
Public Vehicle Advisory Committee

Date

2018/04/17

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
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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 - February 13, 2018

5. **DEPUTATIONS**

5.1. Michelle Berquist, Project Leader, Transportation Planning to speak regarding "Mississauga Moves", the Transportation Master Plan.

5.2. Michael Foley, Manager, Mobile Licensing Enforcement to provide a presentation with respect to the Accessible On-Demand Vehicle for Hire Project.

5.3. Michael Foley, Manager, Mobile Licensing Enforcement to provide a verbal update with respect to 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: Council may grant permission to a member of the public to ask a question of Council, 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. 2014 - 2018 Public Vehicle Advisory Committee Work Plan (For review/approval)

7.2. Committee Appreciation - June 12, 2018 (For discussion/recommendation)

8. **INFORMATION ITEMS**

8.1. Email dated February 14, 2018 from Chris Schafer, Uber Canada regarding Uber's public awareness campaign.

8.2. Highlights: Changes to the Respectful Workplace and Workplace Violence Policies

9. **OTHER BUSINESS**

10. **DATE OF NEXT MEETING**

June 12, 2018 - 10:00 AM, Civic Centre, Council Chambers

11. **ADJOURNMENT**

City of Mississauga
Minutes



Public Vehicle Advisory Committee

Date

2018/02/13

Time

10:04 AM

Location

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

Members Present

Councillor Ron Starr, Ward 6 (Chair)
Councillor John Kovac, Ward 4 (Vice-Chair)
Al Cormier (Citizen Member)
Vikesh Kohli (Citizen Member)
Rajendra Singh (Citizen Member)
Harsimar Singh Sethi (Elected at Large)
Nirmal Singh (Taxicab Owners)

Members Absent

Baljit Singh Pandori (Taxicab Brokerages)
(Vacant) (Taxicab Drivers)
Joshua Zahavy (Limousine Brokerages)

Staff Present

Samuel Rogers, Director, Enforcement
Michael Foley, Manager, Mobile Licensing Enforcement
Yelena Adamopoulos, Project Manager – TNC Pilot Project
Karen Morden, Legislative Coordinator, Legislative Services

Find it online

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

1. **CALL TO ORDER** - 10:04 AM2. **APPROVAL OF AGENDA**

Harsimar Singh Sethi, Elected at Large requested to add a request to Square One Shopping Centre to install taxi stands at the mall.

Approved, as amended (H. S. Sethi)

3. **DECLARATION OF CONFLICT OF INTEREST** - Nil.4. **MINUTES OF PREVIOUS MEETING**

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

Approved, as presented (A. Cormier)

5. **DEPUTATIONS**

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

Ms. Adamopoulos provided a comprehensive overview of the Transportation Network Company (TNC) Licensing Pilot Project and spoke to the project's purpose, objectives, organization structure, scope, and evaluation matrix. Furthermore, Ms. Adamopoulos spoke to the phases of the Enforcement Division's approach to the pilot including audits, compilation of any public complaints, data analysis, and continuing research with respect to monitoring the TNC industry, consulting with stakeholders, and benchmarking with other municipalities. Finally, Ms. Adamopoulos spoke regarding the City's public awareness campaign that was launched in December 2017.

Al Cormier, Citizen Member made inquiries pertaining to the permanence of the program, public complaints, inspections and contraventions. Michael Foley, Manager, Municipal Licensing Enforcement noted that it has not yet been determined whether the program will continue beyond the pilot period, that the City had not received complaints regarding TNC operation thus far, that minor infractions, such as not displaying the TNC decal, had been dealt with during inspections, and commented further that staff were not in a position to provide detailed analysis of the TNC Pilot until after the TNC Pilot Project was complete. In response to an inquiry from Councillor Starr, staff advised that they had met with City of Toronto staff regarding their TNC model and that all further benchmarking would occur upon receiving the data analysis of the Pilot Project.

RECOMMENDATION

That the deputation and associated presentation by Yelena Adamopoulos, Project Manager – TNC Pilot with respect to the TNC Pilot Project, be received for information.

Received (H. S. Sethi)
(Recommendation PVAC-0001-2018)

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

- 6.1. Mark Sexsmith, Taxi Industry spoke regarding the data analysis portion of the TNC Pilot Project, noting that not all data items were listed in both columns of the proposed reporting form inquired about the inclusion of driver income, point of sale transactions and lease rates. Michael Foley, Manager, Mobile Licensing Enforcement commented that driver income is personal and that staff is concerned with the accuracy of that type of data.
- 6.2. Chris Schafer, Uber Canada spoke regarding the City's public awareness campaign and noted that Uber also provides the information via the Uber app and through email to Uber users.

7. MATTERS TO BE CONSIDERED

- 7.1. Michael Foley, Manager Mobile Licensing Enforcement provided 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.

Mr. Foley noted that staff had contacted the industry twice to solicit feedback and input and had received two responses. Furthermore, Mr. Foley spoke to options in which to have the Public Vehicle Advisory Committee Members provide feedback and input into the line-by-line review, noting that staff would be obtaining feedback from the industry through engagement focus groups at a future date.

RECOMMENDATION

That the verbal update by Michael Foley, Manager, Mobile Licensing Enforcement with respect to industry feedback and comments pertaining to the line-by-line review of Public Vehicle Licensing By-law 420-04, as amended, be received for information.

Received (A. Cormier)
(Recommendation PVAC-0002-2018)

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

Mr. Foley noted that staff had undertaken to complete an accessibility project, that the project charter was shortly to be completed, and outlined the scope area of focus on the project. In response to questions regarding the economics of the issuance of accessible taxi plates, Mr. Foley noted that staff would endeavour to develop a strategy that would allow for the provision of a subsidy or level playing field. Samuel Rogers, Director, Enforcement noted that staff would provide information at the next meeting of the Public Vehicle Advisory Committee, outlining the approach to dealing with the matter of accessible taxi plates.

Harsimar Singh Sethi, Elected at Large inquired as to the number of accessible plates currently issued and the number of plates currently “on the shelf”, to which Mr. Foley noted that there are currently 37 accessible taxi plates in operation, with one “on the shelf” and further noted that there were approximately 20 regular taxi plates also “on the shelf”.

RECOMMENDATION

That the verbal update by Michael Foley, Manager, Mobile Licensing Enforcement with respect to an interim report pertaining to accessible taxi plates, be received for information.

Received (R. Singh)
(Recommendation PVAC-0003-2018)

- 7.3. Correspondence from Harsimar Singh Sethi, Elected at Large regarding the requirement of designated taxi stands at Square One Mall.

Mr. Singh Sethi spoke to the need for a significantly increased number of taxi stands at Square One Shopping Centre, to which there was general consensus amongst Members. Councillor Starr noted that several discussions had taken place with Square One ownership/management on this matter and that further discussion should take place, led by the Councillors and Enforcement staff. Mr. Singh Sethi also noted the need to have taxi stands at the hospitals in Mississauga.

RECOMMENDATION

1. That the correspondence from Harsimar Singh Sethi, Elected at Large provided to the Public Vehicle Advisory Committee at their meeting on February 13, 2018 with respect to the requirement of designated taxi stands at Square One Shopping Centre, be received;

2. That Enforcement staff and the Chair and Vice-Chair of the Public Vehicle Advisory Committee meet with Square One Shopping Centre owners and mall security to discuss the installation of taxi stands at Square One.

Approved (H. S. Sethi)
(Recommendation PVAC-0004-2018)

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

Members briefly reviewed the amended PVAC Work Plan, noting that items no longer relevant should be removed.

RECOMMENDATION

1. That the revised Public Vehicle Advisory Committee Work Plan 2014-2018, be received;
2. That staff be directed to review and remove Work Plan items that are no longer relevant.

Approved (A. Cormier)
(Recommendation PVAC-0005-2018)

8. INFORMATION ITEMS

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

No discussion took place on this matter.

- 8.2. Policy Update - Respectful Workplace and Workplace Violence Policies

Councillor Starr commented that the Respectful Workplace and Workplace Violence Policies had been updated, and included on the agenda for review by the Committee.

- 8.3. Public Vehicle Advisory Committee - 2018 Meeting Dates

Councillor Starr noted that meetings of Committees of Council would stop in June 2018, to provide for the Elections Recess, due to the Municipal Election taking place on October 22, 2018.

Councillor Kovac moved to receive all Information Items.

RECOMMENDATION

That the following Information Items, as listed on the February 13, 2018 Public Vehicle Advisory Committee agenda, be received for information:

- 8.1. Memorandum dated November 30, 2017 from the 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.

Received (Councillor Kovac)
(Recommendation PVAC-0006-2018)

- 9. **OTHER BUSINESS** - Nil.
- 10. **DATE OF NEXT MEETING** - April 17, 2018 - 10:00 AM, Civic Centre, Council Chambers
- 11. **ADJOURNMENT** - 10:51 AM

Public Vehicle Advisory Committee Work Plan – 2014-2018

Issue	Last Discussed on	Who	Status
Hotel Shuttles Regulation of DADD drivers Licensing of medical/shuttle vehicles	April 29, 2013 October 15, 2013 October 15, 2013	Enforcement Office	<ul style="list-style-type: none"> To be dealt with in a report to PVAC – 2019 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	<ul style="list-style-type: none"> Report to PVAC at the beginning of the next term of Council
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"> Accessible On-Demand Vehicle for Hire Project – Presentation to PVAC – April 17, 2018
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 2019 – Quarter 1
Public Vehicle Licensing By-law 420-04, as amended – Demerit Points	December 7, 2015	Enforcement Office	Completed – April 2017
Updated Taxicab Camera Requirements Identifying signage – TNC vehicles	October 18, 2016 October 31, 2017	Enforcement Office	In progress <ul style="list-style-type: none"> To be included in final report to Council re. TNC Pilot Project 2019 – Quarter 1

*Updated for the April 17, 2018 PVAC Meeting

Public Vehicle Advisory Committee Work Plan – 2014-2018

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 February 13, 2018	Enforcement Office	Ongoing – Standing Agenda Item
Review and update to the PVAC Action Items List	October 31, 2017 February 13, 2018	Enforcement Office/ Legislative Services	<ul style="list-style-type: none"> • On April 17, 2018 PVAV Agenda **For Approval

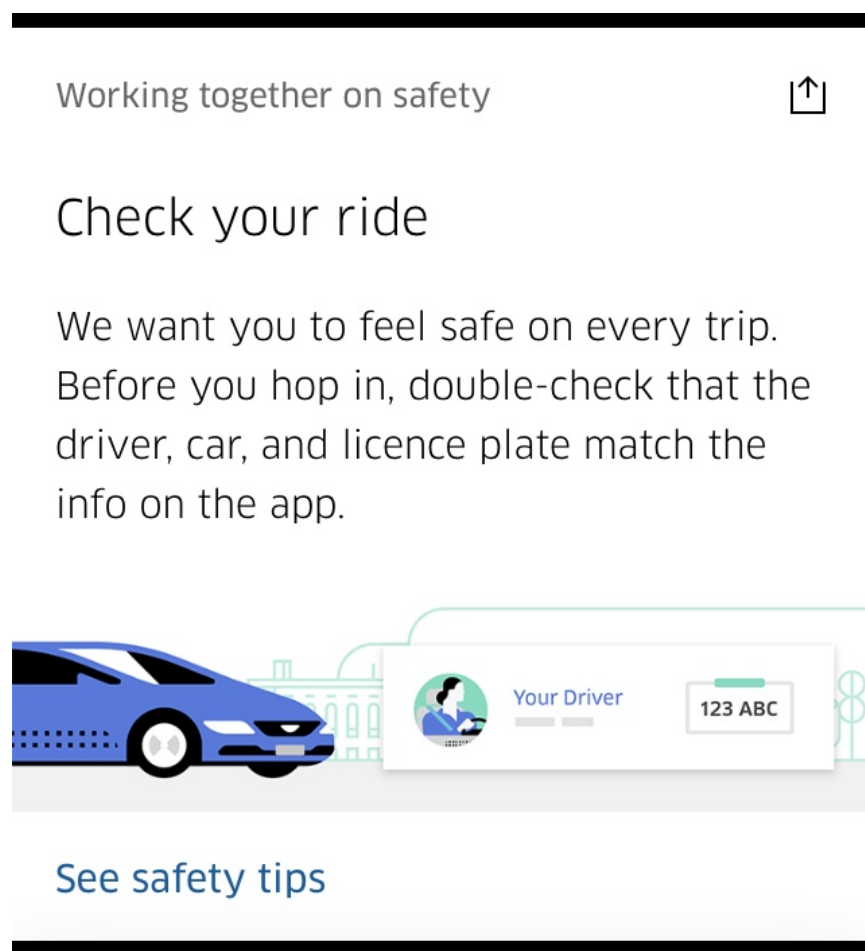
*Updated for the April 17, 2018 PVAC Meeting

From: [Chris Schafer](#)
To: [Karen Morden](#)
Cc: [Ron Starr](#); [John Kovac](#)
Subject: Uber: Public Awareness Campaign
Date: 2018/02/14 10:53:53 AM

Dear PVAC,

In a brief follow up to my oral comments during Question Period yesterday at the PVAC meeting, I wanted to share with you our recent public awareness campaign efforts to provide ongoing safety related information to Uber riders. This effort dovetails nicely with Mississauga's public awareness campaign launched in December 2017.

With respect to Uber's recent public awareness safety campaign, we posted a blog post with safety tips for riders when riding with Uber: <https://www.uber.com/en-CA/blog/toronto/safety-tips/>. This information was also posted in-app for riders when they open the Uber app as seen below.



1. **Stay inside until you're ready to go:** The beauty of Uber is that you can push a button and request a ride while you're still indoors. No need to hang out at the curb—you'll be notified when your driver is arriving.
2. **Check the details:** After you request a ride, the app displays the driver's name, photo, licence plate, and car model in the app. When the car arrives, double-check the information. When you get in the car, your driver should confirm your name. If not, you can ask the driver to provide his or her name and confirm it before getting into the vehicle. Remember, you can only request a ride with Uber by using the app, so never accept a ride from someone offering a ride home without arranging it through the Uber app.

3. **Help your friends out:** If you're with someone using Uber to request a ride who may be intoxicated, help them double-check the driver and the car before they get in the vehicle. Or ride home together and split your fare.

4. **Share your trip status:** By tapping the “**Share status**” button, you can immediately share your trip and vehicle update with a friend or a family member. Meeting up with friends? They can watch your trip in real-time to anticipate your arrival. Or share it with a friend or family member so they know you get home safely after a night out.

5. **Keep that party locale private:** Uber's **cross-street feature** lets you enter your cross streets as a pickup or drop-off destination instead of your address. When you're entering your pickup and drop-off location, type in the two street names. If your cross streets aren't populating or you don't know what they are, you can enter your exact address and then move the pin in the map to your desired location before you request.

6. **Use common sense:** Uber is an easy way to make sure that everyone has a way to get home. There is no need to share personal information with your driver or fellow POOL riders. If something doesn't feel right, follow your intuition. And if you're ever in an emergency situation, always call 911 immediately.

Chris Schafer

Uber Public Policy Manager - Canada

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The City's Respectful Workplace and Workplace Violence Program

The City has revised our Respectful Workplace Policy, 01-03-04 and Workplace Violence Policy, 01-07-01. This was done to comply with provincial legislation and more importantly because we are committed to fostering a culture of respect and a healthy, supportive workplace. Updates to the policies were required to reflect the nature of a modern City workplace and to incorporate other City policies and programs, i.e. the Whistleblower program, in a comprehensive City program to address workplace harassment, sexual harassment and workplace violence.

Background:

- Bill 132, The Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment) came into force on September 8, 2016 and introduced various amendments to the Occupational Health and Safety Act.
- Bill 132 built on Bill 168, which in 2010 explicitly recognized workplace violence and harassment as Occupational Health and Safety issues under the law.
- Employers have an obligation to investigate complaints in a manner appropriate in the circumstance

A New Definition of “Workplace Harassment”

The definition of “workplace harassment” under the Occupational Health & Safety Act (OHSA) was broadened to include “sexual harassment” which is defined as: “(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonable to be known to be unwelcome, or (b) 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 worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.”

Effective Complaint Investigation and Resolution Mechanisms

The OHSA changes also require the City to ensure an effective complaint mechanism that will not directly or indirectly discourage workers from bringing issues forward. In particular, these must include clear protocols to include procedures for workers to report incidents of workplace harassment to a person other than the Manager or Supervisor, if the Manager or Supervisor is the alleged respondent. Further, the City is required to set-out how information obtained during an investigation, including identifying information about any individuals involved, will not be disclosed unless necessary for the purpose of investigating or taking corrective action or otherwise as required by law.

Changes to the Respectful Workplace and Workplace Violence Policies include;

1. Changes to explicitly include workplace sexual harassment in the policy definition of workplace harassment.
2. The introduction of a broader, more modern definition of a workplace
 - A workplace can be any location where employees conduct City business or social activities where their behaviour may have a subsequent impact on work relationships.
 - Recognition that much workplace communication now occurs electronically, implications of social media.
3. References to the City's Whistleblower Program
 - To encourage staff who would otherwise be uncomfortable coming forward to report allegations to the City anonymously.

Respectful Workplace and Workplace Violence

February 20, 2018

4. Updated Statement of Commitment
 - The Ontario Human Rights Code now contains gender identity and gender expression as prohibited grounds of discrimination.
 - Sex discrimination includes breastfeeding.
5. The Respectful Workplace and Workplace Violence Program now includes protocols for HR staff to follow in assisting managers to resolve informal complaints at the earliest possible opportunity, for HR staff to initiate a formal investigation process where appropriate and to ensure timely communication with employees who come forward with complaints.
6. Broadened definition of “investigator” to include Managers (for informal complaints) and new tools/training to allow Managers to take a lead role in investigating and resolving informal complaints in their workplaces.

Employees Responsibilities under the Respectful Workplace Policy include but are not limited to:

- Promoting and contributing to a respectful workplace.
- Refrain from conduct that would be in violation of this policy.
- Reporting incidents to Management or Human Resources where violations of the policy occurred.
- Providing information to an Investigator when requested.
- Co-operate fully in any attempts to resolve or investigate an incident.
- Maintain confidentiality.

Employees Responsibilities under the Workplace Violence Policy include but are not limited to:

- Promote a workplace free from workplace violence and refrain from contributing to or engaging in any acts of workplace violence.
- Immediately notify Management or Human Resources of any workplace violence, whether the employee is a victim or not.
- In the case of an imminent threat of workplace violence to themselves or any person, an employee should contact the Police or Security Services at ext. 5040.
- Where appropriate, go to a safe location in the workplace and immediately report the incident to any Management staff.

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 **must** intervene if a violation of the Respectful Workplace, 01-03-04 or Workplace Violence Policy, 01-07-01 has been brought to their attention and/or has been witnessed. Appropriate steps must be taken to address and resolve the situation.

Complaint Options

- To initiate a formal Respectful Workplace complaint, a written document must be submitted to your Manager. The formal Respectful Workplace Complaint Statement Form is available on the Inside Mississauga website under the ‘Forms’ section. Employees who do not have computer access can contact their Human Resources Representative.
- Employees have other options at their disposal to bring forward a complaint. Complaints of harassment, sexual harassment, bullying, discrimination or workplace Violence can be brought to a Manager/Supervisor, Human Resources, or reported anonymously through the Whistleblower Program. The Ontario Human Rights Commission can also be of assistance and employees who are members of a Union could also pursue a grievance. Again, in the case of an imminent threat of workplace violence to themselves or any person, an employee should contact the Police or Security Services at ext. 5040.

Respectful Workplace and Workplace Violence

February 20, 2018

Investigation Outcomes

- Employees who are found to be violation the Respectful Workplace or Workplace Violence Policies may face a range of consequences depending on the nature and severity of the behaviour. This could include an apology, education, counselling, a verbal or written reprimand, a suspension, or the termination of their employment.
- Employees who make a complaint, as well as anyone else who is involved, should not face negative consequences for taking part in the complaint process and will be free from any reprisal. The City will take corrective action against any employee who retaliates or threatens retaliation against an individual due to raising an issue under these policies, filing a complaint or acting as a witness in an investigation.

Please take the time to review the updated Respectful Workplace and Workplace Violence Policies. The Respectful Workplace and Workplace Violence Policies which can be found on Inside Mississauga. If you have any questions or concerns, please contact your Human Resources representative.