

AGENDA



PUBLIC VEHICLE ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

MONDAY, SEPTMEBER 11, 2012 - 9:30 A.M.

COUNCIL CHAMBERS

SECOND FLOOR, CIVIC CENTRE

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

www.mississauga.ca

Members

Councillor Nando Iannicca, Ward 7 **(Chair)**

Councillor Ron Starr, Ward 6 **(Vice-Chair)**

Al Cormier (Citizen Member)

Baljit Singh Pandori (Elected at Large)

Craig McCutcheon (Limousine Owners)

Gurvel Singh (Taxicab Brokerages)

Harsimar Singh Sethi (City Area Taxicab Drivers)

Nabil A. Nassar (Citizen Member)

Paramvir Singh Nijjar (City Area Taxicab Owners)

Contact: Stephanie Smith, Legislative Coordinator
Office of the City Clerk 905-615-3200 ext. 3795 Fax 905-615-4181
Stephanie.Smith@mississauga.ca

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

PRESENTATIONS/DEPUTATIONS

MATTERS TO BE CONSIDERED

1. Minutes of Previous Meeting(s)

Minutes of the Public Vehicle Advisory Committee meeting held on June 25, 2012.

RECOMMEND APPROVAL

2. Tariff Decals on Airport Taxicab Windows

Corporate report dated September 4, 2012 from the Commissioner of Transportation and Works with respect to Tariff Decals on Airport Taxicab Windows

RECOMMENDATION

That the requirement to have Tariff Decals on Airport Taxicab windows be maintained.

RECOMMEND APPROVAL

3. PVAC-0016-2011 Advance Payment of Fares During Evening Hours

Corporate report dated September 4, 2012 from the Commissioner of Transportation and Works with respect to PVAC-0016-2011 Advance Payment of Fares During Evening Hours

RECOMMENDATION

That the Public Vehicle By-law, 420-04, as amended, not be amended, as there are provisions in the current by-law that allows taxi drivers the right to request proof from a passenger that he/she has the ability to pay the fee.

RECOMMEND APPROVAL

4. E-mail Dated August 23, 2012 With Respect to Accessible Taxi Plates

Email dated August 23, 2012 from Peter Pellier with respect to Accessible Plates.

RECOMMEND RECEIPT

5. E-mail Dated July 23, 2012 With Respect to A New Story CHV Holding Cell

E-mail dated July 23, 2012 from Ron Baumer with respect to A New Story CHV Holding Cell.

RECOMMEND RECEIPT

6. Email Dated July 26, 2012 With Respect to Taxis for Disabled Persons in Mississauga

Email dated July 26, 2012 from Al Cormier with respect to Taxis for Disabled Persons in Mississauga.

7. E-mail dated August 16, 2012 With Respect to Accessible Taxi Transportation in the GTHA

E-mail dated August 16, 2012 from Mark Sexsmith with Respect to Accessible Taxi Transportation in the GTHA.

RECOMMEND RECEIPT

8. Public Vehicle Advisory Committee Start Time

Committee to discuss the start time of each Public Vehicle Advisory Committee meeting.

9. Action List - 2012

Action List of the meeting held on June 25, 2012 provided to the Committee to update on the status of initiatives raised at prior meetings.

RECOMMEND RECEIPT

DATE OF NEXT MEETING – 9:30 a.m., Tuesday, November 5, 2012, Council Chambers

OTHER BUSINESS

ADJOURNMENT

Minutes



PUBLIC VEHICLE ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

TUESDAY, JUNE 25 2012 – 9:38 a.m.

**COUNCIL CHAMBER, 2nd FLOOR, CIVIC CENTRE
300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO L5B 3C1**

<http://www.mississauga.ca>

Members Present Councillor Nando Iannicca, Ward 7 (**Chair**)
 Councillor Ron Starr, Ward 6 (**Vice Chair**)
 Al Cormier (Citizen Member)
 Baljit Singh Pandori (Elected at Large)
 Karam Singh replaced Gurvel Singh (Taxicab Brokerages)
 Harsimar Singh Sethi (City Area Taxicab Drivers)
 Paramvir Singh Nijjar (City Area Taxicab Owners)

Members Absent: Craig McCutcheon (Limousine Owners)
 Nabil A. Nassar (Citizen Member)

Staff Present: Mickey Frost, Director, Enforcement
 Darryl Bell, Manager, Mobile Licensing Enforcement

Contact: Stephanie Smith, Legislative Coordinator
Office of the City Clerk 905-615-3200 ext. 3795 Fax 905-615-4181
Stephanie.smith@mississauga.ca

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CALL TO ORDER – 9:38 a.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST – Nil

PRESENTATIONS/DEPUTATIONS

Mr. Mark Sexsmith, Resident addressed the Public Vehicle Advisory Committee with respect to owner operated independent accessible taxis on behalf of Ron Baumber.

Mr. Sexsmith brought forth two issues that need to be addressed. The first issue are the requirements around accessible transportation. As they have changed since the inception of the Mississauga taxi program it has now created restrictions on forming an accessible brokerage and feels that this should not exist and that the bylaw should be changed as it does not give drivers flexibility. The second issue is the provisions around taxicab operators of the accessible vehicles should be the actual holders of the plate issued directly from the City of Mississauga rather than from a brokerage.

Daryl Bell, Manager, Mobile Licensing Enforcement addressed PVAC with the current model that is used when issuing accessible licenses and stated that the goal of the municipality is to stay compliant with the Provincial act.

Councillor Iannicca stated that this issue has been addressed in the past and it was decided that big industry brokerages would be issued the accessibility plates due to the financial strain it creates on individual drivers. In the past it was indicated that over time big brokerages who converted over to accessible plates would change the plates back over to regular cabs as they were losing money.

Councillor Starr noted that an evaluation of the industry needs to be completed on the background of a business plan. This issue will need to be reported back on.

Public Vehicle Advisory Committee members spoke to the issue of owner operated independent accessible taxis.

RECOMMENDATION

PVAC-0001-2012

That the deputation made by Mr. Mark Sexsmith regarding owner operated independent accessible taxis be received and referred to Licensing and Enforcement staff for a report back to the Public Vehicle Advisory Committee.

Referred (A. Cormier)

MATTERS CONSIDERED1. Minutes of Previous Meeting(s)

Minutes of the Public Vehicle Advisory Committee meeting held December 13, 2011.

Approved (A. Cormier)

2. PVAC-0014-2011 Further Driver Retraining Review

Corporate report dated February 1, 2012 from the Commissioner of Transportation and Works with respect to PVAC-0014-2011 Further Driver Retraining Review

RECOMMENDATIONS

1. That Mobile Licensing Enforcement staff schedule retraining courses for public vehicle drivers on weekday evenings and weekends as an alternative to the weekday retraining courses offered currently.
2. That Mobile Licensing Enforcement staff reduce the retraining program for taxi drivers from 3½ days to 2 days.
3. That Mobile Licensing Enforcement staff increase the taxi driver training at the time of initial application from 3 days to 4 days, that two days of taxi driver retraining be completed after the first five years and that at subsequent five year intervals taxi drivers be required to pass a knowledge exam or complete two days of taxi driver retraining.
4. That a by-law be enacted to amend Public Vehicle Licensing By-law 420-04, as amended, to incorporate the necessary changes to the requirements for the retraining of public vehicle drivers as outlined in the report dated February 1, 2012 from the Commissioner of Transportation and Works titled "PVAC-0014-2011 Further Driver Retraining Review".

Members of the Public Vehicle Advisory Committee (PVAC) made the following comments with respect to the Driver Retraining Review and the recommendations brought fourth. Members expressed that this issue has been discussed for a long period of time and needs to be resolved today. It was suggested to further reduce the retaining program from the proposed 2 days to 1 day and after 10 years of driving to eliminate training completely. It was noted that the trainers are not from the industry and they feel that they are teaching themselves and are not learning anything new in the industry.

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Al Cromier is in support of the recommendation increasing the initial training from 3 to 4 days.

Discussion ensued with amending the proposed recommendations to incorporate suggestions from members of the Public Vehicle Advisory Committee.

RECOMMENDATION

PVAC-0002-2012

That the Corporate report dated February 1, 2012 from the Commissioner of Transportation and Works with respect to PVAC-0014-2011 Further Driver Retraining Review be receive with the following amendments;

1. That Mobile Licensing Enforcement staff schedule retraining courses for public vehicle drivers on weekday evenings and weekends as an alternative to the weekday retraining courses offered currently.
2. That Mobile Licensing Enforcement staff increase the taxi driver training at the time of initial application from 3 days to 4 days, that a 1 day of taxi driver refresher be completed after the first five years and at the ten year anniversary and subsequent in five year intervals taxi drivers be required to complete a 2 – 3 hour industry update course.
3. That a by-law be enacted to amend Public Vehicle Licensing By-law 420-04, as amended, to incorporate the necessary changes to the requirements for the retraining of public vehicle drivers as outlined in the report dated February 1, 2012 from the Commissioner of Transportation and Works titled “PVAC-0014-2011 Further Driver Retraining Review”.

Approved (A. Cromier)

3. E-mail Dated June 7, 2012 With Respect to Accessible Plates

No discussion took place as the issue was discussed during the presentation.

Received (A. Cromier)

4. Letters Dated June 11, 2012 and June 18, 2012 from Gurvel Singh, President, All Star Taxi

Members of the Public Vehicle Advisory Committee (PVAC) engaged in conversation regarding the letter dated February 7, 2011 from Mr. Karam Punian, Executive Director ATA and Mr. Balwinder Dhillon, President ATA. Discussion ensued around the PVAC membership as it should include representation of Airport Taxicab drivers at the next election for PVAC members, airport taxicabs to remove the by-law sticker from their window as its creating confusion with customers and that taxicab car life expectance and lease of the vehicle would end of the same time.

Mr. Daryl Bell, Manager, Mobile Licensing Enforcement addressed member of PVAC regarding the standpoint of the City of Mississauga not getting involved with the duration of taxicab leases as it is a civil issue and a private matter as the City has to be in compliance of Canada Revenue Services.

Item 4C was received by all Committee members.

Item 4D was received by all Committee members.

RECOMMENDATION

PVAC-0003-2012

That the letter dated February 7, 2011 from Mr. Karam Punian, Executive Director ATA and Mr. Balwinder Dhillon, President ATA of Airport Taxicab (Pearson Airport) Association and the letters dated June 11, 2012 from Gurvel Singh, President All Star Taxi with respect to representation of Airport Taxi drivers on the Public Vehicle Advisory Committee (PVAC), plate issuing and taxi leases be received and referred to Licensing and Enforcement staff to report back to PVAC.

Received (P. Nijjar)

OTHER BUSINESS

Al Cromier, Citizen Member inquired if there is any long range planning in place for the taxi industry in Mississauga as the transportation industry is evolving.

Councillor Starr responded by stating he has given some thought to the issue and would like to see a mini summit or an informal meeting to include taxi drivers, taxi owners and limousine owners to have their thoughts and ideas on the changing industry

Harsimar Singh Sethi, City Area Taxicab Drivers asked the Committee to convene a meeting in the summer as six months have already passed and this is our first meeting.

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Mr. Seith also proposed changing the start time of the PVAC meeting to 10:00am or 10:30am as it's difficult for night drivers to attend meetings. Councillor Iannicca responded by stating it's difficult to convene meetings in the summer due to staff holidays and the meeting start time has been a long standing issue but it can be relooked at in September.

DATE OF NEXT MEETING –Tuesday, September 11, 2012

OTHER BUSINESS

ADJOURNMENT – 11:12A.M.



Corporate Report

Clerk's Files

Originator's
Files

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Public Vehicle Advisory Committee
SEP 11 2012

DATE: September 4, 2012

TO: Chair and Members of the Public Vehicle Advisory Committee
Meeting Date: September 11, 2012

FROM: Martin Powell, P. Eng.
Commissioner, Transportation and Works

SUBJECT: **Tariff Decals on Airport Taxicab Windows**

RECOMMENDATION: That the requirement to have Tariff Decals on Airport Taxicab windows be maintained.

BACKGROUND: A concern was raised by the Public Vehicle Advisory Committee regarding Tariff Decals on the windows of the Airport Taxicabs. The Industry has indicated that the Tariff Decals are not necessary on taxicabs operating within the airport due to the fact that they operate on a flat rate while at the airport. The Airport Taxi Industry has also indicated that the Tariff Decals are a visual hindrance to passengers as numerous decals are required to be displayed as a requirement of different legislation. Staff were requested to review the concerns raised and provide comment back to the Public Vehicle Advisory Committee.

COMMENTS: All Airport Taxicabs are required to have Tariff Decals with the appropriate rates placed on the rear windows. This requirement is mandatory in all taxicabs in Mississauga. Airport Taxicabs are required to place one extra decal for the GTAA on the rear side window. While working at the airport, the Airport Taxicabs operate on a flat rate system but are equipped with meters so that they can pick up fares while outside the GTAA. Due to the fact that the meters are installed and used while operating outside the airport in

the City of Mississauga, the Tariff Decals are required to ensure consumer protection as they clearly display the tariff rates. The Tariff Decals ensure the Airport Taxicabs are in keeping with the rest of the Taxi Industry and are transparent to minimize obstruction to passengers.

FINANCIAL IMPACT: N/A

CONCLUSION: Tariff Decals are required to ensure consumer protection and a decision to not have them located on Airport Taxicabs would leave customers from outside the airport at a distinct disadvantage. All passengers have a right to know what rates are being charged before they start their journey. The City of Mississauga has an obligation to ensure that the Taxi Industry is treated in an equitable and fair manner.



Martin Powell, P. Eng.
Commissioner, Transportation and Works Department

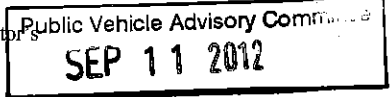
Prepared By: Daryl Bell Manager, Mobile Licensing Enforcement



Corporate Report

Clerk's Files

Original
Files



DATE: September 4, 2012

TO: Chair and Members of the Public Vehicle Advisory Committee
Meeting Date: September 11, 2012

FROM: Martin Powell, P. Eng.
Commissioner, Transportation and Works

SUBJECT: **PVAC-0016-2011 Advance Payment of Fares During Evening Hours**

RECOMMENDATION: That the Public Vehicle By-law, 420-04, as amended, not be amended, as there are provisions in the current by-law that allows taxi drivers the right to request proof from a passenger that he/she has the ability to pay the fee.

BACKGROUND: One of the issues raised in the petition dated June 10, 2011 from approximately 64 night taxicab drivers to the Public Vehicle Advisory Committee (Committee) is that *“not only that there is little business at night time, the number of incidents when customers run away without paying fare is increasing at alarming rate. People with criminal tendencies now think that it is easy to get a free ride at night as the driver has no protection against such petty crimes. Thus a very wrong and unsafe trend is spreading.”* As a result, the drivers are requesting that the City of Mississauga mandate an advance payment of an approximate fare or flat rate during night time hours. Staff were directed to review their concerns and their request to mandate an advance payment and report back to the Committee.

COMMENTS:

The Public Vehicle Licensing By-law 420-04, as amended, Schedule 8, Section 3(8)(f) reads:

“3. Every licensed Driver shall:

(8) subject to subsections 6(2) and (3), and except when he has a previous Order or engagement serve the first person requiring the service of his vehicle at any place within the City, at any time by day or night, except when the person:

(f) is in the opinion of the Driver unable or unwilling to pay the Fare and has been unable or unwilling to satisfy the Driver that he has the funds to pay the Fare.”

Staff feel these provisions in the current by-law provide drivers with adequate options to address concerns with potential “fare jumpers”.

Staff from Mobile Licensing Enforcement contacted Peel Regional Police to obtain statistical information on the number of incidences reported by taxicab drivers to Peel Regional Police. The information supplied by Peel Regional Police for 2011 indicated seven occurrences. Of the seven reported incidences, one was an assault and the others were robberies. In 2005 the Taxi Industry mandated the inclusion of video cameras as they believed it would help reduce the number of assaults, robberies and fraud in taxicabs and would provide a valuable tool in the investigation of any criminal act.

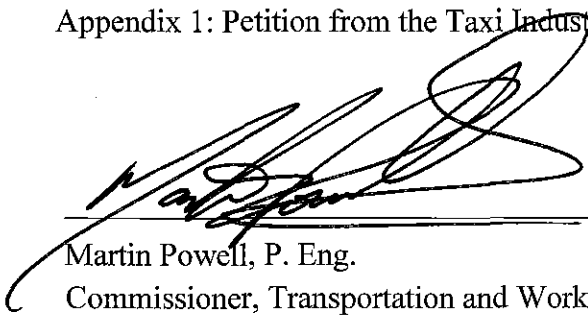
As a result of the Taxi Industry’s safety concerns, the City of Mississauga created Robbery Prevention Training which is provided to all drivers as part of their initial mandatory training for obtaining a licence. The training program helps the driver identify situations of safety concern and gives them guidance on the means to protect themselves. The by-law provides drivers with an option to refuse a customer if, in the opinion of the driver, a passenger is unable or unwilling to pay the fare and is unwilling to satisfy the driver that he/she has funds to pay the fare.

CONCLUSION:

The by-law provides drivers with adequate options to address concerns with potential "fare jumpers". Robbery Prevention Training is provided as part of the mandatory training for all drivers to give them with the skills to identify potential concerns. Further, the Taxi Industry does not appear to have raised concerns through the local law enforcement agency which may indicate that the matter has not been a high priority among the industry stakeholders. The Public Vehicle By-law 420-04, as amended, currently has all reasonable precautions in place.

ATTACHMENTS:

Appendix 1: Petition from the Taxi Industry.



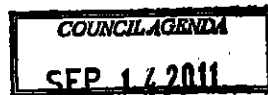
Martin Powell, P. Eng.

Commissioner, Transportation and Works

Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement

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P-1



Dated: June 10, 2011

To

Mr. Harsimar Singh Sethi,
Member PVAC,
City of Mississauga.

"RECEIVED"

'11 SEP -6 A10:37

As you are aware the taxi business is passing through a very difficult time. Not only that there is little business at night time, the number of incidents when customers run away without paying fare is increasing at alarming rate. People with such criminal tendencies now think that it is easy to get a free ride at night as the driver has no protection against such petty crimes. Thus a very wrong and unsafe trend is spreading.

Therefore, we the night drivers request, that at night from 5:00 pm to 6:00 am or for a suitable time range, it may be made **mandatory** for all customers to pay the approximate fare/flat rate **upfront**. The balance from the metered fare will be paid by the customer or returned to the customer as the case may be, at the termination of the trip. This law will not only safeguard the interests of the taxi drivers but also ensure uniformity of practice in this business and genuine customers will not have a bad feeling that they are being insulted which might prompt them to walk away to another cab or call another taxi company.

Another big problem at night is of illegal operators in the taxi business. This problem is very prevalent at the night clubs where they operate with immunity and without any fear of the law. Scooping of fares by the outside taxi drivers is another big issue especially at night. Something needs to be done to address these problems. A city inspector on night duty can be of great help to the night taxi drivers.

And last but not the least, the Drivers Retraining program every five years which affects all the taxi drivers is **absolutely not** required. It is wastage of time and money of the already poor drivers. The drivers by experience have enough knowledge/ training about Defensive driving and Sensitivity issues.

Thank you.

Yours truly,

Night Taxi Drivers
Mississauga

<input checked="" type="checkbox"/> Receive	<input type="checkbox"/> Resolution
<input type="checkbox"/> Direction Required	<input type="checkbox"/> Resolution / By-Law
<input type="checkbox"/> Community Services <input type="checkbox"/> Corporate Services <input type="checkbox"/> Planning & Building <input checked="" type="checkbox"/> Transportation & Works	For <input checked="" type="checkbox"/> Appropriate Action <input type="checkbox"/> Information <input type="checkbox"/> Reply <input type="checkbox"/> Report

Name	Cab Number	Telephone No.	Signature
ILYAS HUSSAIN	635	647 209 5015	I. Hussain
Tahir, Hameed	426	647-654-2222	Tahir
JAGJIT SINGH VIRK	384	416-457-2245	Jagjit
MUHAMMAD RASHID	555	416-671-1086	Muhammad
Chaudhry Abid Ri	359	647-297-2031	Abid
INOSH AKHAI	342	416 824 4949	Inosh
MOHINDER SANGHA	626	416 666 975	Mohinder
M. Anwar Khan	558	647 5254-9970	Anwar
Nurp Singh	474	416 701 2512	Nurp
GURCHARAN SANGHA	680	647-283-8106	Gurcharan
Muhammad Iqbal	18	647 839 5000	Muhammad
CHAUDRY	564	647 500 3055	Chaudry
VIPIN SHARMA	341	647-822-8086	Vipin
Rashid. A2121	367	416-768-0331	Rashid
Harmits Dhillon	380	647-858-2724	Harmits
Johan Sidhu	170	647-862-1610	Johan
Aninder	331	647-802-9195	Aninder
Bill Singh	50	416-857-0313	Bill
GURBIR DILLON	542	416-402-5599	Gurbir
Indrabir Singh	441	647-309-9808	Indrabir
Muhammad AFZAL	188	647-783-5552	Muhammad
Muhammad Virk	610	647 460 3375	Muhammad
N.A. KHAN	047	416-527-3707	N.A. Khan
SAPREETSINGH	513	647-291-5653	Sapreetsingh

Name	Cab Number	Telephone No.	Signature
JASWINDER S. KARIR	505	647-588-4509	<i>Jaswinder</i>
Kuldip S. Karry	394	647-505-5092	<i>Kuldip</i>
Hasan	# 10	647-407-5446	[Signature]
ABDUL KHALID	# 82	647-989-0800	<i>Abdul Khalid</i>
Jamal Bhandar	# 536	647-984-3878	<i>Jamal</i>
Mohammed Haque	# 57	905-301-6489	<i>Mohammed Haque</i>
Gagandeep Singh	# 323	416-418-4567	<i>Gagandeep</i>
Hardevan Gill	# 515	647-502-5741	<i>Hardevan</i>
VSD Kapoor	# 625	647-924-1953	<i>VSD Kapoor</i>
M. HASAN	# 549	416-832-5458	<i>M. Hasan</i>
Mohammed Hesse	# 7	647-707-845	[Signature]
Chaudhry Asid Ali	359	647-297-2031	<i>Chaudhry Asid Ali</i>
Muhammad Asif	514	647-700-6056	<i>Muhammad Asif</i>
Gjaz Ahmed	612	647-242-7855	<i>Gjaz Ahmed</i>
ERMAN ZUKIC	230	416-939-8294	<i>Erman Zukic</i>
M. ALI CHOKK	38	416-827-6005	<i>M. Ali Chokk</i>
RAHUL PARNAMI	25	647-996-4455	<i>Rahul Parnami</i>
Mudaser Jawaid	523	647-500-8160	<i>Mudaser</i>
Misbah	554	647-293-2676	<i>Misbah</i>
MUSTAFI	633	416-844-3314	<i>Mustafi</i>
Jameel Sun	531	416-302-0199	<i>Jameel Sun</i>
Jasbir	293	416-312-6071	<i>Jasbir</i>
Varinder Khindri	122	416-262 647-294-2324	<i>Varinder Khindri</i>

Name	Cab Number	Telephone No.	Signature
SYED EJAZ MUSSAIN	203	647 782 1214	<i>Ejaz</i>
MOHAMMAD AYAZ	A02	416.4854788	<i>Ayaz</i>
FAISAL-GHUMAN	503-N	647-402-0329	<i>Faisal</i>
SUKWINDER SINGH HARPREET SINGH	476-N 562	647-404-8773 647 984 000	<i>Sukwinder</i>
NAVDEEP LUCHAM	335	905 783 2928	<i>Navdeep</i>
BHUPINDER SINGH	160	416-301-8513	<i>Bhupinder</i>
EMAR FAROOQUE	159	416 876 0618	<i>Emar</i>
MUHAMMAD RAUF	521	647 897 9709	<i>Rauf</i>
HARJIT SINGH	384	647.201.9700	<i>Harjit</i>
Palwinder Singh	534	647 218 2147	<i>Palwinder</i>
GURMEJ SINGH	311	647-403-0615	<i>Gurmej</i>
HARJIT SINGH	527	416-833-1732	<i>Harjit</i>
Chocharam S.K.	495	416-788-4948	<i>Chocharam</i>
HARPAL SINGH	565	416 902 8140	<i>Harpal</i>
M.N.S	567	647 578 5621	<i>M.N.S</i>
AJMER GEMAL	006	416-473-4525	<i>A.G.</i>

66

PLEASE HELP PREVENT THE INSTALLATION OF A CREMATORIUM ON DERRY RD. WHICH THE RESIDENTS OF MALTON BITTERLY OPPOSE. The owner of Benisia Funeral Home at 3263 Derry Rd. (near Goreway) has applied for rezoning permit to add a crematorium at this location. A meeting will be held June 2011 at City Hall re this. In addition to emitting toxic chemicals hazardous to our health it will devalue surrounding Malton properties. We must prevent this.

	A	B	C	D	F	G
1	First Name & Family Name	Address	Signature	Telephone #		
2	Nicole Perdue	7732 Anaka Drive	<i>Nicole Perdue</i>	647-221-7789		1
3	Sheldon Smith	7732 Anaka Drive	<i>Sheldon Smith</i>	647-966-7892		2
4	DELANO SMITH	3476 LADDIE CREE	<i>DeLano Smith</i>	905-673-7391		3
5	TANTHY SMITH		<i>Tanthly Smith</i>	905-673-7391		4
6						5
7						6
8						7
9						8
10						9
11						10

<input checked="" type="checkbox"/> Planning & Building	<input type="checkbox"/> Receive
<input type="checkbox"/> Community Services	<input type="checkbox"/> Direction Required
<input type="checkbox"/> Corporate Services	<input type="checkbox"/> For Resolution
<input type="checkbox"/> Report	<input type="checkbox"/> Resolution / By-Law
<input type="checkbox"/> Reply	<input type="checkbox"/> Appropriate Action
<input type="checkbox"/> Information	

RECEIVED
 REGISTRY No.
 DATE AUG 29 2011
 FILE No. 02 09/012 WS
 CLERK'S DEPARTMENT

COUNCIL AGENDA
 SEP 14 2011

P-2

Stephanie Smith

From: Peter Pellier [peter_d_pellier@sympatico.ca]
Sent: 2012/08/23 5:15 AM
To: Hazel McCallion; Jim Tovey; Pat Mullin; Chris Fonseca; Frank Dale; Bonnie Crombie; Ron Starr; Nando Iannicca; Katie Mahoney; Pat Saito; Sue McFadden; George Carlson; Mickey Frost; Daryl Bell; Brad Parliament; ~~ronnieb@rogers.com~~
~~marksexsmith@rogers.blackberry.net~~; ~~alcomier2@sympatico.ca~~; City Manager
Subject: ACCESSIBLE TAXI PLATES

THE MAYOR & MEMBERS OF COUNCIL:

It has come to my attention that the City continues to issue Accessible Taxi Owner's Licences to our brokerages, in light of the fact serious problems persist regarding the provision of such service. These include overcharging; refusal to provide service in a timely fashion, or at all; and inconsideration for the health and welfare of passengers.

Given Accessible licences are used to transport the general public, the fact additional Accessible plates continue to be issued is justifiably galling to applicants on the Priority List, many of whom have occupied a position for as long as 23 years, in the hope of being issued a standard plate. Where is the fairness in this?

Pending a thorough review of the Accessible Taxicab programme, in the strongest language possible, I urge Council to declare a moratorium on the issuance of any new Accessible plates.

Furthermore, I urge each and every member of Council to contact Ron Baumber - (647) 893-7914 - who, for years, has provided quality accessible taxicab service, and to whom frustrated patrons direct their many concerns.

Thank you.

PETER D. PELLIER
CAB OWNER

5

Daniela Giansante

From: Peter Pellier [peter_d_pellier@sympatico.ca]
Sent: 2012/07/26 7:32 AM
To: ~~ronnieb@rogers.com; markseverith@rogers.blackberry.net;~~
Cc: ~~markseverith@rogers.com; alcormier2@sympatico.ca;~~
Subject: [MAYBE SPAM] RE: a new story CVH holding cell

RON:

Please forgive my delay in responding. Found myself dealing with Trillium-Mississauga as a patient, where they discharged me with a clean bill of health.

As far as the CVH incident is concerned, travesty doesn't even come close. My strong advice is to arrange a meeting with Hazel and bring her up to speed on the shenanigans being pulled by the various brokerages regarding the provision of Accessible taxi service.

This matter simply must be addressed by the City sooner than later.

PETER

Date: Mon, 23 Jul 2012 14:09:03 -0700
From: ~~ronnieb@rogers.com~~
Subject: a new story CVH holding cell
To: ~~markseverith@rogers.blackberry.net~~
CC: ~~markseverith@rogers.com; peter_d_pellier@sympatico.ca; alcormier2@sympatico.ca~~

Hello again.

Here is my new story. Yesterday I ended up in Credit Valley Hospital as I have been battling severe asthma for over a week now. The previous meds had an adverse effect on me and I became even worse. Long and short of this approx 1:00 cvh emergency desk contacted me as I knew the charge nurse and many on staff. Experience has its benefits. They asked me if I could arrange a wheelchair ride for a clients being sent home. I called our office A 34 and A7 were both working and both refused to do the call. A7 and A34 never do any calls but I thought I could beg good figure. I then call Black Cab who have 2 accessibles no one was working. I called All Star Taxi who have 2 wheelchair vans no one was working. I called Blue and White who have 24 wheelchair vans no one was working. The hospital emerge called as well no response. These customers were stranded.

I relayed to the customer that my earliest driver would not be on the rode till 4:00 a.m. My driver A9 Sahim picked them up at 4:10 this morning. They got home but a travesty. Just another reason why my idea for wheelchair access control is important, If I were'nt so sick I would have taken them home. Many time CVH and Trillium have called in the middle of the night and I have never refused.

Also does any one what to see the response on the Chartwell side van issue that I got from the City.

Looking for input gentelmen.,

Ron Baumber
~~647-695-7914~~
~~ronnieb@rogers.com~~

Daniela Giansante

From: Peter Pellier [mailto:~~peter_d_pellier@sympatico.ca~~]
Sent: 2012/07/27 5:59 AM
To: ~~alcormier2@sympatico.ca~~, ~~markcoxsmith@rogers.com~~, ~~sue-ann.levy@sunmedia.ca~~
Cc: ~~ronnieb@rogers.com~~
Subject: [MAYBE SPAM] RE: a new story CVH holding cell

AL:

The holding of a licence, rather than a right, is a privilege. Based on repeated incidents involving the abject failure of our brokerages to ensure disabled patrons receive prompt and efficient service, it begs the question whether the City should seriously consider revoking their accessible taxicab owners licences.

In the very least, they should be put on notice that unless the service is forthcoming, this is exactly what will happen.

PETER

From: ~~alcormier2@sympatico.ca~~
To: ~~peter_d_pellier@sympatico.ca~~, ~~markcoxsmith@rogers.com~~, ~~sue-ann.levy@sunmedia.ca~~
CC: ~~ronnieb@rogers.com~~
Subject: RE: a new story CVH holding cell
Date: Thu, 26 Jul 2012 08:38:13 -0400

I fully agree gentlemen and people should get more consideration than dogs. The story Ron shared from CVH does not surprise me. I have a disabled daughter and booking taxis for her is regularly an issue unless we deal directly with Ron.

I have sent Ron's message to Darryl Bell as well as the two councillors on the advisory committee- Nandy and Ron indicating that this was important information for the staff report requested on this matter as well as needing immediate investigation.

Ron - I support your approaching the Mayor on this.

Al Cormier
~~Suite 1204 - 6500 Montevideo Road~~
~~Mississauga, ON Canada L5M 3T6~~
~~Tel: 905 858 8843~~
~~Cell: 416 878 8242~~
~~Fax: 905 858 8291~~
~~Email: alcormier2@sympatico.ca~~

From: Peter Pellier [mailto:~~peter_d_pellier@sympatico.ca~~]
Sent: July 26, 2012 7:35 AM
To: ~~markcoxsmith@rogers.com~~, ~~sue-ann.levy@sunmedia.ca~~
Cc: ~~ronnieb@rogers.com~~, ~~alcormier2@sympatico.ca~~
Subject: RE: a new story CVH holding cell

MARK:

Publicity is exactly what the situation calls for; that and the Mayor's direct involvement.

5b

Looking for input gentlemen.,

Ron Baumber

~~017-888-7824~~

~~ron.baumber@baumber.com~~

Stephanie Smith

Public Vehicle Advisory Committee
SEP 11 2012

From: Al Cormier [alcormier2@sympatico.ca]
Sent: 2012/07/26 8:34 AM
To: Nando Iannicca
Cc: Ron Starr
Subject: [MAYBE SPAM] Taxis for disabled persons in Mississauga

Gentlemen,

You will recall that at our last PVAC meeting, we asked staff to report on the request for specific licences for taxis for disabled persons. The message below seems to point out the need for early action in this area. I have sent the message to staff Darryl Bell for his information. I am sure the matter is important enough to some individuals that it may be brought to the mayor's attention.

For your information.

Al Cormier
~~Suite 1201 - 8588 Montevideo Road~~
~~Mississauga, ON Canada L5N 5T6~~
~~Tel: 905 859 9642~~
~~Cell: 416 870 9242~~
~~Fax: 905 858 9201~~
~~Email: alcormier2@sympatico.ca~~

From: RON BAUMBER [mailto:~~ronnieb@rogers.com~~]
Sent: July 23, 2012 5:09 PM
To: Mark Sexsmith
Cc: Mark Sexsmith; Peter Pellier; Al Cormier
Subject: a new story CVH holding cell

Hello again.

Here is my new story. Yesterday I ended up in Credit Valley Hospital as I have been battling severe asthma for over a week now. The previous meds had an adverse effect on me and I became even worse. Long and short of this approx 1:00 cvh emergency desk contacted me as I knew the charge nurse and many on staff. Experience has its benefits. They asked me if I could arrange a wheelchair ride for a clients being sent home. I called our office A 34 and A7 were both working and both refused to do the call. A7 and A34 never do any calls but I thought I could beg good figure. I then call Black Cab who have 2 accessibles no one was working. I called All Star Taxi who have 2 wheelchair vans no one was working. I called Blue and White who have 24 wheelchair vans no one was working. The hospital emerge called as well no response. These customers were stranded.

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Looking for input gentlemen.,

Ron Baumber
~~416 888 7814~~
~~ronnieb@rogers.com~~

7
Daniela Giansante

From: CHRISTINE SEXSMITH [mailto:marksexsmith@rogers.com]
Sent: 2012/08/16 4:10 PM
To: ~~emathieu@the-star.ca~~
Cc: ~~Peter Bellon, Ron Baumber, alcornior2@sympatico.ca, Nando Iannico~~
Subject: Accessible taxi transportation in the GTHA

Hi Emily:

You were looking for input on the accessible taxi situation in the Toronto area.

There are four main concerns:

1. Availability

Generally speaking, most of the accessible vehicles are being used for contracts such as Wheel Trans and Transhelp (Region of Peel). Precious few are actually in service for the general population, and this results in very poor service. For example, in the City of Mississauga, most of the 38 accessibles (operated by Blue and White Taxi) are unavailable for on demand calls. Brokerages with more than 25 regular taxis are allowed two accessible licenses each (and may apply for more if they can prove volume warrants more). Amazingly enough, it is not possible under Mississauga Bylaws to operate an accessible-only brokerage using Accessible Taxi Plates. There are just not enough accessible taxis for on demand service. Toronto is the same-the biggest taxi company, Beck Taxi has only 2 accessible taxis out of fleet of over 800 vehicles.

On demand service is not generally available anywhere, 24 hour advance reservation is almost always required, and even then service may not be timely.

In the beginning, the accessible taxi service program was viewed by all municipalities as an add-on, a sideline, and the poor cousin of the taxi industry. Thirty years later, there has been no change in this view, and the poor service available is reflected in these attitudes. Accessible taxi service is not regular taxi service, any more than ambulance service is taxi service or vice versa. This dichotomy needs to be firmly established within a framework of professional training of drivers, proper dispatch protocols, and the establishment of a network of vehicles actually dedicated to picking people up to go where they want to go when they want to go there.

2. Cost

Accessible taxi service is supposed to be at regular taxi rates. This is seldom the case, with many companies having a flat rate far in excess of the metered taxi rates. Non-taxi services can charge any rate they wish, as they are not regulated by any level

of government.

3. Driver Training

Driver training for regular taxi drivers is minimal in regard to servicing customers requiring an accessible taxi.

As far as I know, no municipality in the GTA has a comprehensive course for training these drivers. (The City of Brampton requires a driver to have a separate accessible taxi driver's license.)

4. Provincial/Municipal jurisdiction over non-municipal licensed services.

There are an increasingly large number of non-taxi (i.e., not municipally licensed) wheelchair services, over which the cities have no control. The only way that this situation is going to get resolved is to have either the Province or a GTA entity (Metrolinx?) take over licensing, training and the fee structures for these services.

The service requirements of people using accessible taxis extend beyond municipal boundaries, with patients in Mississauga going to Toronto, Toronto to Mississauga, etc. What is required is a service that provides on demand service at regular taxi rates that ensures customers service across the entire GTA. No municipality presently has a program that meets these criteria, and the Provincial Government should be encouraged (required?) to move in to fill the gap that exists in all areas of concern.

The status quo should only be acceptable to those in the taxi industry, and in Municipal and Provincial Government who are of the opinion that the handicapped do not deserve equal access to transportation facilities that are available to ambulatory customers.

If you would like further comment, please contact me.

Mark Sexsmith

