
Public Vehicle Advisory Committee

Date

2018/02/13

Time

10:00 AM

Location

Civic Centre, Council Chamber,
300 City Centre Drive, Mississauga, Ontario, L5B 3C1

Members

Ron Starr	Councillor - Ward 6 (Chair)
John Kovac	Councillor - Ward 4 (Vice-Chair)
Al Cormier	Citizen Member
Vikesh Kohli	Citizen Member
(Vacant)	Elected Member – Taxi Drivers
Nirmal Singh	Elected Member – Taxi Owners
Rajendra Singh	Citizen Member
Baljit Singh Pandori	Appointed Industry Member – Taxi Brokerages
Harsimar Singh Sethi	Elected Member – Elected At Large
Joshua Zahavy	Appointed Industry Member – Limousine Brokerages

Contact

Karen Morden, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5471
karen.morden@mississauga.ca

Find it Online

<http://www.mississauga.ca/portal/cityhall/publicvehicleadvisory>

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1. Public Vehicle Advisory Committee Minutes - October 31, 2017

5. **DEPUTATIONS**

5.1. Yelena Adamopoulos, Project Manager – TNC Pilot, to speak regarding the TNC Pilot Project.

6. **PUBLIC QUESTION PERIOD - 15 Minute Limit (5 Minutes per Speaker)**

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:

Public Vehicle Advisory Committee may grant permission to a member of the public to ask a question of the Committee, with the following provisions:

1. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. **MATTERS TO BE CONSIDERED**

7.1. Michael Foley, Manager Mobile Licensing Enforcement to provide a verbal update with respect to industry feedback and comments pertaining to the Line-by-Line Review of the Public Vehicle Licensing By-law 420-04, as amended.

7.2. Michael Foley, Manager, Mobile Licensing Enforcement to provide a verbal interim report with respect to accessible taxi plates.

7.3. Review of the 2017 Public Vehicle Advisory Committee Action List

8. **INFORMATION ITEMS**

8.1. Memorandum dated November 30, 2017 from Karen Morden, Legislative Coordinator with respect to Karam Punian's PVAC Membership status.

8.2. Policy Update - Respectful Workplace and Workplace Violence Policies

8.3. Public Vehicle Advisory Committee - 2018 Meeting Dates

9. **OTHER BUSINESS**

-
10. **DATE OF NEXT MEETING** - April 17, 2018 - 10:00 AM, Civic Centre, Council Chambers
 11. **ADJOURNMENT**

City of Mississauga
Minutes



Public Vehicle Advisory Committee

Date

2017/10/31

Time

10:03 AM

Location

Civic Centre, Council Chamber,
300 City Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members Present

Councillor Ron Starr, Ward 6 (Chair)
Councillor John Kovac, Ward 4 (Vice-Chair)
Al Cormier (Citizen Member)
Baljit Singh Pandori (Taxicab Brokerages)
Harsimar Singh Sethi (Elected at Large)
Nirmal Singh (Taxicab Owners)
Joshua Zahavy (Limousine Owners)

Members Absent

Vikesh Kohli (Citizen Member)
Rajendra Singh (Citizen Member)
Karam S. Punian (Taxicab Drivers)

Staff Present

Samuel Rogers, Director, Enforcement
Michael Foley, Manager, Mobile Licensing Enforcement
Karen Morden, Legislative Coordinator, Legislative Services

Find it online

<http://www.mississauga.ca/portal/cityhall/publicvehicleadvisory>

1. **CALL TO ORDER** - 10:03 AM2. **APPROVAL OF AGENDA**Approved (H. Sethi)3. **DECLARATION OF CONFLICT OF INTEREST** - Nil.4. **MINUTES OF PREVIOUS MEETING**

4.1. Public Vehicle Advisory Committee Minutes - September 19, 2017

Approved, as presented (A. Cormier)5. **DEPUTATIONS**

5.1. Mark Sexsmith, All Star Taxi spoke regarding Item 8.1.

Mr. Sexsmith commented that Uber's operating licence had been revoked in London England and urged staff to be cognizant of various issues that Uber has experienced since being licensed to operate in cities across the world. Furthermore, Mr. Sexsmith requested that staff apprise Council and the Committee on these issues. Michael Foley, Manager, Mobile Licensing Enforcement indicated that staff closely monitors the industry as a whole, noting the reasons that Uber's operating licence had been revoked in London England and that the City is not experiencing similar issues. In response to a question from Al Cormier, Citizen Member, Mr. Foley noted that Uber has appealed in London England and is continuing to operate during the appeal process.

The Committee received Item 8.1., email dated September 22, 2017 from Mark Sexsmith, Taxi Industry with respect to London England's response to Uber.

RECOMMENDATION

That the deputation and associated correspondence by Mark Sexsmith, Taxi Industry with respect to London England's response to Uber be received for information.

Received (A. Cormier)

Recommendation PVAC-0019-2017

5.2. Karam Punian, Driver Representative was to speak regarding his Public Vehicle Advisory Committee membership, but was not present at the meeting to do so.

6. **PUBLIC QUESTION PERIOD - 15 Minute Limit (5 Minutes per Speaker)**

- 6.1. Mark Sexsmith, All Star Taxi spoke regarding Item 8.2., a letter from Gurinder Pannu, President of All Star Taxi, in Mr. Pannu's absence. Mr. Sexsmith noted that his organization had gone through the proposed changes to the by-law and indicated that they were satisfied with most amendments and that a few of the amendments may require further review.

RECOMMENDATION

1. That the deputation by Mark Sexsmith, Taxi Industry with respect to Information Item 8.2, a letter from All Star Taxi Inc. regarding feedback on the line by line review of the Public Vehicle Licensing be received for information;
2. That the letter dated October 18, 2017 from Gurinder Pannu, President of All Star Taxi Services with respect to feedback on the line by line review of the Public Vehicle Licensing By-law 420-04, as amended be received for information.

Received (H. Sethi)

Recommendation PVAC-0020-2017

7. **MATTERS CONSIDERED**

- 7.1. Michael Foley, Manager, Mobile Licensing Enforcement provided a verbal update with respect to the current status of accessible taxi plates.

Mr. Foley provided a brief background, referring to the Hara Report and to the AODA legislation, and spoke to the scope of work necessary to determine what the appropriate number of accessible taxis on the road, noting that there are currently 37 accessible vehicles in operation. Additionally, Mr. Foley spoke to finding subsidy funds for the operation of accessible vehicles and noted that the results would be incorporated into the report coming forward in 2018 regarding the TNC Pilot Project.

Al Cormier, Citizen Member expressed concern with the length of time that it would take for the report to come forward, to which Councillor Starr agreed and directed staff to prepare an interim report to address accessible vehicles.

RECOMMENDATION

1. That the verbal update from Michael Foley, Manager, Mobile Licensing Enforcement with respect to the current status of accessible taxi plates be received;
2. That staff be directed to provide an interim report on the status of accessible taxi plates at the next meeting of the Public Vehicle Advisory Committee.

Approved (B. Pandori)

Recommendation PVAC-0021-2017

- 7.2. Michael Foley, Manager, Mobile Licensing Enforcement provided a verbal update with respect to Recommendation PVAC-0016-2017, the feasibility of extending 2011 vehicles for replacement.

Mr. Foley advised that there had been an approved amendment to the Public Vehicle Licensing By-law to extend vehicles for replacement by one year that had not yet been incorporated into the by-law and indicated that the by-law amendment had now been passed at the October 25, 2017 Council meeting and noted that 2011 vehicles that met the safety requirements would be licensed until April 2019.

RECOMMENDATION

That the verbal update by Michael Foley, Manager, Mobile Licensing Enforcement with respect to the feasibility of extending 2011 vehicles for replacement be received for information.

Received (H. Sethi)

Recommendation PVAC-0022-2017

- 7.3. Michael Foley, Manager, Mobile Licensing Enforcement provided a verbal update with respect to the status of the TNC Pilot Project.

Mr. Foley noted that the staffing to support the TNC Pilot Project was now complete and that the compliance rate with respect to reporting has been good. Al Cormier, Citizen Member inquired about the scope of the TNC's operation, to which Mr. Foley commented that there are 60,000 vehicles on the Uber platform, not all of which operate in Mississauga, and that there tends to be a low number of trips per driver, with many drivers doing only two or three trips per week. Furthermore, Mr. Foley noted that staff is not able to report specifics as it would be a breach of privacy.

Baljit Pandori, Taxi Brokerages inquired whether the TNC was paying the required fees and was advised that they are. Furthermore, Mr. Pandori noted that the reported number of TNC trips per week didn't seem to be correct as, if it was accurate, the taxi industry would not be so significantly impacted. Councillor Starr advised that the Chair and Vice-Chair would meet with staff to discuss what information could be shared and that the matter would be discussed at the next PVAC meeting.

Councillor Starr expressed concern with passengers' ability to identify a TNC vehicle, to which Members agreed and discussed various placement locations of the identifying stickers. Mr. Foley noted that the identifying stickers were more discreet to deter street hailing. Councillor Starr directed staff to investigate identifying sticker placement.

RECOMMENDATION

1. That the verbal update by Michael Foley, Manager, Mobile Licensing Enforcement with respect to the status of the TNC Pilot Project be received;
2. That staff be directed to investigate more obvious identifying signage on TNC vehicles.

Approved (H. Sethi)

Recommendation PVAC-0023-2017

8. **INFORMATION ITEMS**

- 8.1. Email dated September 22, 2017 from Mark Sexsmith, Taxi Industry with respect to London, England's response to Uber.

This item was dealt with during Deputation 5.1.

- 8.2. Letter dated October 18, 2017 from Gurinder Pannu, President of All Star Taxi Services Inc. regarding feedback on the line by line review of the Public Vehicle Licensing By-law 420-04, as amended.

This item was dealt with during Public Question Period.

The Committee considered Item 8.4. at this time.

- 8.4. Email dated October 26, 2017 from Karam Punian, Driver Representative with respect to his membership on the Public Vehicle Advisory Committee.

Councillor Starr commented that Karam Punian, Driver Representative had recently been issued a taxi owner plate, making him ineligible to be the Driver Representative on PVAC, to which Harsimar Singh Sethi, Elected at Large noted that Mr. Punian had been issued the plate by the City, after several years on the waiting list and suggested that Mr. Punian remain on the Committee. Karen Morden, Legislative Coordinator spoke regarding the process, noting that Council would consider this issue at their meeting on November 8, 2017 and that she would advise of Council's decision following that.

RECOMMENDATION

That the email dated October 26, 2017 from Karam Punian, Driver Representative with respect to his membership on the Public Vehicle Advisory Committee be received for information.

Received (H. Sethi)

Recommendation PVAC-0025-2017

8.3. Public Vehicle Advisory Committee 2017 Action List

Al Cormier, Citizen Member commented that the Action List was in need of review, to which Members agreed. Michael Foley, Manager, Mobile Licensing Enforcement inquired whether industry members would prefer to have renewals of their licence and of their membership on the Priority Waiting List happen on the same date, to which industry members indicated that it would be much easier. Mr. Foley noted that staff would implement the change to address industry concerns. Additionally Mr. Cormier inquired about Dads Against Drunk Drivers (DADD), to which Baljit Singh Pandori, Taxi Brokerages noted that public awareness was necessary as members of the public often don't understand the double fare required.

RECOMMENDATION

1. That the Public Vehicle Advisory Committee 2017 Action List be received for information;
2. That staff be directed to update the Public Vehicle Advisory Committee 2017 Action List to reflect the Committee's current focus.

Approved (A. Cormier)

Recommendation PVAC-0024-2017

9. **OTHER BUSINESS** - Nil.10. **DATE OF NEXT MEETING**

December 12, 2017 - 10:00 AM, Council Chambers - 2nd floor, Civic Centre

11. **ADJOURNMENT** - 10:53 AM

Project Plan

Transportation Network Company (TNC)
Licensing Pilot Project

Presented to: Public Vehicle Advisory Committee
Presented by: Yelena Adamopoulos

Date: February 13, 2018



Project Purpose

To implement the TNC Licensing Pilot Project as approved by Council and assess the effectiveness of the regulatory framework from a consumer protection and public safety perspective.

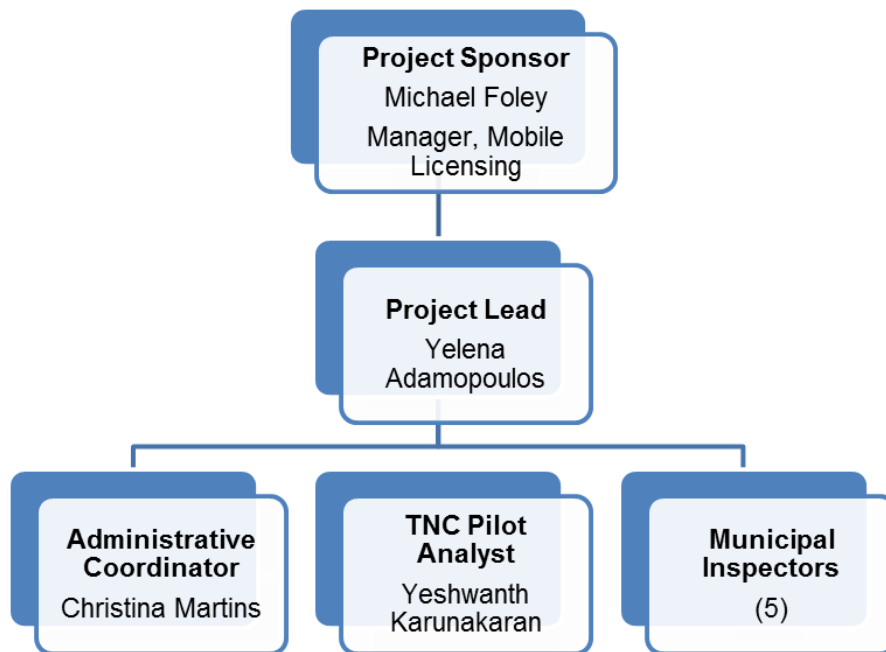
Project Objectives

1. Assess TNC By-law compliance rates.
 - Analysis of TNC-provided data (driver, vehicle and trip data)
 - Audits
 - Field inspections
 - Violations
 - Public complaints
2. Assess the impact of the Public Vehicle By-law deregulations.
 - Pre/post (by-law deregulations) comparative analysis of:
 - public complaints, violations and driver abstracts
 - taxi dispatch rates and value of taxi plates (economic impact)

Project Objectives

3. Identify regulatory framework limitations and recommend a permanent regulatory framework.
 - Findings derived from assessment results of Objectives 1 and 2 (Evaluation Matrix)
 - Mitigation measures identified through consultation with stakeholders, research and municipal benchmarking

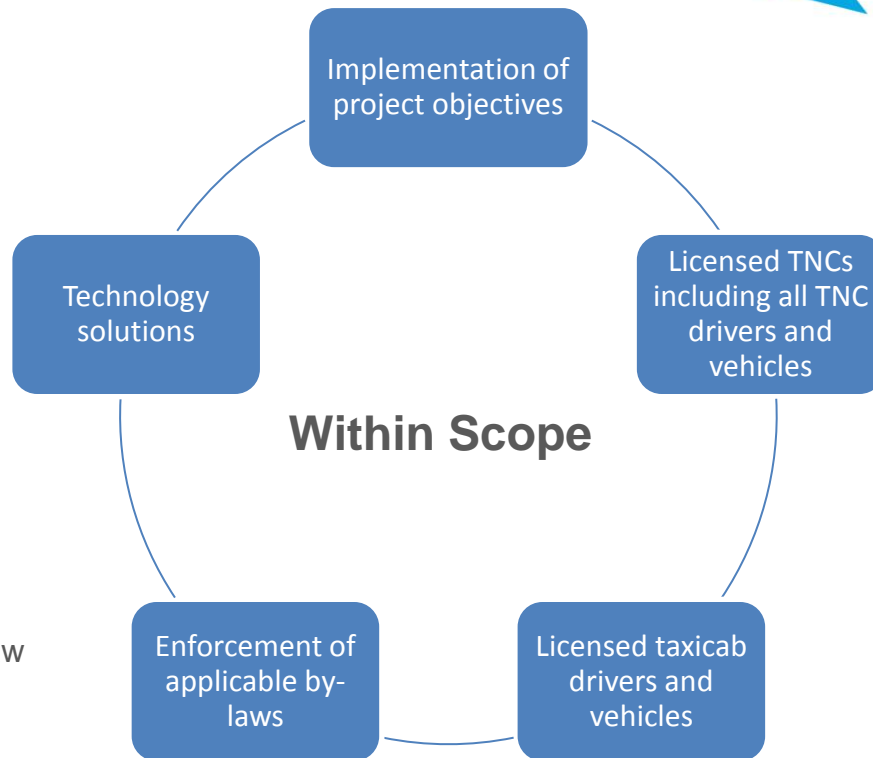
Project Organization Structure



Project Scope

Outside Scope

- Licensed taxi brokerages and limousine operators.
- Issuance of taxi plates.
- Line-by-line review of Public Vehicle By-law deregulations (currently underway).

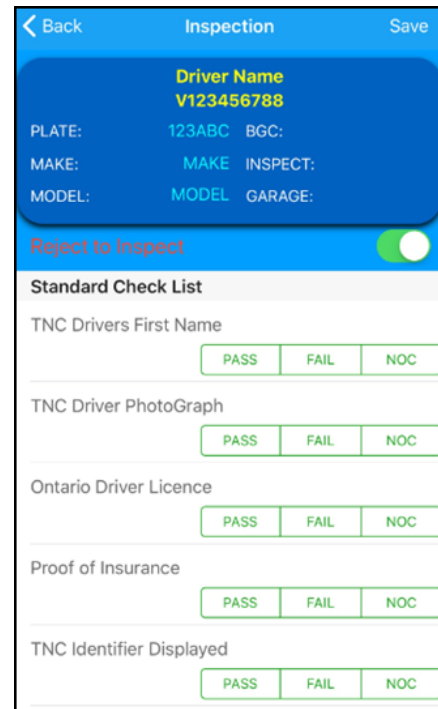


Evaluation Matrix



Field Inspections

- Standard Inspections
 - Checklist of app, driver and vehicle requirements.
- Verify/validate TNC-provided data
- Inspection results (pass/fail)
- Track/record inspection avoidance
- Notice of Contravention/Penalty Notice



The screenshot shows a mobile application interface for conducting field inspections. At the top, there are navigation buttons: a back arrow, the title 'Inspection', and a 'Save' button. Below this is a blue header section containing driver information: 'Driver Name' (V123456788), 'PLATE:' (123ABC), 'BGC:', 'MAKE:' (MAKE), 'INSPECT:', 'MODEL:' (MODEL), and 'GARAGE:'. Below the header is a toggle switch labeled 'Reject to Inspect' which is currently turned on. The main section is titled 'Standard Check List' and contains five rows of inspection items, each with three buttons: 'PASS', 'FAIL', and 'NOC'. The items are: 'TNC Drivers First Name', 'TNC Driver PhotoGraph', 'Ontario Driver Licence', 'Proof of Insurance', and 'TNC Identifier Displayed'.

Inspection Item	PASS	FAIL	NOC
TNC Drivers First Name			
TNC Driver PhotoGraph			
Ontario Driver Licence			
Proof of Insurance			
TNC Identifier Displayed			

Enforcement Approach

Phase 1

- Collect data to establish baseline
- Educate TNC operators about driver/vehicle requirements

Phase 2

- Issue Notice(s) of Contravention for violation(s)
- Report to TNC on a case-by-case basis



Phase 3

- Review of second phase
- Issue Penalty Notices for escalated cases of non-compliance

Audits

- Independent third-party auditor's report (quarterly)
- Review of auditor's findings
- Internal audit/verification

Public Complaints

- Log of each reported complaint.
- Findings and outcomes of complaint investigations.
- TNC responsiveness and co-operation with investigations.
- Evidence of a complaint resolution process.

Data Analysis

Taxi

Pre/post (by-law deregulation)
comparative analysis of:

- Public complaints
- Driver behaviour (violations, demerit points)
- Economic impact (taxi order numbers, value of taxi licence plate)

TNC

Data analysis will be undertaken
to determine:

- Quality and accuracy of TNC-provided data (audits, inspections)
- TNC By-law compliance rate (inspection results, violations)
- Number and nature of complaints

Research

- Monitor TNC industry
 - Online forum(s)
 - News/media
 - Issues and activities in other jurisdictions
- Conduct research/consult with stakeholders to identify mitigation measures.
- Benchmarking of Ontario municipalities and other jurisdictions that license TNCs.

Public Awareness Campaign

- Campaign launched in December 2017 to provide ride-share safety advice to consumers.
- Advise public to report concerns or issues with activity or quality of services provided by TNCs.
- TNC webpage/social media



City of Mississauga
Memorandum



Date: 2017/11/20
To: Chair and Members of Public Vehicle Advisory Committee
From: Karen Morden, Legislative Coordinator
Meeting Date: 2017/12/12
Subject: Review of the 2017 Public Vehicle Advisory Committee Action List

The Members of the Public Vehicle Advisory Committee reviewed the 2017 Action List at their meeting on October 31, 2017 and made the following Recommendation:

PVAC-0024-2017

1. That the Public Vehicle Advisory Committee 2017 Action List be received for information;
2. That staff be directed to update the Public Vehicle Advisory Committee 2017 Action List to reflect the Committee's current focus.

Legislative Services and Enforcement staff reviewed the current Public Vehicle Advisory Committee 2017 Action List and are proposing the following practices moving forward:

- The 'Action List' will be more appropriately entitled, "2014-2018 Public Vehicle Advisory Committee Work Plan".
- Action items that were dealt with in previous terms of Council (prior to fourth quarter 2014), and were completed, have been removed. In future, all items on the Work Plan, whether in progress or complete, will remain on the list for that term of Council. When a new term of Council begins, the "completed" items will be removed and the "in progress" items from the previous term will be carried over to the new term of Council.
- The Committee will add items as necessary throughout the term. Additionally, when new items are added to the Work Plan, the Committee will review the pending items and prioritize, in order to reflect that "urgent" direction items will ultimately move back other current direction items.

Attachments

Appendix 1: Proposed 2014 – 2018 Public Vehicle Advisory Committee Work Plan

Appendix 2: Previous Version – 2017 Action List

Prepared by: Karen Morden, Legislative Coordinator

Public Vehicle Advisory Committee Work Plan – 2014-2018

Issue	Last Discussed on	Who	Status
Hotel Shuttles	April 29, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> To be considered 2018 - Quarter 1
Regulations of DADD drivers	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> To be considered 2018 - Quarter 1
Public Meetings – Licensing of medical transfers and shuttle service vehicles.	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> To be considered 2018 - Quarter 1
Parcel Delivery service	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> To be considered 2018 - Quarter 1
Timing of taxicab plate renewal issuance - priority list, identification requirement	September 29, 2014	Enforcement Office	Completed – October 2017
Mobile Licensing Enforcement Practices	March 3, 2015	Enforcement Office	Completed <ul style="list-style-type: none"> Update to PVAC - 2016
Taxicab Mobile Applications	April 21, 2015	Enforcement Office	Completed
Consultant's Report – Taxi Plate Issuance Model	April 21, 2015	Enforcement Office	Completed
Issuance of Accessible Plates	March 3, 2015 September 19, 2017	Enforcement Office	In progress <ul style="list-style-type: none"> Interim report to PVAC – December 2017
Review of the Terms of Reference for PVAC	April 21, 2015	Clerk's Office	Completed
Illegal Taxicab Operations – Best Practices Report	June 16, 2015	Enforcement Office	Completed
Engagement of Consulting Services – Mobile Taxi Applications	August 12, 2015	Enforcement Office	Completed
Consultant's Report - Regulation of Transportation Network Companies	December 7, 2015	Enforcement Office	Completed
Regulation of Transportation Network Companies	December 7, 2016 April 8, 2016, April 19, 2016	Enforcement Office	In progress <ul style="list-style-type: none"> TNC Pilot currently underway Final report to Council 2018 – Quarter 4

Public Vehicle Advisory Committee Work Plan – 2014-2018

Public Vehicle Licensing By-law 420-04, as amended – Demerit Points	December 7, 2015	Enforcement Office	Completed – April 2017
Updated Taxicab Camera Requirements	October 18, 2016	Enforcement Office	In progress <ul style="list-style-type: none"> • Dependent upon outcomes of TNC Pilot
Line-by-Line Review of the Public Vehicle Licensing By-law	June 7, 2017 Council – June 21, 2017 September 19, 2017	Enforcement Office	Completed – September 2017
Status Update – TNC Pilot Project	September 19, 2017	Enforcement Office	Ongoing
Identifying signage – TNC vehicles	October 31, 2017	Enforcement Office	In progress
Review and update to the PVAC Action Items List	October 31, 2017	Enforcement Office/ Legislative Services	<ul style="list-style-type: none"> • On December 12, 2017 PVAC Agenda

Public Vehicle Advisory Committee 2017 Action List

Updated for October 31, 2017 Meeting

Issue	Last Discussed on	Who	Status
Accessible plates	September 11, 2012 September 19, 2017	Enforcement Office	In progress
Term of plate leases coincide with vehicle year limit	September 11, 2012	Enforcement Office	Completed
Mobile taxi application	September 11, 2012	Enforcement Office	Completed
Airport taxis – Stickers on windshields	September 11, 2012	Enforcement Office	Completed
Advance payment in evenings	September 11, 2012	Enforcement Office	Completed
Hotel Shuttles	April 29, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> Directed to hold public consultation
Regulations of DADD drivers	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> Directed to hold public consultation
Public Meetings – Licensing of medical transfers and shuttle service vehicles.	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> Directed to hold public consultation
Parcel Delivery service	October 15, 2013	Enforcement Office	In progress <ul style="list-style-type: none"> Directed to hold public consultation
Need for taxi stands	October 15, 2013	Enforcement Office	Completed
2010 and 2012 Taxicab Plate Issuance	February 4, 2014	Enforcement Office	Completed
Timing of taxicab plate renewal issuance - priority list, identification requirement	September 29, 2014	Enforcement Office	In progress
Mobile Licensing Enforcement Practices	March 3, 2015	Enforcement Office	Completed <ul style="list-style-type: none"> Update to PVAC: 2016
Taxicab Mobile Applications	April 21, 2015	Enforcement Office	Completed
Consultant's Report – Taxi Plate Issuance Model	April 21, 2015	Enforcement Office	Completed

Public Vehicle Advisory Committee 2017 Action List **Updated for October 31, 2017 Meeting**

Issuance of Accessible Plates	March 3, 2015 September 19, 2017	Enforcement Office	In progress
Review of the Terms of Reference for PVAC	April 21, 2015	Clerk's Office	Completed
Illegal Taxicab Operations – Best Practices Report	June 16, 2015	Enforcement Office	Completed
Engagement of Consulting Services – Mobile Taxi Applications	August 12, 2015	Enforcement Office	Completed
Consultant's Report - Regulation of Transportation Network Companies	December 7, 2015	Enforcement Office	Completed
Regulation of Transportation Network Companies	December 7, 2016 April 8, 2016, April 19, 2016	Enforcement Office	In progress
Public Vehicle Licensing By-law 420-04, as amended – Demerit Points	December 7, 2015	Enforcement Office	In progress
Updated Taxicab Camera Requirements	October 18, 2016	Enforcement Office	Deferred to December 13, 2016
Line-by-Line Review of the Public Vehicle Licensing By-law	June 7, 2017 Council – June 21, 2017 September 19, 2017	Enforcement Office	

City of Mississauga
Memorandum



Date: 2017/11/30
To: Chair and Members of Public Vehicle Advisory Committee
From: Karen Morden, Legislative Coordinator
Meeting Date: 2017/12/12
Subject: Karam Punian, Driver Representative - Membership Status

At its meeting on November 22, 2017, Council adopted Resolution 0227-2017, with respect to Karam Punian's membership status on the Public Vehicle Advisory Committee. After consideration of this matter, Council resolved the following:

Resolution 0227-20917

That Karam Punian, Driver Representative be removed from the Public Vehicle Advisory Committee due to his change in status and that the position remain vacant for the remainder of the term ending November 30, 2017 due to the timing of the 2018 Elections Recess.

Mr. Punian was advised of Council's decision via letter sent by Canada Post, on November 23, 2017.

Attachments

Appendix 1: Council Resolution 0227-2017

Prepared by: Karen Morden, Legislative Coordinator



RESOLUTION 0227-2017
adopted by the Council of
The Corporation of the City of Mississauga
at its meeting on November 22, 2017

0227-2017 Moved by: Ron Starr Seconded by: John Kovac

That Karam Punian, Driver Representative be removed from the Public Vehicle Advisory Committee due to his change in status and that the position remain vacant for the remainder of the term ending November 30, 2018 due to the timing of the Elections Recess.

RECORDED VOTE	YES	NO	ABSENT	ABSTAIN
Mayor B. Crombie	X			
Councillor J. Tovey	X			
Councillor K. Ras	X			
Councillor C. Fonseca	X			
Councillor J. Kovac	X			
Councillor C. Parrish	X			
Councillor R. Starr	X			
Councillor N. Iannicca			X	
Councillor M. Mahoney	X			
Councillor P. Saito	X			
Councillor S. McFadden	X			
Councillor G. Carlson	X			

Carried (11, 0, 1 - Absent)

Corporate Policy & Procedure



Policy Title: Respectful Workplace

Policy Number: 01-03-04

Section:	Human Resources	Subsection:	Employee Conduct
Effective Date:	September 28, 2017	Last Review Date:	September, 2017
Approved by: Council	Owner Division/Contact: Human Resources		

Policy Statement

Employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are entitled to, and are expected to contribute to, a Respectful Workplace. No form of discrimination, workplace harassment, workplace sexual harassment or bullying will be tolerated.

Purpose

The City of Mississauga's objective is to ensure a climate of understanding and mutual respect for the dignity and worth of each individual. This policy:

- Defines Respectful Workplace, Discrimination, Workplace Harassment, Workplace Sexual Harassment and Bullying
- Clarifies legislative requirements
- Identifies the rights and responsibilities of Employees, and
- Outlines the Employee's course of action should a violation of this policy occur

Scope

All employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are covered by this policy. This policy applies to all areas of the City's Workplace.

The City's Corporate Policy and Procedure – Human Resources – [Workplace Violence](#) should be consulted regarding procedures for dealing with actual, attempted or threatened Workplace Violence.

The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of waste or wrongdoing if there is a fear of reprisal when using established channels.

Non-union Employees

For all non-union employees, any other work-related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Respectful Workplace Program

The resolution of complaints under this policy will be handled in accordance with the City's [Respectful Workplace Program](#) (reporting; investigating; disclosure; and resolution). Employees who are not satisfied with the resolution of their Respectful Workplace complaint should refer to the Employee Complaint Review Protocol.

Legislative Authority

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, and the *Ontario Occupational Health and Safety Act*, as amended. In accordance with the *Ontario Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Respectful Workplace Statement of Commitment

This policy is supplemented by a Respectful Workplace Statement of Commitment, which is included in the Respectful Workplace Program and posted at City facilities. A copy is also available from Human Resources, Corporate Services Department.

Members of the general public, visitors to City facilities and individuals conducting business with, or performing work on behalf of, the City of Mississauga are required to adhere to the Respectful Workplace Statement of Commitment. Groups which are affiliated with the City or which appear on the City's volunteer group register, through Corporate Policy and Procedure - Community Group Support Program, while independent of the City in their operations, are required to adhere to the Respectful Workplace Statement of Commitment. If a violation occurs, the City will take any steps available, in accordance with City policies and/or by-laws and existing legislation, to ensure that a Respectful Workplace is restored and maintained.

Definitions

"Bullying" is behaviour by a person or group which intimidates or demeans another person and includes, but is not limited to:

- Abuse of power
- Humiliation or embarrassment
- Persistent and unjustified criticism
- Exclusion and/or isolation

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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- Threats, or
- Rumours/gossip

“Discrimination” results from treating a person unequally, rather than treating the person fairly on the basis of individual merit. Discrimination can be either intentional or unintentional and is usually based upon personal prejudices and stereotypical assumptions related to at least one of the protected grounds set out in the Ontario *Human Rights Code*.

“Employee” - To simplify the language in this policy, the term “Employee” encompasses all union and non-union employees, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/supervisors, team leaders or any other person taking a leadership role, such as trainers, project leaders, facilitators, etc.

A “Respectful Workplace” means a positive, safe and healthy Workplace that results in the preservation of equal dignity and creates a culture that supports an individual’s physical, emotional and social well-being.

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Incidents that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or other social media and the display of offensive materials on computers, smartphones or other computing devices) are considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

“Workplace Harassment” - Under the Ontario *Human Rights Code* and the Ontario *Occupational Health and Safety Act*, “Workplace Harassment” means engaging in a course of vexatious comments or conduct against an Employee that is known or ought reasonably to be known to be unwelcome. “Vexatious” means annoying. A “course” of conduct means that a pattern of behaviour or more than one incident is usually required to establish Workplace Harassment or Workplace Sexual Harassment. However, a single significant incident may be sufficiently offensive to be considered Workplace Harassment or Workplace Sexual Harassment.

Policy Number: 01-03-04

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“Workplace Sexual Harassment” means engaging in a course of vexatious comment or conduct against an Employee in the Workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the Employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace Harassment and Workplace Sexual Harassment are also forms of Discrimination when they relate to any of the protected grounds identified in the protected grounds of the Ontario *Human Rights Code*.

Workplace Harassment and Workplace Sexual Harassment are not defined by intent, but rather by how the behaviour would be perceived or would impact a reasonable person’s perception of the behaviour. Behaviours which constitute Workplace Harassment and Workplace Sexual Harassment include, but are not limited to:

- Physical actions, such as touching, leering, violence (for violence refer to Corporate Policy and Procedure – Workplace Violence)
- Patronizing or condescending behaviour or language which reinforces stereotypes and undermines self-respect
- Comments, such as inappropriate jokes, psychological abuse, name-calling
- Displays of offensive materials or offensive e-mail or other electronic communications, including social media
- Behaviours which create an environment which is hostile or offensive or which contribute to a poisoned work environment, and
- Bullying

Workplace Harassment/Workplace Sexual Harassment under this policy does not include:

- Differences of opinion, interpersonal conflicts or unpleasant interactions, unless they involve any of the behaviours described above
- The exercise of normal managerial functions, such as the assignment of work, scheduling, approval of overtime or vacation, management of performance and attendance, requests for medical documentation in support of absences, and the imposition of discipline, unless they involve any of the behaviours described above, or
- Reasonable action taken by the Employee or Management Staff relating to the management and direction of Employees or the Workplace

Responsibilities

Employee Responsibility

Employees are expected to:

- Promote and contribute to a Respectful Workplace

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- Refrain from any violation of this policy
- Report incidents to Management Staff or a Human Resources representative where violations of this policy have occurred
- Attend an interview and provide information to the Investigator when requested
- Maintain confidentiality, and
- Cooperate fully in any attempts to resolve or investigate an incident

Manager Staff Responsibilities

Management Staff are responsible not only for their own actions but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Respectful Workplace
- Set a good example by neither engaging in, tolerating or condoning Workplace Harassment, Workplace Sexual Harassment, Discrimination or Bullying
- Keep a detailed written record of any violations
- Address and resolve informal employee complaints by conducting inquiries and/or attempting to assist Employees and, as required, consult with a Human Resources Consultant or Manager
- Maintain confidentiality
- Ensure that Employees involved in the complaint/situation are aware of their responsibility to keep the issue confidential
- Cooperate in attempts to reach an informal resolution and in the investigation of the complaint, and
- Take corrective action as required

Human Resources Responsibilities

- Providing advice to Management Staff, as requested
- Providing guidance on this policy and the Program to Employees, including complainants/respondents
- Providing guidance on this policy and the Program to persons who are the subject of a complaint, when requested
- Acting as Investigators, where necessary, and
- Selecting an external Investigator as may be required

Individual Human Resources Managers and Human Resources Consultants may perform only one role with respect to any given complaint. If approached to perform more than one role, the Human Resources Manager/Consultant must disclose the role he/she has already taken and provide the names of others who can advise or investigate.

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Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints filed under this policy
- Examining the circumstances of a complaint
- Exercising objectivity and impartiality
- Ensuring confidentiality
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint
- Informing the complainant and respondent of the results of the findings
- Informing the complainant of any corrective action that has been/will be taken as a result of the investigation, and
- Discussing findings, conclusions and recommendations with the departmental commissioner, director and/or manager, as appropriate

Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Investigators must advise all persons interviewed that they will be expected to treat the matter as confidential and that breaching confidentiality may lead to corrective action being taken. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation, will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
AC-0010-2007 – 2007 05 23	
October 23, 2008	Housekeeping to reflect minor process changes by Human Rights Commission re:

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	filing complaints
GC-0403-2010 2010 06 09	
October 12, 2011	Housekeeping - Volunteer policy renamed to Community Group Support Program
July 03, 2013	Council Recommendation to forward all investigations of members of Council to the Integrity Commissioner.
September 28, 2017	Major review. Policy now supported by a Respectful Workplace Program

Corporate Policy & Procedure



Policy Title: Workplace Violence

Policy Number: 01-07-01

Section:	Human Resources	Subsection:	Health and Safety
Effective Date:	September 28, 2017	Last Review Date:	September 2017
Approved by: Council		Owner Division/Contact: HR Business Partner Manager or Health and Safety Specialist	

Policy Statement

The City of Mississauga is committed to providing a safe workplace, free from actual, attempted or threatened violence. The City will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence in the workplace.

Purpose

The purpose of this policy is to:

- Create and foster a work environment that is free from Workplace Violence
- Define “Workplace Violence” and “Workplace”
- Clarify legislative requirements
- Identify the responsibilities of the City and all Employees to maintain a Workplace free from actual, attempted or threatened Workplace Violence
- Outline the roles and responsibilities of all City employees for reporting Workplace Violence, and
- Ensure that complaints and/or incidents of Workplace Violence are handled/investigated in accordance with this policy and the City’s Workplace Violence Program

Scope

This policy applies to all employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga. This policy applies to all areas of the City’s Workplace.

In addition, all persons who attend a City Workplace including, but not limited to, visitors, members of the public, contractors, vendors, delivery persons, customers, etc., are expected to adhere to the principles of this policy and contribute to a workplace free of violence.

The City’s Corporate Policy and Procedure – Human Resources – [Respectful Workplace](#) should be consulted regarding procedures for dealing with bullying, workplace harassment, workplace sexual harassment and/or harassment related to the Ontario *Human Rights Code*.

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The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of wrongdoing if there is a fear of reprisal when using established reporting channels.

Non-union Employees

For all non-union employees, any other work- related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Workplace Violence Program

The City's [Workplace Violence Program](#) consists of this policy and protocols. The resolution of complaints under this policy will be handled in accordance with the Workplace Violence Program (reporting; investigating; disclosure; resolution; and domestic violence). Employees who are not satisfied with the resolution of their Workplace Violence complaint should refer to the [Employee Complaints Review Protocol](#).

Legislative Requirements

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, and the *Ontario Occupational Health and Safety Act*, as amended. In accordance with the *Ontario Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Definitions

For the purposes of this policy:

“Employee” encompasses all union and non-union staff, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/

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supervisors, team leaders and any other person having a leadership role, such as trainers, project leaders, facilitators, etc.

“Workplace Violence” means any of the following:

- (a) The use of physical force against or by an Employee in the Workplace that causes or could cause physical injury
- (b) The attempted use of physical force against or by an Employee in a Workplace that could cause physical injury
- (c.) A statement(s) or behaviour(s) that is reasonably believed to be a threat of physical harm or threat to safety or security in the Workplace that could cause physical injury

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Threats of violence that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or social media and the display of offensive materials on computers, smartphones or other computing devices) will be considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

Responsibilities

City Responsibilities

The City is responsible to:

- Take reasonable preventative measures to protect Employees and others from Workplace Violence
- Ensure that workplace violence assessments are conducted as often as is necessary to protect workers from Workplace Violence
- Advise the Joint Health and Safety Committee of the results of the workplace violence assessments, and provide a copy of the assessments in writing
- Address Workplace Violence risks identified through workplace violence assessments
- Ensure that all Employees are trained on this policy and maintain a record of all completed training
- Post this policy in a conspicuous place in the Workplace
- Establish a process for reporting and responding to complaints and/or incidents of Workplace Violence
- Ensure the process for reporting and responding to complaints and/or incidents of Workplace Violence, including corrective action, is communicated, maintained and followed by all Employees, and

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- Provide Employees with information, including personal information that is reasonably necessary for the protection of Employees, related to a risk of Workplace Violence from a person with a history of violent behaviour if:
 - The Employee can be expected to encounter that person in the course of his or her work, or
 - The risk of Workplace Violence is likely to expose the Employee to physical injury.

Management Staff Responsibilities

Management Staff are responsible not only for their own actions, but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps, as outlined in this policy and the Workplace Violence Program, must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Workplace free of violence
- Understand and abide by the requirements of this policy, including the responsibilities listed in the “Employee Responsibilities” section below
- Immediately respond to all complaints and/or incidents of Workplace Violence they receive or witness
- Report all complaints and/or incidents of Workplace Violence
- Summon immediate assistance when Workplace Violence occurs
- Communicate and review this policy with the Employees they supervise or manage
- Ensure that all Employees are trained in this policy
- Take corrective action to address the conduct of Employees who violate the policy, including but not limited to disciplinary action, coaching/counselling, training, education or such other measures as are deemed appropriate in the circumstances
- Encourage Employees to report complaints and/or incidents of Workplace Violence
- Ensure that all Employees are aware of who to contact in the event of an incident of Workplace Violence
- Consult with the Director of HR or designate prior to releasing any personal information
- Provide a response, in writing, to all written recommendations from the Joint Health and Safety Committees related to Workplace Violence within 21 days, and
- Become familiar with all aspects of the Workplace Violence Program

Employee Responsibilities

Employees are expected to:

- Promote a work environment free from Workplace Violence and refrain from contributing to or engaging in any acts of Workplace Violence
- Comply with this policy at all times

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- Immediately notify Management Staff or their departmental Human Resources (HR) representative of any Workplace Violence, whether the notifying Employee is the victim or not. In the case of an extreme or imminent threat of Workplace Violence, to themselves or any person, the Employee should contact Security Services, Corporate Services Department, and/or the police
- Where appropriate, go to a safe location at the Workplace and immediately report the incident to any Management Staff
- Participate in training regarding this policy and City procedures related to risks of Workplace Violence, and
- Fully cooperate in any investigation of complaints and/or incidents of Workplace Violence or breaches of this policy, including attending interviews and/or providing information

Health and Safety Specialists Responsibilities

Health and Safety Specialists are responsible for:

- Conducting violence assessments, and reassessments as necessary, in conjunction with the appropriate Management Staff and providing the applicable Joint Health and Safety Committee(s) with the results
- Responding as required to any complaints and/or incidents of Workplace Violence and communicating complaints and/or incidents of Workplace Violence to the departmental HR representative, and
- Investigating complaints, in consultation with the applicable departmental HR representative and Legal Services, where appropriate

Joint Health and Safety Committees Responsibilities

Joint Health and Safety Committees are responsible for:

- Receiving and reviewing the City's Workplace Violence assessments
- Submitting written recommendations, where appropriate, to management regarding Workplace Violence risks identified through the assessment process, and
- Participating in investigations involving complaints and/or incidents of Workplace Violence when required

Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints and/or incidents filed under this policy
- Involving joint health and safety committees where required
- Exercising objectivity and impartiality
- Ensuring confidentiality, where possible
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint

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- Discussing findings, conclusions or recommendations with the departmental commissioner, director and/or manager, and
- Submitting recommendations as appropriate to control or prevent Workplace Violence

Domestic Violence

Any Employee experiencing domestic violence that may create a risk of danger to themselves or others in the Workplace is encouraged to report such violence to Management Staff so that the City can take reasonable preventive steps to ensure safety in the Workplace and provide the Employee with internal and external resources to assist, as required and in accordance with the Workplace Violence Program.

Confidential advice and referral for counselling/assistance is available through Employee Health Services and/or the Employee Family Assistance Program (EFAP) for anyone experiencing domestic violence or for those who become aware of someone who is.

Right to Refuse Work

An Employee has the right to refuse unsafe work in accordance with section 43 of the *Occupational Health and Safety Act*, as amended. For more information refer to the [Work Refusal Process](#).

Reprisals

Employees who engage in reprisals or threats of reprisals may be disciplined according to the Corrective Action section of this policy. Reprisal includes:

- Any act of retaliation that occurs because a person has complained of or provided information about an incident of Workplace Violence
- Intentionally pressuring a person to ignore or not report an incident of Workplace Violence, and
- Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incidence of Workplace Violence

Complaint Resolution

Complaints under this policy will be resolved in accordance with the City's Workplace Violence Program.

Police Complaints

Employees have the right to contact police regarding complaints and/or incidents of Workplace Violence.

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Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Individuals acting as Investigators should advise all persons interviewed that they are expected to treat the matter as confidential and that they may be subject to discipline if they breach confidentiality. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
GC-0403-2010 2010 06 09	
June 05, 2012	Housekeeping - included Manager, Health and Safety in Investigator definition; updated position names
September 28, 2017	Major review. Policy now supported by a Workplace Violence Program.

City of Mississauga
Memorandum



Date: 2017/11/20
To: Chair and Members of Public Vehicle Advisory Committee
From: Karen Morden, Legislative Coordinator
Meeting Date: 2017/12/12
Subject: Public Vehicle Advisory Committee - 2018 Meeting Dates

The 2018 meeting dates for the Public Vehicle Advisory Committee have been scheduled as follows:

Tuesday, February 13, 2018
Tuesday, April 17, 2018
Tuesday, June 12, 2018

Unless otherwise advised, all meetings will be held at 10:00 AM at the Mississauga Civic Centre, in the Council Chambers, 2nd floor, 300 City Centre Drive, Mississauga.

Please note that no meetings have been scheduled after June 30, 2018 to coincide with the Elections Recess.

Meetings may be cancelled at the call of the Chair due to insufficient agenda items or lack of quorum. Please kindly contact me in advance of the meeting if you will be absent or late so that quorum issues can be anticipated and dealt with accordingly.

A handwritten signature in black ink, appearing to read 'K. Morden', with a long horizontal stroke extending to the right.

Prepared by: Karen Morden, Legislative Coordinator