittee in these decisions will provide greater authority for the decisions and relieve staff of some work.</p> <p><b>Recommendation 2: (proposed by working group, to be voted on by CUSAC</b></p>	

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	<p><b>on Nov 8, 2012)</b> Categories should be re-evaluated.</p> <p><b>3. <u>Impact on the budget of any forthcoming recommendations:</u></b> <b>Recommendation 1:</b> <b>CUSAC recommends that the budgeted savings of \$2.2 million be maintained for the current school year.</b> <i>Moved by Lynn M; Seconded by Lesley J; all in favour; carried.</i></p> <p><b>4. <u>Customer Service</u></b> <i>Permit holders state that they do not receive notice that their permit applications have been received, receive confirmation of permits too late for proper planning and have great difficulty contacting staff in the permit department.</i></p> <p><b>Recommendation 1: (approved by CUSAC Sept 28, 2012)</b> <b>CUSAC recommends to the Board that the Permit system be automated.</b></p> <p>Rationale: The TDSB currently has 3,000 active permit holders, who generate 20,000 permits and 470,000 permit bookings each year. Currently each permit is printed out and entered into the data system manually. Because permit clerks are attempting to manage such an incredible volume of permits manually, customer service suffers. <i>The cost of installing an automation is system includes \$50,000 initially and an annual maintenance of \$10,000.</i></p> <p><b>Recommendation 2: (approved by CUSAC Sept 28, 2012)</b> <b>That TDSB staff develop a timetable so that all school and board permits for the subsequent year are submitted by the end of March of each year, and that the permits department confirms permits for community permit holders by June 1<sup>st</sup> of each year.</b></p> <p><i>Motion to reopen the Recommendation # 2; moved by Lorna W; seconded by Julian F; all in favour; carried.</i></p> <p><b>That TDSB staff develop a timetable so that all school and board permits are submitted and that the permit department confirm permits for community permit holders by April 1<sup>st</sup> for Outdoor permits –May 1<sup>st</sup> for Summer season and June 1<sup>st</sup> for School season; (note: this is contingent on the new automation system); moved by Julian F;</b></p>	

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	<p><b><i>Motion to table this recommendation to the next meeting; moved by Lynn M; seconded by Alan H; all in favour carried.</i></b></p> <p>Rationale: Currently school and board permits do not have to be submitted until June 1<sup>st</sup> each year. By the time both board and community permits are processed, community permit holders often do not know whether their permits have been approved until the last week of August for permits starting in September. For groups attempting to organize leagues with season schedules, the late notice is a serious impediment. Asking schools and Board departments to develop their schedules for the subsequent year in March will back date the whole process and allow the permits department to process applications and provide notice to permit holders by June 1<sup>st</sup>.</p> <p><b>5. <u>Communication:</u></b> <b>Recommendation 1: (suggested by working group, to be voted on by CUSAC Nov 8, 2012)</b> <b>That auto responders be developed as part of the automation of the permit system so that permit applicants can be notified that their permit applications have been received and under consideration.</b> <b><i>Moved by Lesley J; seconded by Lorna W; all in favour; carried.</i></b></p> <p><u>Time-line for approval:</u> Will require some discussion with the internal stake holders to see if this recommendation can be feasible. (Ie. Con Ed dept and other dept/FOY do not have their deadline early enough) It is very important for all of the users in planning their programs but must work with the Board (integrated partnership)</p> <p>Concerns were raised that summer permits don't get approval till June and the program starts in July. And there are no information about what schools are available for summer.</p> <p>The new automatic system will have this information about which schools stay open in the summer season. (but its still on the preliminary stage)</p> <p>Concern was raised that if principals reject permits, will there be an appeal process?</p> <p>Concern was raised that all principal should be consistent; new principals are to work with the process that is already in place from the previous principal. (policy 666)</p> <p>Suggestion was made to have recommendation to Modify Policy 666. (procedure 666 has</p>	

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	<p>the deadlines)</p> <p>It was suggested to hire/have some kind of independent group/person to look after the problems with permits that are rejected or refused by the principals and the issues arising with the permits and ensuring that all permit users are treated in an equitable fashion.</p> <p>Suggested to have a public open community consultation about the satisfaction level each user is experiencing with the TDSB permits.</p> <p>Typically when there are issues with the permits it goes to Angelos Bacopoulos, and then the Director and if there are bigger issues at schools, then the superintendent is the person that deals with it.</p> <p>As the Catholic Board is already in the process of creating an Ombudsperson; it is now time for the TDSB, which is the largest board in Canada, to have an ombudsperson that would do a lot more than just permits.</p> <p>CUSAC as an entity to bring any concerns, and make recommendations through various channels. (but it has to be done in a timely manner)</p> <p><b><i>Motion:</i></b>  <b><i>An ombuds position be created to oversee the resolutions of permits and/or the application conflicts. Moved by Lynn M; seconded by Lesley J; 6 in favour; 1 oppose; carried.</i></b></p> <p>A suggestion was raised to have complaints to be brought to the CUSAC and a member of the same category can review it and take it further for investigating and dealing with the issues.</p> <p><b><i>Motion to extend the meeting to another 30 min. moved by Lesley J; seconded by Gerry L; all in favour; carried.</i></b></p> <p>Regardless of what the categories anyone falls in, the cost for the school board would be the same. The actual cost must be incurred. The 1<sup>st</sup> step is looking at what are the costs that we are going to cover in order for the price to be set.</p> <p>It was suggested not to run to conclusion before analyzing the cost for the Board and staff to bring back a report with the actual cost of permitting in a school.</p> <p>\$3.8M of subsidized/shortfall amount to allocate to which of the groups. It is challenging</p>	

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	<p>to allocate that about to the groups; Target a right group in a right way – balanced budget.</p> <p>It was suggested to have a flat fee for all and eliminate all the categories together. (Ie. Pools charge a flat fee for all users)</p> <p>Group B – Youth/Senior/AtRisk – Change it to Marginalized Group and describe as low income/single mom/aboriginal/LGBTQA</p> <p>YMCA has always had paid staffs. Camps that are in TDSB schools by the YMCA are operating in a deficit. Memorandum from 2006 states that all the funding that comes from the government are in line with the programs offered by YMCA.</p> <p>Citizens for life long learning lobbied the government and thus they have the right to support the subsidized programs.</p> <p>It was recommended to rework the categories at another working group meeting. The Working Group will meet on Nov 13 at 9:30 am.</p>	
7. Other Business	Deferred to next meeting	
8. Next Meeting Date	Nov 22 @ 10am in Committee Room A	
9. Adjournment	Motion to adjourn @ 1232; moved by Lesley; seconded by Gerry; all in favour; meeting adjourned.	