

APPENDIX A**SUMMARY OF HOTLINE CALLS REFERRED TO MANAGEMENT: APRIL 1 - JUNE 30, 2020**

Tracking Number	Date Received from PwC	General Description	Responsible Member of Management	Management Action	Close Date
NTS-001-APR-2020	April 1, 2020	Inquiry related to the status of City of Windsor Crossing Guards	Mark Winterton	This request for information has been referred to the City's 311 system.	April 2, 2020
NTS-002-APR-2020	April 6, 2020	Anonymous COVID-19 related complaint towards a private company	PwC	Recommendation given to Internal Audit to direct the individual to file a complaint with the Health and Safety Contact Centre	April 6, 2020
NTS-003-APR-2020	April 6, 2020	Anonymous COVID-19 related complaint regarding the number of people working and to shut down all non-essential workplaces.	PwC	Recommendation given to Internal Audit to direct the individual to contact the local Health Unit or the Health and Safety Contact Centre	April 6, 2020
NTS-004-APR-2020	April 6, 2020	Complaint related to COVID-19 and to report the gathering of a group larger than 5.	Valerie Critchley	This complaint has been referred to the City's 311 system.	April 6, 2020
NTS-005-APR-2020	April 6, 2020	Complaint related to COVID-19 and a request to have the basketball courts closed off or nets removed.	Jan Wilson	This service request has been referred to the City's 311 system.	April 6, 2020
NTS-006-APR-2020	April 6, 2020	A request to recognize those in our community that have done their job to keep the city safe and healthy during this pandemic	Onorio Colucci	This request has been referred to the City's 311 system.	April 6, 2020
NTS-007-APR-2020	April 9, 2020	A request for information regarding the number of COVID-19 cases and testing	Jelena Payne	This request for information has been referred to the City's 311 system.	April 9, 2020
NTS-008-APR-2020	April 13, 2020	Complaint related to the Service Ontario location in the 400 CHS building continuing to operate during the pandemic.	Onorio Colucci	This complaint has been referred to the City's 311 system.	April 14, 2020
NTS-009-APR-2020	April 14, 2020	Complaint of a dog owner not cleaning up after their dog	Valerie Critchley	This complaint has been referred to the City's 311 system.	April 14, 2020
NTS-010-APR-2020	April 20, 2020	Complaint related to COVID-19 and the use of face masks during the pandemic.	Valerie Critchley	This complaint has been referred to the City's 311 system.	April 21, 2020
NTS-011-APR-2020	April 28, 2020	Complaint regarding excessive garbage in an alley	Mark Winterton	This complaint has been referred to the City's 311 system.	April 28, 2020
NTS-001-MAY-2020	May 4, 2020	Complaint related to an increase in construction truck traffic in their area	Mark Winterton	This complaint has been referred to the City's 311 system.	May 4, 2020
NTS-002-MAY-2020	May 6, 2021	Anonymous service complaint related to a City department	Jelena Payne	This complaint has been referred to the City's 311 system.	May 6, 2021
NTS-004-MAY-2020	May 19, 2020	Request for information related to a former resident of the City of Windsor	Onorio Colucci	This request for information has been referred to the City's 311 system.	May 19, 2020
NTS-005-MAY-2020	May 20, 2020	Request from Google Maps for access to a City owned facility to take pictures	Onorio Colucci	This request has been referred to the City's 311 system.	May 20, 2020
NTS-006-MAY-2020	May 25, 2020	Complaint that illegal raffles are occurring in Windsor and being posted on Facebook	Valerie Critchley	This complaint has been referred to the City's 311 system.	May 25, 2020
NTS-007-MAY-2020	May 25, 2020	Allegation that a specific individual has not provided full disclosure of information relative to benefits being received from the City of Windsor	Jelena Payne	Eligibility Review Officer reviewed the file and contacted the complainant for further information. Investigation concluded that that the named client provided our office with accurate information.	June 23, 2020
NTS-001-JUN-2020	June 1, 2020	Anonymous allegation that an individual has violated a restraining order on multiple occasions	Onorio Colucci	This matter has been forwarded to the Windsor Polices Services for information.	June 2, 2020
NTS-002-JUN-2020	June 2, 2020	Anonymous complaint related to the same matter from NTS-001-JUN-2020	Onorio Colucci	This matter has been forwarded to the Windsor Polices Services for information.	June 2, 2020
NTS-003-JUN-2020	June 4, 2020	Complaint related to garbage being left behind during construction on a City street	Mark Winterton	This complaint has been referred to the City's 311 system.	June 4, 2020
NTS-004-JUN-2020	June 4, 2020	Caller reporting unsafe conditions related to a storm sewer drain on a City street	Mark Winterton	This matter has been referred to the City's 311 system.	June 4, 2020
NTS-005-JUN-2020	June 8, 2020	Complaint related to the decision to shut down Little River Golf Course for the 2020 season	Onorio Colucci	This complaint has been referred to the City's 311 system.	June 8, 2020

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NTS-006-JUN-2020	June 10, 2020	Anonymous caller expresses their opinion on police services and the law	Onorio Colucci	Matter forwarded to administration for information	June 10, 2020
NTS-007-JUN-2020	June 11, 2020	Same individual from NTS-004-JUN-2020 called back to say thank you for the immediate response to the unsafe conditions	Mark Winterton	Matter forwarded to administration for information	June 11, 2020
NTS-008-JUN-2020	June 15, 2020	Service request to have a dead rat removed from the area.	Mark Winterton	This service request has been referred to the City's 311 system.	June 15, 2020
NTS-010-JUN-2020	June 16, 2020	Complaint with respect to a matter unrelated to the City of Windsor.	Onorio Colucci	No action required	June 17, 2020
NTS-011-JUN-2020	June 17, 2020	Complaint with respect to a matter unrelated to the City of Windsor.	Onorio Colucci	No action required	June 17, 2020
NTS-012-JUN-2020	June 17, 2020	Caller expresses their disappointment that Windsor-Essex has not moved to Stage 2 of the Province's reopening framework	Onorio Colucci	Matter forwarded to administration for information	June 17, 2020
NTS-013-JUN-2020	June 25, 2020	City management advised PwC regarding a fraudulent activity made against a City department.	Onorio Colucci	Management investigated the issue and has implemented strengthened procedures and internal controls to further protect the City from such fraudulent activity.	June 29, 2020
NTS-014-JUN-2020	June 24, 2020	Anonymous caller expressing their displeasure that Windsor-Essex has not progressed to Stage 2 of the Province's reopening framework	Onorio Colucci	Matter forwarded to administration for information	June 24, 2020

APPENDIX B**SUMMARY OF HOTLINE CALLS REFERRED TO MANAGEMENT: JULY 1 - SEPTEMBER 30, 2020**

Tracking Number	Date Received from PwC	General Description	Responsible Member of Management	Management Action	Close Date
NTS-001-JUL-2020	July 6, 2020	Dirty yard and standing water complaint.	Valerie Critchley	This complaint has been referred to the City's 311 system.	July 6, 2020
NTS-002-JUL-2020	July 8, 2020	Complainant questions the actions of a local lotto retailer	Valerie Critchley	This complaint has been referred to the City's 311 system.	July 8, 2020
NTS-003-JUL-2020	July 8, 2020	Request to have a car that has been parked at a vacant house for several days investigated.	Shelby Askin-Hager	This service request has been referred to the City's 311 system.	July 8, 2020
NTS-005-JUL-2020	July 24, 2020	Caller requesting information on how to obtain long term care services for his mother	Jelena Payne	This request for information has been referred to the City's 311 system.	July 24, 2020
NTS-006-JUL-2020	July 27, 2020	Individual issues complaint of poor customer service received from the City of Windsor	Valerie Critchley	This complaint has been referred to the City's 311 system.	July 31, 2020
NTS-002-AUG-2020	August 11, 2020	Noise Complaint	Valerie Critchley	This complaint has been referred to the City's 311 system.	August 12, 2020
NTS-003-AUG-2020	August 12, 2020	Complaint on a matter unrelated to the City of Windsor.	Onorio Colucci	No action required	August 12, 2020
NTS-004-AUG-2020	August 21, 2020	Noise Complaint	Valerie Critchley	This complaint has been referred to the City's 311 system.	August 21, 2020
NTS-005-AUG-2020	August 21, 2020	Complainant alleges that a traffic light is not operating as expected.	Mark Winterton	This complaint has been referred to the City's 311 system.	August 21, 2020
NTS-006-AUG-2020	August 20, 2020	Anonymous complaint on a matter providing vague information.	Onorio Colucci	No further action available as callback information was not provided.	August 21, 2020
NTS-007-AUG-2020	August 21, 2020	Caller requesting information related to repeated messages received from the City of Windsor.	Valerie Critchley	This request for information has been referred to the City's 311 system.	August 24, 2020
NTS-009-AUG-2020	August 26, 2020	Individual issues complaint of poor customer service received from a City Department	Valerie Critchley	This complaint has been referred to the City's 311 system.	August 27, 2020
NTS-001-SEP-2020	September 2, 2020	Individual issues complaint related to the closure of Little River Golf Course for the 2020 season.	Onorio Colucci	This complaint has been referred to the City's 311 system.	September 2, 2020
NTS-002-SEP-2020	September 15, 2020	Service request to have fallen tree branches from a City tree cleaned up.	Jan Wilson	This service request has been referred to the City's 311 system.	September 15, 2020
NTS-003-SEP-2020	September 16, 2020	Complaint on a matter unrelated to the City of Windsor.	Onorio Colucci	No action required	September 16, 2020
NTS-004-SEP-2020	September 16, 2020	Complainant alleges that illegal dumping is occurring in a residential area.	Valerie Critchley	This complaint has been referred to the City's 311 system.	September 16, 2020
NTS-005-SEP-2020	September 24, 2020	Individual calling to report a party that is in violation of the Provincial guidelines on private gathering limits.	Valerie Critchley	This report has been referred to the City's 311 system.	September 24, 2020
NTS-006-SEP-2020 & NTS-008-SEP-2020	September 25, 2020	Complaint related to a City owned outdoor workout facility.	Jan Wilson/ Jelena Payne	This complaint has been referred to the City's 311 system.	September 28, 2020
NTS-007-SEP-2020	September 25, 2020	Dirty yard complaint	Valerie Critchley	This complaint has been referred to the City's 311 system.	September 25, 2020