



Report to: General Committee

Date Report Authored: May31, 2015

SUBJECT:	TO2015 Pan Am/Parapan Am Games – June 2015 Status Update
PREPARED BY:	Mary Creighton- Director, Recreation Services

RECOMMENDATION:

- 1) That the report TO2015 Pan Am/Parapan Am Games – June 2015 Status Update be received;
- 2) And that Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to provide a status update on the Markham Pan Am Project related to Markham Host Committee, Community Activation Events, Facility Construction, Public Realm, Event/Logistics Planning and Facility Operation.

BACKGROUND:

As per the Markham Pan Am Centre Update report on November 2, 2012, the City of Markham (City) agreed in 2009 to be a partner in the delivery of the TO2015 Pan Am /Parapan Am Games to be hosted in the GTHA in July and August 2015. A Memorandum of Understanding was signed in 2011 which outlined the partnership, roles and responsibilities of TO2015, Infrastructure Ontario (IO) and the City of Markham. The City of Markham also in 2012 signed the Facility Agreement, which outlines roles and responsibilities during construction, pre-games, games and post games.

As a host community, we are responsible for the development of infrastructure, pre-game community engagement, way finding and municipal services needed to host the games, and legacy program development.

The City's commitment to infrastructure is the development of a 147,000 sq ft. facility which includes a 50 metre pool and field house. The Markham Pan Am Centre will host water polo, table tennis, and badminton for the Pan Am Games and table tennis for the Parapan Am Games. The City will also play host to golf for the Pan Am Games, which will be held at the Angus Glen Golf Course.

Markham is also required to develop a community activation strategy. The objective of the plan is to help to activate the community in support of the games, develop a strong legacy commitment and prepare to play host to the international audiences who will arrive for the games in July of 2015. Playing host to the games includes involvement in games planning committees responsible for construction, transportation, emergency planning, way finding signage, traffic management, cultural and community engagement.

The Pan Am Games are the world's third largest international multi-sport Games, surpassed in size and scope only by the Olympic Summer Games and the Asian Games. TO2015 forecasts over 7,000 athletes, representing the largest multi-sport event ever to be held in Canada. Staff recognise the magnitude and opportunity, and have throughout been actively involved in planning and delivery to ensure Markham supports and engages residents and all Canadians and international guests in experiencing Pan/Parapan Am Games spirit of sporting excellence, cultural sharing and appreciation, international camaraderie and community building and excellence.

OPTIONS/ DISCUSSION:

This report will provide an update on the following:

1. Community Activation Strategy
 - a. Volunteer Engagement
 - b. Sponsorship
 - c. Community Events
 - d. Culture Development and programming
 - e. Sport Development and Legacy
 - f. School Activation
2. Community and Business Outreach
3. Construction Update
4. Public Realm Project for Markham Pan Am Centre
5. Games/Logistics Planning Update
 - a. Transportation
 - b. Emergency Services
6. Municipal Service Level Agreements
7. Facility Operation

1.) COMMUNITY ACTIVATION STRATEGY

In September 2013 in preparation for hosting the TO2015 Pan Am/Parapan Am Games Council approved the formation of a Markham Host Committee.

The TO2015 Pan Am/Parapan Am Games - Markham Host Advisory Committee is a multi-sectoral, leadership team representing the community, that works with the City of Markham to leverage human and financial resources, build partnerships, and increase the profile of the Pan Am/Parapan Am events in Markham leading up to and during the TO 2015 Pan Am/Parapan Am Games.

The mission of **Markham's Pan Am Community Activation Strategy** is to involve the Markham Community in leadership, volunteerism, sport and cultural program development, legacy building, healthy active living, business development/tourism and celebration for the Toronto 2015 Pan Am/Parapan Am Games.

Overall Objective:

- To leverage resources, build partnerships, and increase the profile of Markham's Pan Am/Parapan Am events leading up to the 2015 Games.
- To plan for the creation of legacy in sport, culture and recreation.
- To provide leadership and expertise in the planning and undertaking of programs/events leading up to, during and following the Pan Am/Parapan Am Games in a manner that maximizes citizen engagement and participation.

Markham Host Committee Outcomes:

The Markham Host Advisory Committee will:

- Ensure that the residents of Markham **are fully informed and engaged** in the 2015 Pan Am/Parapan Am Games by ensuring the Community Activation Strategy is developed and implemented.
- Ensure that **legacy** programs developed in sport and culture will be sustainable within our community.
- Ensure that the City of Markham leverages all opportunities during the pre-game, game and post-game times to **profile the City of Markham**.
- **Build partnerships** within the community to help support the games, and ongoing sport tourism in our community.

a. Volunteer Engagement

Volunteers are a key component of our community activation strategy to help support Pan Am related events and promotions in Markham.

To support the community Activation Strategy and its related events and programs the City developed a Volunteer Management Database to automate the volunteer management process. This software was launched on May 26, 2014 and is being used to support the volunteer intake for the Pan Am Community Activation Strategy.

The intake process of volunteers is ongoing. To date we have 1260 community volunteers who will be used to support numerous outreach/activation initiatives including the following upcoming events: Pan Am Day in Canada, Torch Relay and Globalfest. They were also utilized for the one year countdown event and ongoing promotional activities throughout the year.

The new volunteer management program will remain in place after the games and will truly be the legacy of the games as we reach out to those who have registered to discuss with them other volunteer opportunities that exist within the City of Markham. The overall program includes recruitment, training, recognition, supervision of volunteers and defined responsibilities.

b. Sponsorship

One of the major responsibilities of the Markham Pan Am Host Committee responsibilities was to seek sponsorship to support the community activation strategies and activities leading up to the games.

The budget that was established based on input from the sub committees in January of 2015 was approved at \$600,000.

To date through sponsorship and grant funding received the Sponsorship Committee has successfully secured \$600,000: \$152,500 in grant funding and \$450,000 in sponsorship.

A detailed summary of the sponsorship program will be included in Wrap Up report that the Host Committee will present in fall 2015.

c. Community Events

There will be a number of events related to the games that will take place in Markham up to and during the Pan Am Games times.

Below is a listing of events and date that have been identified.

Event	Date	Location
Markham Celebrates Pan Am Day in Canada	Saturday June 13	Community Centres, Libraries and Cultural Venues Official Ceremony – Angus Glen CC
Pan Am Press Conference	Wednesday June 17	Main St. Unionville – In front of Markham Pan Am Centre
Markham Torch Relay	Saturday June 27, 2015	Various locations
Globalfest - Celebration Site	Saturday July 11 – Sunday July 19	Main St. Unionville – Infront of Markham Pan Am Centre

1) Markham Celebrates Pan Am Day in Canada – Saturday June 13

At venues across Markham: Community Centres, Libraries and Varley Art Gallery residents have the opportunity to participate in various sport and culture activities by “Trying It”. The Angus Glen Community Centre is the site of the official ceremony that takes place at 2:00pm.

Residents are encouraged to go to www.markham.ca for a full listing of activities, location and times. E-vites will be sent out to all Recreation and Culture program users, and sport groups.

2) Pan Am Press Conference – Wednesday June 17

The Pan Press Conference will be held at the Markham Theatre. The purpose of the Press Conference is to showcase Globalfest and the Public Art: Utility Box Wraps and Street Painting that has been installed to celebrate the spirit of the games.

3) Torch Relay – Saturday June 27th

Torch Relay will be a high-profile, community activation event leading up to the TO2015 Pan Am Games, setting the stage for the largest multi-sport event ever held in Canada and giving Canadians a chance to first-hand experience an aspect of the Games.

The TO2015 Pan Am Torch Relays commitment is to display Canada’s national pride while embracing the excitement of 41 participating PASO countries.

Starting at the Temple of the Sun God outside of Mexico City on Saturday May 30th and working its way to the host city through citizen activation and engagement, the historic journey is a powerful means to connect communities and share the spirit of the Pan Am Games.

Markham Torch Route and Community Celebration

As a gold level Municipal Partner for the TO2015 Pan Am/Parapan Am games the City of Markham will be home to the Pan Am flame for a full day on Saturday June 27th. The day will involve fourteen community stops and culminating with a major Community celebration at the Civic Centre. (Appendix A – detailed Torch Route Map)

The schedule for the Torch Relay in Markham is as follows:

Event Time	Torch Arrival	Torch Departure	Location	Activity
8 am – 11:00 am	10:30	10:40am	Cornell Community centre	Kick Off Announce first torch Bearer Family Activities –Kid Zone
	10:53am		Main street Markham	Farmer's Market
12noon – 5pm.	11:21am	11:43 am	Museum	Opening of Science of Sport Exhibit –free Admission to public who welcome the torch
12:20 – 1:20pm.	12:27pm	1:25pm	Angus Glen Golf Course	Lunch Break
10am – 6pm.	1:30pm.		Varley Gallery - Main Street Unionville	Kid's Craft Zone
	2:02pm	2:07pm	PAN AM Centre	20 minute visit - Photo Shoot with Athlete
12 pm	2:21pm	2:41pm	Markville Mall	30 minute visit
	2:51pm	2:56pm	CIBC Sponsor Stop	5 minutes
	3:07pm	3:14pm.	Joy Ride 150	20 minute visit
1pm – 5:00 pm.	4:05pm	4:13pm.	Milliken Mills C.C.	Family activity zone;
11am – 11pm.	4:34pm	4:36pm.	CIBC Taste of Asia	5 minute visit On stage transfer of Torch
3pm – 6pm.	5:20pm	5:40pm	Thornhill Community Centre	Family Activities Torch available for photos
	6:41pm.		Final Leg of the Route Woodbine and Hwy &	
	7:00pm.	8:00pm.	Arrival at Civic	Community Celebration

In partnership with Markham Rotary Club the City will be hosting the Community Celebration for the PANAM Games Torch Relay and the Markham Civic Centre.

The Community Celebration starts with pre flame entertainment starting at 5:30pm until 7pm.

At 7pm. The final Torchbearer will arrive on stage carrying the flame and will light the community cauldron and the post flame ceremony will start. Representatives from the Government of Canada, Province of Ontario, City of Markham and TO2015 will participate in the historic ceremony. The celebration will include interactive booths and entertainment provided by the partners of the Pan Am Games Torch Relay. The Lead Partners are the Ontario Lottery and Gaming Corporation (OLG) and President's Choice.

OLG are the lead partner for the Torch Relay and in the proud tradition of WINTARIO, and central to OLG's support for the TORONTO 2015 Pan Am Games Torch Relay, is the "All for Community Challenge" initiative which celebrates the work of local charities throughout Ontario. Selected local charities will have an opportunity to vie for a share of \$10,000. Just as the torch relay will leave behind indelible memories of the excitement of the games, the "All for Community Challenge" will help local charities create lasting legacies in dozens of communities. Spectators at the Community Celebration WINTARIO celebration will have the opportunity to enter a draw for a chance to win one of 20 pairs of tickets to the TO2015 Pan Am/Parapan Am Games. OLG are providing the main stage for the event and an activation booth.

**Markham Pan Am Torch
Community Celebration Schedule
Markham Civic Centre**

Time	Entertainment/Activity
5:30pm	Aboriginal Welcome – Chief Brain Laforme
6:30pm	OLG Community Challenge
7:00pm	Final Torchbearer Arrives
	Formal Portion will speeches from Dignitaries
7:30pm	Entertainment sponsored by OLG – Conjuto Lacalu
8:00pm	Extinguishing of Cauldron
8:05pm.	Grand Entry – Retiring of Flags All dignitaries
9:00pm	The Bayou Boys

A Markham Pan Am Torch Relay Press Conference was held on May 17 at the Markham Pan Am Centre that announced those within our community that had been chosen to be a torch bearer.

Information regarding this event is on the City website, City Pages in the newspaper(s), buck slip sent out in June tax notices to 80,000 households, and through e-blast and social media networks. Information is posted at all community centre locations and information tables have been set up at all major events prior to the games including Markham Celebrates Pan Am Day in Canada.

d. GlobalFest

GlobalFest is a nine day multicultural street festival that will be held on Main Street next to the Markham Pan Am Centre. The theme Globalfest celebrates the diversity of the Pan Am Games, and our community. This event will feature artisans, food, world class music and entertainment

from the Americas. Also included will be a kids zone and beer garden. (Appendix B – GlobalFest- Artist Lists)

Date	Theme	Time
Saturday July 11 th	South America & Caribbean Extravaganza	11am – 10 pm
Sunday July 12 th	South & Central America/ Caribbean, Fiesta Mexicana	11am – 10 pm
Monday July 13 th	The Best of Celebration of the Arts	5 pm – 10 pm
Tuesday July 14 th	The Best of York Region/GTA Indie/ Rock/Roots	5 pm – 10 pm
Wednesday July 15 th	Celebrate Markham Diversity: South Asia/India	5 pm – 10 pm
Thursday July 16 th	Celebrate Markham Diversity: Asia/China	5 pm – 10 pm
Friday July 17 th	Jazz & Roots Made in America: Louisiana/New Orleans	5 pm – 10 pm
Saturday July 18 th	I am Canadian	11am – 10 pm
Sunday July 19 th	Family Day/ Music of Hollywood	11am – 10 pm

e. Culture Development and Programming

There are currently several Pan Am cultural projects underway. The Pan Am Cultural Development & Legacy Subcommittee, is undertaking a music project engaging children and teens from various Markham Secondary and Elementary schools. Working with two artists, approximately 80 students are being trained through a series of rehearsals to conduct a visually stunning and sonically powerful performance consisting of synchronized drum beats, percussion, body movement and vocal chants in celebration of the Pan Am Games. Performances are planned at the Torch Relay event on Main Street Unionville as well as at the Pan Am GlobalFest Street Festival.

In addition to the music project, there are several Pan Am public art initiatives in the works. Working with the Art Department at Unionville Secondary School, the Culture Department, in conjunction with Public Realm have engaged students to develop Pan Am themed traffic box wrap designs as well as pavement art in the form of decals and stencils to be applied at the intersection of Enterprise and Main Street Unionville and south of the intersection on Main Street Unionville adjacent to the Pan Am Centre. There were a total of five designs selected for traffic box wraps and two for pavement art which will be unveiled at an upcoming press conference in June.

Following the Pan Am Games, the Art Department at Bill Crothers Secondary School will be engaged in producing a painted mural on the wall inside the Pan Am Centre along the north corridor on the second floor outside of the pool area. The mural will run the full length of the corridor and will enhance the space with a water themed band designed and painted by students from the local high school.

The Markham Museum will be hosting a sport-themed touring exhibition called The Perfect Match: Science vs. Sport. The Perfect Match is a participatory exhibition intended for the whole family that explains how science and technology have contributed to improve sports performance. The exhibition will allow visitors to participate in various sports activities while measuring their strength, speed and heart rate. The exhibition puts forward professional and amateur athletes from Canada and features sports equipment, modern and old. Markham Museum will add local flavor to the touring material by featuring local athletes and community artifacts as part of the installation.

Markham Public Libraries are organizing a series of Pan Am / Parapan Am related events.

Upcoming in the Pan Am cultural experience series will be several speakers and performers being organized by Markham Public Library to celebrate the cultures and raise learning's on the PASO nations, the 41 countries participating in the Pan Am / Parapan Am Games this summer.

Residents will be invited to taste the flavours of Pan Am, dance to its rhythms, hear how one elite athlete has built a life after professional sport, and cheer on the competitors at our Pan Am Poetry Slam.

The Markham Public Library first Pan Am event took place on **Wednesday, May 28**, when Olympic and World Championship swimmer Julia Wilkinson shared her thoughts on transitioning from elite athlete to learning how to win at other games. Other events that have taken place include:

Event	Date & Time	Details
A Taste of Pan Am	Wed, June 10 – 7-8:30 p.m.	Explore the culture of Pan Am through taste. Food journalist Mary Luz Mejia takes you on a gastronomic tour of the 41 Pan Am countries. Taste for yourself after the cooking demonstration!
Pan Am Slam	Saturday, June 13 – 7-10 p.m.	It's not just athletes who get to compete this summer – local poets will also battle it out in this literary showdown.
Pan Am Arts & Crafts	Sat, June 13 – afternoon	Children were invited to participate in free arts and craft activities with a Pan Am theme.
Farrucas: Latin Fusion Informance	Wed June 24 – 7-8 pm	Experience the music of Latin America with Latin Fusion duo Farrucas. Stories, rhythms, instruments and stories will be shared.

f. Sport Development and Legacy Committee

One of the key legacy projects identified by the Sports Development Committee was the development of a Markham Sports Hall of Fame.

Markham has a long history of supporting sport development in our community. We have produced athletes and coaches who have been acknowledged on the national and international stage. The development of a Markham Sport Hall of Fame would provide an opportunity for the Markham Community on an annual basis to celebrate those in our community who have excelled in sport.

Council at its meeting on May 26th approved the report presented by staff on behalf of the Sport Development and Legacy Committee that outlined the development of a Markham Sport Hall of Fame. The MSHOF will exist so that the residents of Markham and visitors to Markham can value sports and the benefits and contributions sports bring and make to communities, economic development, education and healthy lifestyles.

The MSHOF will be a destination accessible to all who wish to learn and experience the outstanding athletic achievements or outstanding contributions to sport by those individuals and teams who have a connection with, and have brought recognition to, the City of Markham. Designed to be fiscally responsible and self-sustaining it will be an inspiring legacy for future generations of sport participants.

The MSHOF would be located at the Markham Pan Am Centre which in itself is a legacy of the Pan Am Games. The MSHOF would be open to the community and visitors to the centre during building operation hours.

g. School Activation

The goal of the School Activation Committee was to create opportunities for elementary aged children to learn about the Pan Am Games and the role that Markham has in hosting the games. The committee included representatives from the York Region District School Board and the Host Committee. A number of key initiatives were developed including the “41 message program. In the keeping of 41 countries participating in the Pan Am games, the committee developed 41 messages, with interesting facts and figures about the games. Schools were encouraged to use these as part of their daily announcements, post on information boards and use within the classrooms.

As well the School Activation Committee hosted a workshop at the Markham Pan Am centre in May where teachers had the opportunity to attend to learn programming ideas related to Pan Am and Para Pan sports to be incorporated into the physical activity program. As well schools will be celebrating Pan Am Day in Canada on Friday June 12th as part of their annual play day activities which will be themed Pan Am.

One of the tools that the School Activation Committee developed to provide information to the schools was a video production about the Pan Am games. The video which was previewed at the May 4th Host Committee meeting received tremendous praise. The presentation and information

within the video was easy to follow and a great way to share information with school age children. The video was so well received that it is now being used on the City's Pan Am page, on the Electronic Information Boards at all community centres and has is available on YouTube.

2.) **COMMUNITY AND BUSINESS OUTREACH**

Community Outreach has been ongoing throughout the year. The Markham Pan Am booth has attended many events with the goal to outreach to as many Markham residents as possible. The booth is manned by either staff or volunteers as part of our Markham Ambassador program with the purpose of providing residents with information about the Pan Am games coming to Markham and the numerous community activation programs and activities that are planned. The following is a list of the events that the Markham Pan Am booth has attended:

Ambassador Booth 2014
Sept 10, 2014 - Employee Appreciation Day
Sept 27/28 - Applefest
Sept 26 - Golf Pan Am Test Event
Oct 13 - Badminton Test Event
Oct - Markham Fair
Nov 1- Accessibility Fair
Nov 25- with MBT/CCT/TO2015- Procurement/Tourism Ops and Building Tour
Nov 29 - Markham Sports Day
Nov 29 - Santa Claus Parade
Ambassador Booth 2015
Jan 17 - RC Armstrong New Year Levee
Jan 14-UBIA Board meeting
Jan 25 - Deputy Mayor New Year Levee
Feb 4- UBIA AGM
Feb 15 - Flag Day
Feb 26/27 - FLATO Theatre - AMIGAS Cuban Dance
March 4- Markham village BIA AGM
March 4-7 - Clarkson Cup
March 5 - Mayors CNY Dinner
March 10 - Markham at the Movies
March 11- with TO2015, MTO, ISU
March 25- York Region Tourism Summit
March 28 - Earth Hour
April 11 - Fit for Heart
May 2 - Sustainability
May 3 - MTAC Photography event
May 7- TO2015 Tourism/Accessibility
May 27 - MBT Luncheon
May 30 - Markham Youth Expo
June 7 – Unionville Festival
June 8 – Unionville Festival – Family Fun in the park with sport activations
June 17- Tourism/Ambassador/Languages

Find Pachi, is a fun and free initiative for the community to get involved in the Pan Am Games. There are 41 Pachi posters across Markham and York Region to take a selfie with and share it using the hashtag #MarkhamPACHI.

Become a part of Markham's massive photo mosaic which is a community project – residents are encouraged to take a group selfie photo of you and your friends or with one of the 41 "Find Pachi" posters which have been posted throughout York Region. Those in the community are asked to share their photo with the hashtag #MarkhamGelfie and #MarkhamPachi. Photos submitted will be a part of Markham's massive Gelfie Mosaic- a permanent photo installation to be unveiled fall 2015 at the Markham Pan Am Centre.

3.) CONSTRUCTION UPDATE

The Markham Pan Am Centre was originally scheduled to achieve Substantial Performance in mid-July 2014. The General Contractor experienced some difficulties with timely procurement of the structural steel and laminated wood structure components. In addition, some delay can be attributed to a very severe winter last year. The result was that, despite all efforts, Substantial Performance was achieved on October 29, 2014. The building was occupied by the city on October 17, 2014 and with the official opening on November 23, 2014.

The General Contractor continues to work toward Total Performance, working on completing the original scope of work and correcting the construction deficiencies. While some significant work remains, all items critical to the Pan Am Games have been or will be completed in advance of the Games. Meanwhile, the facility has been handed over to Toronto 2015 for installation of the Overlay work (temporary measures related to conducting the Games, including security, spectator control and accommodation, media facilities, etc). The City has undertaken some Overlay work on behalf of Toronto 2015 to provide bus loading/unloading and Games family parking on the adjacent site.

In financial terms, the project is expected to be on budget. A surplus in construction contingency has been re-allocated for necessary other works to be undertaken by the City in order to control costs and timing and relieve the General Contractor. Any such items critical to the Games themselves have already been completed and the remainder will follow the Games. A financial reconciliation of the overall project has been requested of the external Project Manager, Infrastructure Ontario.

Note, however, that the Markham Pan Am Centre is bundled with 2 other Games venues in terms of construction contracting and several claims and/or disputes, some of which involve the Markham Pan Am Centre, have arisen which are yet to be resolved and may impact the overall project.

Post Games work, mostly site related and included in the project budget, will be undertaken by the City to convert the facility to its legacy design after the Games.

4.) GAMES/LOGISTICS PLANNING UPDATE

To ensure the successful execution of a positive Pan Am/Parapan Am Games experience for community, spectators, athletes and games family planning, TO2015 has established a number of committees with representatives from Markham Staff. The committees include: Transportation, Emergency Planning, Construction, Municipal Liaison, Culture, and Recreation.

Coordination of successful Games relies heavily on partnerships with external agencies including Ministry of Transportation and Emergency Management Ontario.

Two internal staff committees work together to ensure Markham's interests are protected: ***Pan Am Working Group Coordination Team*** – leads of each TO2015 Committee representing Markham and the ***Executive Markham Pan Am Committee*** – Senior Staff providing oversight and support for ensuring project completion both chaired by the Commissioner of Community and Fire Services.

a. Transportation

TO2015 Pan Am/Parapan Am Games Strategic Framework for Transportation

Over 30 partners have been working together to ensure athletes, spectators, residents and businesses keep moving during the Games., and developed Five Point Plan:

- Games Route Network
 - Routes and temporary measures so athletes can travel safely and reliably to and from events
 - Spectator Transportation Services
 - Enhancing transit service, accessible options, signs, parking and more
 - Reducing Demand on Transportation
 - Promoting options like carpooling, transit, cycling and more to reduce traffic
 - Venue Traffic Measures
 - Support Games operations and minimize disruptions to local residents and businesses
- Regional Coordination

PATT is a collaborative and co-operative partnership between the Ontario Ministry of Transportation, the organizing committee TO2015 and participating municipalities and transit service providers (including Metrolinx). The City of Markham is represented on PATT by staff from both Operations and Engineering Departments.

The PATT has overall responsibility to deliver the client group travel needs and achieve the transportation goals set out for the Games, with reporting responsibilities to the government oversight and approval authorities. As co-chairs of the committee, MTO and TO2015 have the joint responsibility to ensure that the PATT delivers transportation solutions meeting the needs

of the spectators and other Games' client groups while maintaining the regular functions of the region.

Over the past number of months the PATT group has been working on providing messaging to the residents, businesses and spectators about how to keep moving during the games in the most efficient and effective manner. There have been a number of sessions held with local businesses and residents to share with them the resources and strategies that are available to them during games time.

	Residents	Businesses	Spectators
Reduce (Minimize the need to travel)	<ul style="list-style-type: none"> • Carpool to work 	<ul style="list-style-type: none"> • Stockpile supplies to minimize deliveries 	<ul style="list-style-type: none"> • If you have to drive, carpool to events
Re-time (Shift travel to less congested times)	<ul style="list-style-type: none"> • Avoid travelling during rush hour 	<ul style="list-style-type: none"> • Schedule deliveries during off-peak times 	<ul style="list-style-type: none"> • Leave plenty of time to get to events
Re-mode (Shift driving trips to other modes)	<ul style="list-style-type: none"> • Cycle or walk to work instead of driving 	<ul style="list-style-type: none"> • Take public transit to meetings 	<ul style="list-style-type: none"> • Use public transit (included in your event ticket)
Re-route (Shift travel to routes with less congestion)	<ul style="list-style-type: none"> • Avoid busy areas near events 	<ul style="list-style-type: none"> • Schedule delivery routes to avoid busy areas 	<ul style="list-style-type: none"> • Use the trip planner to find the best routes to events

Venue Transportation Working Group (VTWG)

The VTWG has played a key role in the delivery and operational success of the TO2015 Pan/Parapan American Games by producing a Venue Transportation Plan for each venue. The TO2015 VTWG membership includes subject matter experts that inform the direction of planning, and provide local knowledge of the opportunities and risks. The main function of this group throughout the planning stages has been to leverage relationships and create a working transport plan for all Games client groups while at the same time seeking to minimize the impact on existing municipal operations. The working group is well represented by several staff from both the Operations and Engineering Departments.

b. Emergency Services

As part of the alignment of public service delivery plans and operations across the municipality, the City participated in the Provincial Integrated Exercise Program (IEP) for the 2015 Pan/Parapan Am Games (the Games). The exercise program was comprised of three

progressively complex exercises with municipal, provincial, and federal partners engaged in supporting the Games. City of Markham's Emergency Preparedness Coordinator participated in the design team for all three the Games exercises. The three exercises that the City participated in include:

- Youthful Spirit – November 27, 2013 (planning symposium)
- Sustainable Spirit – October 6-9, 2014 (table top exercise)
- Celebratory Spirit – April 14-16, 2015 (functional exercise)

During Exercise Celebratory Spirit, the third and final exercise in the program, Markham operated its Pan/Parapan Am Municipal Command Centre (MCC) with City staff from Fire and Emergency Services, Operations, Corporate Communications and Community Relations along with York Region Police, York Region Transportation, York Region Emergency Management Office. Through Exercise Celebratory Spirit, Markham MCC validated the interoperability of Games Command and Control roles and responsibilities, Operational Plans and Procedures, Information Sharing / Situational Awareness plans and processes, and Communications Management plans and procedures.

In addition to the exercise program, City of Markham emergency management staff participated in the following working groups and planning committees:

- Municipal
 - City of Markham PanAm Planning Committee – Chaired by Commissioner of Community and Fire Services
 - Torch Relay Planning Committee
- Regional
 - York Regional Pan Am Games Planning Meetings
- Provincial
 - Provincial Consequence Management Working Group – chaired by Ontario Fire Marshall and Emergency Management Office
 - Unified Transportation Command Centre Working Group – Chaired by Ontario Ministry of Transportation
 - York Venue Transportation Work Group – chaired by Ontario Ministry of Transportation
 - Ontario Association of Fire Chiefs PanAm subcommittee
- TO2015
 - Pan/Parapan Main Operations Centre Working Group – chaired by TO2015
 - TO2015 Municipal Partners Communications Planning Group – chaired by TO2015

Markham Control Centre

During the Torch Relay and the Pan and Para-Pan Games, the Markham Municipal Command Centre (MCC) will be activated to monitor activities in Markham and to assist with coordination and communications of Pan Am activity across the whole games foot print to ensure Markham

supports a successful games as a host city. Should any issues arise, MCC staff will collaborate with relevant partners to manage the response.

In order to help provide a positive and safe transportation experience for residents and visitors in the city during the Games, the MCC will work in collaboration with the York Region Transportation Operations Centre (YRTOC) to monitor transportation networks in Markham. City staff will be working in the YRTOC and be in direct communication with the Unified Transportation Coordination Centre (UTCC). MCC staff will identify transportation issues, coordinate response, and share information with our transportation partners regarding disruptions.

The MCC will operate in conjunction with the Main Operations Centre (MOC) for Toronto 2015 throughout the course of the Games. The MOC has been hosting daily situation updates with all municipal operational partners since May 28. The Provincial Emergency Operational Centre (PEOC) is activated throughout the Games. On days leading up to, and including events in Markham, the MCC will be engaged in joint operational reports with the MOC and PEOC to ensure all operational partners are aware of potential issues which may detract from a successful Games experience.

The Markham Municipal Command Centre has established direct communications links with the MOC, PEOC, UTCC and the York Regional Police Command Centre for the Games. Security for Games is the responsibility of the Integrated Security Unit (ISU). There is a special reporting requirement for the Markham Fire Services and Emergency Services to the Office of the Fire Marshal and Emergency Management (OFMEM) for the duration of the Games. Unless specifically related to the operation of the Games, all other reporting, such as summer weather alerts, will be communicated through the regular municipal procedures.

Several City staff have been identified as MCC Duty Officers to exchange Games operational information with the MOC and the PEOC. A continuous staffing schedule has been identified for the period the MCC is active, including a staffing schedule for Corporate Communications.

5.) MUNICIPAL SERVICE LEVEL AGREEMENTS

Each municipal partner that is hosting a Pan Am/Para Pan event is required to sign a municipal service level agreement with the Pan Am Secretariat.

The Pan Am Games Secretariat identified that each partner municipality is expected to provide normal level of service during Games time based on normal operating levels. Any costs associated with the Games that are deemed to be outside of normal operating costs will be covered by the Pan Am Secretariat through the agreement negotiations. Within the agreement, there will be a process outlined for determining what the base level operating costs are to ensure that any additional costs, when they occur, can clearly be assigned to the responsible party.

In June of 2014 Council to delegate authority to the Mayor and Clerk to sign the Service Level Agreement between the Pan Am Games Secretariat and the City of Markham, subject to

approval by the Chief Administrative Officer, City Solicitor and Commissioner of Community & Fire Services.

Staff from recreation, operations and fire have been working in finalizing these agreements. Normal operating costs have been determined, to establish the base level operating costs. The base level has been established for the operation of the Pan Am centre, including staff costs which Markham is responsible. If as a result of the games there are additional staff required over and above our normal schedule and/or overtime is required, TO2015 will be responsible for these costs. As well TO2015 will be using Markham lifeguarding staff which is 100% recoverable by the City.

Operations and Fire Services have submitted base level costing which has been reviewed and agreed to by both parties.

Upon the conclusion of the games a reconciliation of costs will be completed.

6.) FACILITY OPERATION

As per the Facility agreement that was signed in 2012 the Markham Pan Am centre as of May 18 – September 15 has been turned over to TO2015 staff to manage. The purpose of TO2015 taking on responsibility is allow set up time to ensure the facility is “games” ready. Facility maintenance staff have remained on site and will continue to work throughout the games period, ensuring the building systems operated efficiently and effectively during the games period. The Manager of Sport Development and program staff will for this period be temporarily relocated to 8100 Warden Ave. The Manager of Sport Development continues to work with TO2015 to ensure that information regarding building operation is readily available. As well the staff team and TO2015 collectively make decisions on any building modification required to support the games that could impact the legacy operations. In some cases modification can be made without impact in other case if the modification impacts the long term use, the solution is often temporary and part of the games overlay team responsibility.

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

This project is in line with the City’s strategic focus on the Integrated Leisure Master Plan, Greenprint, Diversity Plan, and Culture Plan.

BUSINESS UNITS CONSULTED AND AFFECTED:

Operations Department, Asset Management, Fire Department, Culture Department and Library

**RECOMMENDED
BY:**



Brenda Librecz
**Commissioner, Community
And Fire Services**



Andy Taylor
Chief Administrative Officer



Jim Baird
**Commissioner, Development
Services**



Trinela Cane
Commissioner, Corporate Services

ATTACHMENTS:

- Attachment A – Torch Relay Map
- Attachment B – GlobalFest Artist List