

REPORT NO. 119 of the
ENVIRONMENT, TRANSPORTATION & PUBLIC SAFETY
STANDING COMMITTEE
of its meeting held February 20, 2013

Present: **Councillor J. Gignac**
 Councillor A. Halberstadt
 Councillor R. Jones,
 Councillor H. Payne
 Councillor F. Valentinis, Chair

That the following recommendations of the Environment, Transportation and Public Safety Standing Committee **BE APPROVED:**

Moved by Councillor Jones, seconded by Councillor Halberstadt,

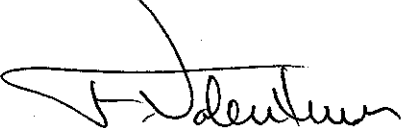
THAT approval **BE GIVEN** for the City of Windsor to no longer provide the Taxicab Course and Vehicle Standards Inspection Lane currently delivered by By-Law Enforcement Officers, and

THAT the delivery of these programs **TAKE PLACE** effective March 1, 2013 by those expressing an interest, and further

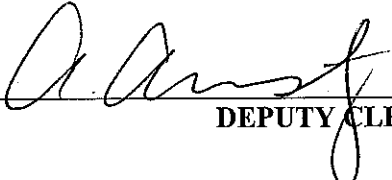
THAT the input **BE RECEIVED** from the Stakeholders at the Joint Taxi Industry Meeting held December 4, 2012.

Carried.

Clerk's Note: Report No. 150 of the Windsor Licensing Commission is attached as background information.



CHAIRPERSON



DEPUTY CLERK

NOTIFICATION:				
Name	Address	Email Address	Telephone	FAX
Martin Kahelin	350 Tuscarora Avenue Windsor, ON N9A 3L7			
Walter Bezzina	350 Tuscarora Avenue Windsor, ON N9A 3L7			
Bill Oag	350 Tuscarora Avenue Windsor, ON N9A 3L7			

Stuart Caverhill	5288 Tecumseh Rd. E. Windsor, ON N8T 1C6			
Jay Abdoulrahman	506 Hanna St. E. Windsor, ON N8X 2N6			
Mike Dunning	CAW Local 195 3400 Somme Avenue Windsor, ON N8X 2E6			
Haidar Aouli	CAW Local 195 3400 Somme Avenue Windsor, ON N8X 2E6			
Zahid Syed	3165 Sandwich St., Unit #5 Windsor, ON N9C 1A7			



REPORT NO. 150 of the
WINDSOR LICENSING COMMISSION
of its meeting held November 21, 2012

Present: Councillor Ron Jones, Chairperson
Councillor Drew Dilkens
Councillor Percy Hatfield
Councillor Ed Sleiman

Regrets: Jack Fathers

That the following recommendation of the Windsor Licensing Commission **BE**
APPROVED:

Moved by Councillor Dilkens, seconded by Councillor Hatfield,
That **APPROVAL BE GIVEN** for the City of Windsor to no longer provide the
Taxicab Course and Vehicle Standards Inspection Lane, currently delivered by By-law
Enforcement Officers, and, that the delivery of these programs take place effective March 1,
2013 by those expressing an interest, and further, that input **BE RECEIVED** from
Stakeholders at the Joint Taxi Industry Meeting to be held on December 4, 2012.
Carried.

NOTE: (i) The report of the Manager of By-law Enforcement dated November 5, 2012 entitled
"Taxicab Course and Vehicle Standards Inspection Lane" is attached.

(ii) A memo from the Manager of By-law Enforcement and the Chief Building
Official dated December 21, 2012 entitled "Addendum to Taxicab Course and
Vehicles Standards Inspection Lane Report" is attached as additional
information.

CHAIRPERSON

SECRETARY

THE CORPORATION OF THE CITY OF WINDSOR
Office of the City Solicitor - Building Department

**MISSION STATEMENT:**

"The City of Windsor, with the involvement of its citizens, will deliver effective and responsive municipal services, and will mobilize innovative community partnerships"

Report Livelink No.: 16217	Date of Report: November 5, 2012
Author's Name: Ann Kalinowski, Manager of By-law Enforcement	Date to Windsor Licensing Commission: November 21, 2012
Author's Phone: 519 -255-6100 ext. 1931	Classification #: Communication
Author's E-mail: akalinowski@city.windsor.on.ca	

To: Windsor Licensing Commission

Subject: Taxicab Course and Vehicle Standards Inspection Lane

1. RECOMMENDATION: City Wide: Ward(s):

That the City of Windsor no longer provide the Taxicab Course and Vehicle Standards Inspection Lane, currently delivered by By-law Enforcement Officers, and furthermore, that the delivery of these programs take place effective March 1, 2013 by those expressing an interest.

EXECUTIVE SUMMARY:

N/A

2. BACKGROUND:

City of Windsor By-law Enforcement Officers have been administering the four day Taxicab Course (bi-monthly) and five day Spring and Fall Vehicle Standards Inspection Lane (previously known as Safety Lane) for the last nine years. With the pressure of holding the line on taxes and taking on the enforcement of more By-laws, Administration is looking at ways to improve operational efficiencies and realign duties to better reflect community priorities.

On September 18, 2012 the following memo was discussed at the second quarterly City/Taxi Industry Meeting:

"Proposal The City of Windsor's Licensing Department and Building Department By-law Enforcement Unit are proposing a change to the way the Taxicab Course and Vehicle Standards Inspection Lane are currently delivered.

Analysis

The Building Departments By-law Enforcement Unit is comprised of twelve By-law Enforcement Officers, one By-law Enforcement Clerk and one By-law Enforcement Manager. Last year in 2011 the By-law Enforcement Unit inspected 8660 complaints issuing 3719 Orders with 610 of these Orders resulting in hiring a contractor to complete the work

required to be done. With the budget pressures of holding the line on taxes coupled with doing more with less, the By-law Enforcement Unit has been forced to review its current practices and identify areas that can be realigned to better reflect community priorities. It is Administration's view that the delivery of the Taxicab Course and Vehicle Standards Inspection Lane can be successfully executed without the assistance of the City.

Recommendation

In an effort to mitigate impacts to By-law Enforcement, and permit more time for By-law Enforcement Officers to inspect and enforce by-laws related to priority such as garbage, tall grass and weeds, as well as others being transferred from the Building Inspections area, Administration is recommending that the Taxicab Course and Vehicle Standards Inspection Lane no longer be delivered by the City. Options available in the delivery of these two programs could be achieved through outside sources such as the Taxicab Academy who currently teach the taxicab course in Hamilton and Markham or through local Colleges or the Taxicab Industry itself. These choices are also viable solutions for the Vehicle Standards Inspection Lane as it can be delivered by licensed mechanics and local garages already known to the taxi industry.

Implementation

Once service delivery options are identified by the taxi industry in conjunction with Administration for the delivery of both these programs, a report will be submitted to the Windsor Licensing Commission for approval before being presented to City Council. It is hoped that the new service delivery option will be in place and implemented by January 2013".

3. DISCUSSION:

The Building Department By-law Enforcement Unit has improved efficiencies through the implementation of mobile work units (computers in fleet vehicles) and is continuing to look at ways to improve operational effectiveness. As By-laws such as signs, swimming pool, fence and zoning continue to be transferred from the Building Inspections area to By-law Enforcement, the need to review the delivery of current services has become imperative. Also, 311 complaints have prioritized service delivery as shown below:

By-law Folder Complaints from 2011 and 2012 (January 1 st to October 1 st)		
By-laws	Year-2012	Year-2011
	# of Complaints Received	# of Complaints Received
Dirty Yard	3795	3636
Dog Control	1674	825
Licensing (consisting of 38 different schedules)	914	1078
Collection of Refuse	759	1051
Noise	227	318
Keeping of Animals	141	149
Signs	133	339
Swimming Pools	115	125

Ice and Snow Removal	83	1093
Idling	4	17
Smoking	2	2
Protection of Parks	2	2
Fireworks	1	
Sales on Highways, Parks, Spitting, Snow/Ice on Highways,	0	26
TOTAL	7850	8662

It is for these reasons that the Building Department By-law Enforcement Unit has recommended that the City change the way the Taxicab Course and Vehicle Standards Inspection Lane are currently delivered.

Discussions and options regarding the delivery of the Taxicab Course and Vehicle Standards Inspection Lane were discussed at the September City/Taxi Industry Meeting held on September 18, 2012. Veteran Taxicab Company was in favour of the proposed changes and offered to teach the Taxicab Course along with the two days of training they already provide to their drivers.

Vehicle Standards Inspection Lane

Vehicle Standards Inspection Lane is scheduled twice a year for the Taxicab Industry during the Spring and Fall seasons. The inspections of all 219 licensed taxicabs are completed by By-law Enforcement Officers to ensure the vehicles are fit for the conveyance of passengers.

With regards to the Vehicle Standards Inspection Lane, it was suggested that the mechanic who completes the vehicle safety certificate, described in the By-law as "a *safety standards certificate issued under the Highway Traffic Act*", also completes the interior/exterior reviews of the taxicab at the time the safety certificate is completed. Eliminating the vehicle inspection lane will save time for the taxicab drivers as the items presently checked at the inspection lane can be readily inspected by the mechanic who inspects the vehicle for mechanical fitness. The By-law Enforcement Unit will provide an inspection checklist to the taxicab brokers and plateholders so that it can be delivered to the mechanics that are currently used to complete vehicle safeties. The checklist is attached hereto as Appendix "A".

The inspection checklist and safety standards certificate will be delivered to the Licensing Unit for processing twice a year. Plateholders returning checklists to Licensing that have identified deficiencies will be required to correct the violations, pay the re-inspection fee to Licensing, and have a re-inspection of the vehicle completed by By-law Enforcement to ensure compliance. Vehicles that have health and safety violations such as missing seatbelts will be suspended immediately as outlined in the taxicab checklist.

A review of best practices on performing formal taxi inspection lanes was conducted and is attached as Appendix "B". Out of the ten participating municipalities, four complete inspection lanes with municipal staff while the others utilize a combination of Public Insurance Providers, Police, Ministry of Transportation Staff, Health Unit Staff, and Mechanics.

Taxicab Course

The delivery of the Taxicab Course could be achieved through outside sources such as the Taxicab Academy who currently teach the taxicab course in Hamilton and Markham or through local Colleges or the Taxicab Industry itself. Section 5.1 (e) of By-law 137-2007 provides the following:

5.1 Every Applicant in the first instance for a Taxicab Driver Licence shall:

(e) attend the four (4) day Taxicab Training Course as required by the Licence Commissioner pay an examination fee as set out in Schedule 2, and write an examination as prescribed by the Licence Commissioner achieving a mark of at least 70% on each section of the written examination

A survey on Taxi Driver Training was conducted and is attached hereto as Appendix "C". The survey identified a number of municipalities that do not provide refresher training. Administration is recommending that refresher training not be a requirement for City of Windsor taxicab drivers. However it is recommended that the complaints from the public against taxicab drivers, where re-training would be an asset, go before the Windsor Licensing Commission with a recommendation to re-take the taxicab training course and pay the full cost required by the provider.

Action Plan:

An Expression of Interest for the delivery of the Taxicab Training Course has been prepared and is attached hereto as Appendix "D". If this report is adopted and approved by the Windsor Licensing Commission and City Council, the Expression of Interest will be placed in the Windsor Star with a response deadline of two weeks given. As is currently the case, the cost of the Taxicab Course and Vehicle Inspection Checklist will be paid for by the person taking the taxicab course and by the owner/plateholder of the cab. By-law Enforcement will assist with the transition of next steps. Proactive inspections as well as complaint driven requests will continue. As for the discontinuance of the Vehicle Standards Safety Inspection Lane, vehicle safety checklist and vehicle safety certificate will be submitted by the taxi industry. The By-law Enforcement unit will provide an inspection checklist to the taxicab brokers and plate holders for completion by mechanics.

4. RISK ANALYSIS:

Vehicle Standards Inspection Lane is only completed twice a year and therefore does not guarantee reduced risk. However, proactive inspections as well as complaint driven requests will continue to occur and assist with ensuring Windsor Taxicabs are clean and without major/minor defects.

5. FINANCIAL MATTERS:

The positive impact to the City by realigning the delivery of the Taxicab Course and Vehicle Standards Inspection Lane externally comes by way of time efficiency. The time value associated with the financial cost allows for more time to be spent on community priorities. The annual costs for By-law Enforcement Officers to deliver these current services based on time and wages are as follows:

Taxicab course 3 days teaching & 1 day exam	\$6,683
1 Officer every two months	
Taxicab Course and Examination	
2012 – 60 participants (\$90 / examination)	(\$5,490)
Vehicle Standards Inspection Lane Twice a year	\$11,139
Fall and Spring 5 days	
4 Officers	
Total	\$12,332

Taxicab refresher training course	
Mailing of notifications and results using regular mail	\$460
Two By-law Enforcement Officers for 11 sessions	\$4,950
Materials (course booklet/pencils/marking sheet)	\$1,760
Total Estimated cost for 389 participants	\$7,170
Grand Total	\$19,502


The Licensing Department collects a \$90 fee for the Taxicab course and examination as per Schedule 2 to By-Law No. 137-2007. This revenue budget item will be brought forward as a 2013 Budget reduction for the Department if Council endorses the recommendation.

6. CONSULTATIONS:

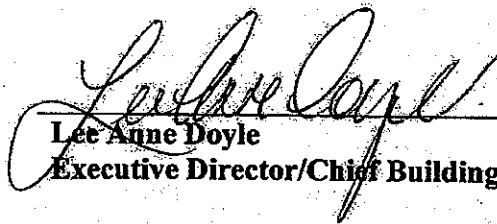
Valerie Critchley, City Clerk/Licence Commissioner
Gary Cian, Manager of Policy, Gaming & Licensing/Deputy Licence Commissioner
Michael Chantler, Supervisor of Licensing & Deputy Licence Commissioner
Sonia Bajaj, Financial Planning Administrator
Rose Willie, Buyer, Purchasing & Risk Management
Dana Paladino, Supervisor of Risk Management

7. CONCLUSION:

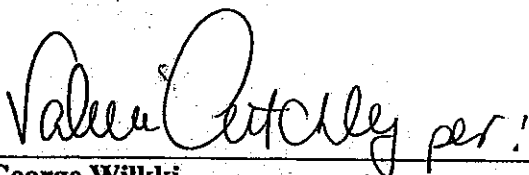
In an effort to provide improved customer service and to mitigate impacts to By-law Enforcement, and permit more time for By-law Enforcement Officers to inspect and enforce By-laws related to priority such as garbage, tall grass and weeds, as well as others being transferred from the Building Inspections area, Administration is recommending that the Taxicab Course and Vehicle Standards Inspection Lane no longer be delivered by the City effective March 1, 2013.



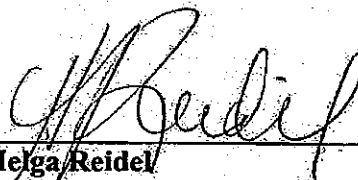
Ann Kalinowski
Manager of By-law Enforcement



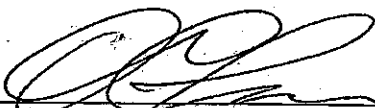
Lee Anne Doyle
Executive Director/Chief Building Official



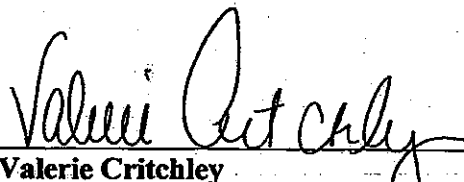
George Wilkki
City Solicitor and Corporate Leader,
Economic Development and Public
Safety



Helga Reidel
Chief Administrative Officer



Onorio Colucci
Chief Financial Officer & City Treasurer



Valerie Critchley
City Clerk/Licence Commissioner

AK/ak

- APPENDICES:** A- Taxicab Checklist
 B- Best Practices
 C- Taxi Driver Training Survey
 D- Expression of Interest

DEPARTMENTS/OTHERS CONSULTED:
 Licensing, Legal, and Purchasing & Risk Management

NOTIFICATION : Industry Stakeholders				
Name	Address	Email Address	Telephone	Fax
Martin Kahelin	350 Tuscarora Avenue Windsor On N9A 3L7		519-256-1868	
Walter Bezzina	350 Tuscarora Avenue Windsor On N9A 3L7		519-256-1868	
Bill Oag	350 Tuscarora Avenue Windsor On N9A 3L7		519-256-1868	
Stuart Caverhill	5288 Tecumseh Rd E Windsor, On N8T 1C6		519-966-3800	
Jay Abdoulrahman	506 Hanna St. E Windsor, On N8X 2N6		519-819-6666	
Mike Dunning	CAW 195 3400 Somme Ave., Windsor, On N8X 2E6		519-796-9446	
Haidar Aouli	CAW 195 3400 Somme Ave., Windsor, On N8X 2E6		519-796-9446	
Zahid Syed	3165 Sandwich St. Unit #5 Windsor, On N9C 1A7		519-796-2721	

Appendix "A"
TAXICAB VEHICLE STANDARDS INSPECTION CHECKLIST

Date:
City Taxicab Plate Number:
Vehicle Identification Number (VIN):
Provincial Plate Number:
Vehicle Make and Model:
Vehicle Year:

Taxicab Exterior Items	
Is the exterior of the vehicle clean and in good general repair	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the vehicle missing any parts (fender, grills, molding)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the vehicle free from body damage	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do the doors and handles work – open and close	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the trunk close and latch	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the vehicle have 4 matching hubcaps	Yes <input type="checkbox"/> No <input type="checkbox"/>

Taxicab Interior Items	
Is the interior of the vehicle clean and in good repair	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the meter seal intact	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the dome light working	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do the windows open and close	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are the seat belts in working order If not, please call the Building Department immediately at 519-255-6267 to report this issue.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the headliner and head rests clean and free from rips	Yes <input type="checkbox"/> No <input type="checkbox"/>

Attention Plateholder: Stickers and Cards required in each taxicab:
Cards: One (1) Tariff Card and one (1) If the meter is not on the ride is free card,

Stickers: Two (2) Smoking stickers, one (1) Complaint/Compliment sticker and one (1) Passenger Bill of Rights sticker.

Stickers and cards to be obtained from the Licensing Unit located at 350 City Hall Square West Suite 203

Please Print

Name and address of garage: _____

Mechanics name and number: _____

Appendix "B"

TAXI VEHICLE INSPECTION LANES

Do you have a formal Taxi Inspection Lane where you require all vehicles to be present or do you just conduct random spot inspections? If yes, how often do you conduct a formal "Taxi Inspection" of all vehicles in service?

MUNICIPALITY	RESPONSE
Durham	Durham does not conduct Taxi inspection services.
Ottawa (cameras mandated)	2 inspections, 1 spring, one fall. We recently amended the by-law to exempt any taxicab that is 5 years old or newer from the spring inspection.
Winnipeg	Community By-Law Enforcement Services of the City of Winnipeg does not conduct taxi inspections. I believe it is done by our Public Insurance provider (MPI) and the Provincial Taxicab Board. If you need more information: MPI Commercial Vehicle Registration phone 204-985-7775.
<p>Barrie (by-law requires them to have at least one of the following safety features:</p> <p>911 light Protective safety glass barrier between driver/passenger Security camera, or Emergency button linking directly through GPS to dispatcher)</p>	<ul style="list-style-type: none"> • Yes, in addition to random field inspections, annual inspections (at a minimum) are carried out on ALL taxicabs licensed with the city. • This is organized together with Barrie Police Service, Ministry of Transportation and the Health Unit all of whom attend (based on availability/date) for the purpose of enforcing their respective areas. • MLE staff are looking for a variety of things including but not limited to operation of all exterior and interior lights, signals, horn, wiper function, etc. as well as no "bumps or bruises" of the vehicle body, interior in good repair and clean, proper spare tire, jack, etc, posted tariff card, properly posted license decal, vehicle driver ID, etc. • Police are looking at driver criminal records (warrants, etc.), valid driver's licence, insurance; MTO looking at vehicle safety; Health looking re: smoking in workplace. • Vehicles which fail as a result of any of the inspections by any of the agencies may have their licence suspended/decal removed/Prov. Licence plate removed/charges laid. • Vehicles failing are provided with a 24 hour period to correct deficiencies and upon satisfactory re-inspection. They are not permitted to operate during this period. • Where a licence is suspended and not re-instated, the licence holder may appeal in accordance with the provisions of the by-law but is not permitted to operate the vehicle in the meantime. • Vehicles which do not attend for some reason are immediately followed up by our officers and if found still operable are subject to suspension/decal removed until such time as they surrender to a full inspection. Vehicles which are found to no longer be operating have decals removed and licenses are logged as surrendered based on non-operation. • Typically we use our operations garages which are a short distance

	from our office. A team of MLE staff are assigned to carry out the inspections and ensure a prompt handling of the volume of vehicles.
London	Random inspections once a year involving class A mechanics who are also London Police Officers. Throughout the year our MLEOs do scheduled and random (on the road) inspections looking at interior/exterior compliance.
Waterloo (cameras not mandated)	We inspect our taxis 3 times a year, once every third (these are done randomly during the 4 month period at random locations e.g. train, bus, airport stations or parking lots where taxis congregate such as shopping malls). One of those has to include a meter test, which we usually do in the summer. We have no inspection lanes per se, except for the meter tests. We have several locations throughout the region where we have measured kilometers (Sign posts) where we measure meter accuracy (+ or - 15 meters per km.). Each taxi owner, upon annual licence renewal, has to provide a Certificate of Mechanical Fitness. Taxis over 10 years old have to be Certified every 6 months. We also carry out random inspections on those taxis that have a history of difficult compliance.
Hamilton	We do yearly inspections with all plates to be renewed by end of January and we also do semi annual inspections. We currently have one mechanic whose role is taxi inspections through one of our facilities. We have also undertaken spot checks but given staffing resources spot inspections are not as common.
Thunderbay	I am forwarding your inquiry to our Police who are responsible for this activity.
Sudbury (cameras not mandated)	The City of Sudbury conducts 2 scheduled taxi inspections each year. The high volume/use taxi class is inspected twice, and the others are inspected once
Calgary	<ul style="list-style-type: none"> • We have a program where our taxis must go through a thorough mechanical inspection every 6 months. A copy of that inspection is due in our office prior to the expiry of the 6 months or that vehicle is suspended from service. • On top of that we have officers on the street every day who conduct random inspections regardless of the mechanical inspection date. Any defects are dealt with accordingly. • We also do random fleet audits of our companies as "special projects". In these cases the company is notified of the inspection date, time etc and they must attend or again face suspension. • Lastly we also have meter rate inspections where we verify the rates on the meters. We use these opportunities to conduct comprehensive inspections of all of our taxis as all of our taxis must attend these inspections

Appendix "C"
Taxi Driver Training Survey

Taxi Driver Training Survey – September 2011 – Some additions October 2012

CITY	INITIAL APPLICATION	PROVIDER / COST	REFRESHER TRAINING	PROVIDER / COST/ COURSE OUTLINE
THUNDER BAY 109,140*	Test on geography – "Key Locations"	Police Department - \$45.20	No refresher training	
GUELPH 114,943*	Interview only	Guelph Police - \$100 (includes licence fee)	No refresher training	
BURLINGTON 164,415*	Training Course (one day), Final Exam-min 70% Defensive Driving Course	Burlington Taxi Company \$150.00 Defensive Driving – driver's choice of provider	No refresher training	<u>Course outline:</u> <ul style="list-style-type: none"> • Customer Service • Safety • Administration • Technology • City By-law • Drive wise defensive driving program
OAKVILLE 5,613*	Driver's Orientation, Defensive Driving Course, Sensitivity Training Course, Final Exam	City of Mississauga Training Centre - \$465.56	No refresher training	
LONDON 352,395*	English Assessment Exam Driver Training Course (10 day course) Final Exam	Building Department - \$30 Aboutown Transportation \$425 Building Department - \$40	No refresher training	Two weeks – 7 hours a day <u>Course outline:</u> <ul style="list-style-type: none"> • Professional driver • Customer service • Business of taxi • Security and prevention • Basis first aid • Classroom driver awareness • Bill 168 Violence in the workplace • Geography • By-law • Must achieve an 80% to pass
BRAMPTON 433,806*	Driver's Orientation, Defensive Driving Course, Sensitivity Training Course, Final Exam	City of Mississauga Training Centre - \$465.56	No retraining (as of bylaw amendment on January 4, 2010)	

REGION OF WATERLOO 22,320* (Kitchener/Cambridge)	Driver Training	Individual Taxi Companies (example: Interview and 30 hours or more in car & test)	No retraining mandated by Region. Individual taxi companies – performance based	
HAMILTON 504,559*	Service and Skills Training (4 day course)	Taxi Academy \$500.00	Must complete one training module per year to renew licence	Taxi Academy Approx. \$100 per day <u>Course outline:</u> <ul style="list-style-type: none"> • Geography • Service excellence and tourism • Taxi operations and by-law • Customer service with special needs • Safety and security
MISSISSAUGA 668,549*	Driver's Orientation, Defensive Driving Course, Sensitivity Training Course, Final Exam	City of Mississauga \$539.98	Every 5 years: Driver's Orientation, Defensive Driving Course, Sensitivity Training Course, Final Exam	City of Mississauga \$539.98 effective 01/01/12 <u>Course outline:</u> <ul style="list-style-type: none"> • Defensive driver training • Sensitivity training • Taxicab driver training
OTTAWA 2,129*	General Knowledge, Customer Service, Geography, Accessibility, Final Exam	Algonquin College \$1150.09	No refresher training	
TORONTO 2,600,000*	17 day course with final exam	City of Toronto - \$588.38 (includes licence fee)	Every 4 years: 3 day course & test - \$303.51 (includes licence)	3 weeks of classes (17 days) <u>Course outline:</u> <ul style="list-style-type: none"> • Customer Service • Dealing with difficult customers • geography • safety procedures • business management • Passing at an 80% consisting of two quizzes achieving 70% each and 70% on all five parts of the examination.

* Populations from 2006 census

Appendix "D"
Expression of Interest



EXPRESSION OF INTEREST #108-12
TAXICAB TRAINING COURSE

Closing Date: Monday, December 10, 2012
(up to and including 11:30:59 A.M. E.S.T)

1.0 SUMMARY / OVERVIEW

The City of Windsor is requesting interested parties to submit an Expression of Interest for the purpose of delivering an enhanced taxicab training course to include but not limited to the following:

- Customer Service/Service Excellence
- Geography/Tourism
- By-law & Taxi Operations
- Defensive Driving
- Multiculturalism
- Accessibility/Customers with Special Needs
- Driver Safety & Security

2.0 BACKGROUND / CONTEXT

The City of Windsor regulates the taxicab industry through Licensing By-law 137-2007, *A By-law Respecting the Licensing and Regulating of Public Vehicles*, <http://www.citywindsor.ca/cityhall/by-laws-online/documents/by-law%20137-2007.pdf>, by ensuring compliance with the By law. The Building Department By law Enforcement Unit currently administers the City taxicab course consisting of three days of teaching with a three hour exam issued on the fourth day. This course is offered on a bi-monthly basis and requires a minimum of 9 participants.

The City of Windsor recognizes the role that taxicab drivers play in promoting a positive image as well as being knowledgeable in highlighting tourist destinations. The overall image of the taxicab industry is important for business travelers, influencing the overall impression of the City. Driver training is important to ensure that drivers are sensitive to address specific multicultural issues as well as being able to provide quality and safe service for accessible users. The City of Windsor wants to ensure that the service provided is considered of high quality.

3.0 OPPORTUNITY

3.1 Summary

The City of Windsor is accepting Expressions of Interest from individuals/entities/companies to deliver an enhanced taxicab driver training course with the goal of producing professional drivers that are committed to providing safe, reliable and quality service to the public. The Taxicab Driver Training Program is designed to prepare prospective taxicab drivers in the City of Windsor to meet the challenges and demands of the job. The course content should include topics ranging from those listed in section 1.0 Summary/Overview.

3.2 Site

The delivery site should be located within the City of Windsor Boundaries.

3.3 City Expectations

3.3.1 Vision/Plan

The City's primary objective is to outsource the delivery of the Taxicab Training Course, and we are looking to identify individuals and/or companies with the ability to plan, organize and execute this course. It is essential that interested parties have a vision, and the means to plan, organize, implement and deliver a Taxicab Training Course that prepares prospective taxicab drivers for successes.

3.3.2 Timeline

The City will require the successful proponent to take over the delivery of the Taxicab Training Course beginning March 2013.

3.3.3 Indemnity

The City will require any interested party to enter into an agreement indemnifying the City of any future legal, environmental, or financial liability associated with the course.

4.0 SUBMISSIONS

In order to be considered for this opportunity, interested parties must submit a sealed expression of interest addressed to the Purchasing Supervisor on or before Eleven-thirty Fifty-Nine (11:30:59 a.m. E.S.T.), Monday, December 10, 2012.

Purchasing Supervisor
Corporation of the City of Windsor
400 City Hall Square, Suite 403
Windsor, Ontario, N9A 7K6

Expressions of Interest presented to the Purchasing Supervisor after the designated closing time on the due date will not be considered regardless of the circumstances that resulted in the late arrival to the Purchasing Department. Fax submissions will not be accepted. Expressions must include a completed offer form (attached as Appendix A.) Expressions not including a completed offer form will not be considered.

4.1 Proponent Mandatory Criteria

The following information must be included in all Expressions of Interest:

- a) Name of person/entity/corporation;
- b) Short resume/description of the business of the person/entity/corporation and its history;
- c) Proposed plans for the delivery of the Taxicab Course
- d) A general description of the course outline and the cost of delivery
- e) A basic summary of previous history with teaching/delivering course content or description of previous involvement in similar projects if any

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Request For Expression of Interest # 108-12: Taxicab Training Course

- f) Demonstration of entity/corporation's ability to plan and execute the set up and delivery of the taxicab course
- g) Proposed timelines
- h) A signed copy of the attached Offer Document (Appendix "A.")

4.2 Use of Submissions

This Expression of Interest is only for the purposes of obtaining information and does not in any sense create a binding relationship or obligation between the Corporation and the respondent, nor will the Corporation nor the respondent have any liability as between them for any reason related to this Expression of Interest.

4.3 Inquiries

Questions related to the request for expressions of interest must be received at least two working days prior to closing and are to be directed in writing to:

**Purchasing Supervisor
Corporation of the City of Windsor
Suite 403, 400 City Hall Square East
Windsor, Ontario, N9A 7K6
purchasing@city.windsor.on.ca**

Any correspondence with regard to this document must be provided in writing. Responses will be provided to all proponents. Any communications not in writing will not be considered valid.

5.0 APPENDICES

APPENDIX A "OFFER DOCUMENT":

SIGNED ORIGINAL MUST BE INCLUDED WITH YOUR SUBMISSION

APPENDIX "A"
OFFER DOCUMENT

THE CORPORATION OF THE CITY OF WINDSOR
EOI # 108-12
TAXICAB TRAINING COURSE

This Expression of Interest is submitted by:

Proponent's Registered Legal Business Name

Mailing Address

City, Province/State, Postal/Zip

Proponent Contact Person

Telephone

Facsimile

Corporate Name

1. **WE DECLARE** that no person, firm or Corporation other than the one whose signature is attached below, has any interest in this expression of interest.
2. **WE FURTHER DECLARE** that this Expression of Interest is made without any connection, knowledge, comparison of figures or arrangements with any other Company, Firm or person making a response for the same work and is in all respects fair and without collusion or fraud.
3. The undersigned have carefully read the requirements as specified in the Expression of Interest, and have examined the content and otherwise satisfied ourselves as to the conditions under which the information is to be provided.
4. I/We have received and allowed for Addenda number (s) _____ in preparing my/our submission.
5. I/We have carefully examined the Expression of Interest documents and have a clear and comprehensive knowledge of the services required and the purpose and intent of the Expression of Interest. By this submission, we agree and consent to the terms, conditions and provisions of the Expression of Interest.

Dated at _____ this _____ day of _____, 2012

Name (Please Print)

Signature, and Title

Name (Please Print)

Signature, and Title

Request For Expression of Interest # 108-12: Taxicab Training Course

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THE CORPORATION OF THE CITY OF WINDSOR

Memo

To: Mayor and Members of City Council
From: Ann Kalinowski, Manager of By-law Enforcement
Lee Anne Doyle, Chief Building Official
Date: December 21, 2012
Subject: Addendum to Taxicab Course and Vehicles Standards Inspection Lane Report

On November 21, 2012 the Windsor Licensing Commission reviewed the Taxicab Course and Vehicles Standards Inspection Lane Report and recommended the following:

"That APPROVAL BE GIVEN for the City of Windsor to no longer provide the Taxicab Course and Vehicle Standards Inspection Lane, currently delivered by By-law Enforcement Officers, and, that the delivery of these programs take place effective March 1, 2013 by those expressing an interest, and further, that input BE RECEIVED from stakeholders at the Joint Taxi Industry Meeting to be held on December 4, 2012".

On December 4, 2012 a meeting was held with Administration from Licensing, Building and the Taxicab Industry as directed by the Windsor Licensing Commission, minutes attached hereto as Appendix "A".

On December 20, 2012 a second meeting was held with Administration from Licensing, Building and the Taxicab Industry to further discuss the delivery of the Taxicab Course and Vehicles Standards Inspection Lane. Based on our meetings, the following summarizes the main discussion topics:

Taxi Driver Training Course

- Representatives from Veteran Taxicab Company expressed concern that suppliers may not fully understand the Taxicab Industry and the Union representatives felt the taxicab companies should be excluded from providing the training to avoid passing or failing whomever they wished.
- Representative from Gerry's Windsor Cab questioned why drivers in the Tow Truck and Livery Industry are not subject to taking a course before being licensed.
- Representatives from Veteran Taxicab Company would like to deliver their own training through an online program developed by the Taxicab, Limousine & Paratransit Association (TLPA) and suggests that all brokers consider purchasing this program.
- Administration agrees to have independent brokerage companies deliver the taxi driver training course as a pilot project and will re-evaluate progress over a 12 month period. Administration will continue to meet quarterly with the Taxicab Industry to keep the lines of communication open as we transition through this process.
- Administration will amend the Public Vehicles By-law to reflect these requirements for the Taxi Driver Training Course.

Action Plan Recommendation

All parties agreed that the taxi driver training course be delivered by independent taxicab brokers as a pilot project to be re-evaluated in twelve (12) months. Documentation from the brokerage company verifying the successful completion of the taxi driver training course and test will be submitted to the Licensing Unit prior to taxi driver licenses being issued. Administration will make the necessary amendments to the Public Vehicles Licensing By-law and monitor the progress for twelve (12) months.

Vehicle Standards Inspection Lane

- Representatives from the Cab Companies and Union do not believe that utilizing licensed mechanics to complete the Taxicab Vehicle Standards Inspection Checklist form will work. It is believed by the taxicab companies that the chosen mechanics will not be diligent and may give the taxicab vehicle plate holders/owners a break. It was felt that the City has to be the hammer and not the cab companies themselves due to union issues and filing of grievances if the industry was to self regulate.
- Inspection reports found to be completed incorrectly will be reported to the Ministry of Transportation and to the Licensing Department. By-law Enforcement Officers will review the last Taxicab Vehicle Standards Inspection Checklist form completed with every proactive/complaint driven review completed to ensure interior/exterior inspection reports match. By-law Enforcement will continue to complete blitz enforcement throughout the year and during night inspections in areas such as Casino Windsor, Train Station, Bus Terminal, Malls, Windsor Airport, WFCU Center, Downtown, etc. to ensure taxicab drivers and vehicles are in compliance with the By-law.

The requirement to ensure the taxicab fleet is clean and in good repair inside and out is the responsibility of the industry itself and ought to be self regulating. The City's 311 call center is the watchdog to be utilized with complaints being sent to By-law Enforcement for investigation. It is within the best interest of the Taxicab Industry to ensure compliance and take responsibility for their business. The City will continue to receive feedback from the Taxicab Industry at scheduled quarterly meetings as we transition through this process.

Action Plan Recommendation

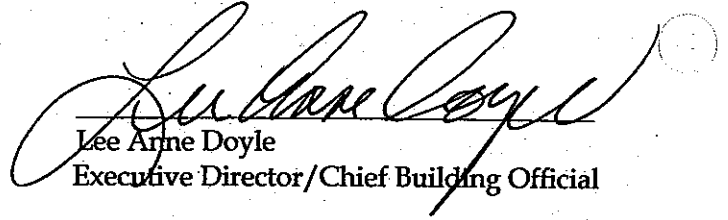
Administration has changed the effective date of implementation for the Taxicab Course and Vehicles Standards Inspection Lane as approved by the Windsor Licensing Commission from March 1, 2013 to May 31, 2013 due to approval and implementation time constraints. By-law Enforcement will deliver the last Spring Vehicle Standards Inspection Lane in April 2013.

Administration will monitor the progress of the Vehicle Standards Inspection Lane Checklist being completed by licensed mechanics by comparing their checklists to reviews completed by By-law Enforcement Officers during random inspections and report back to the Taxicab Industry at our quarterly meetings.

Plate holders will be required to submit Safety Certificates and the Vehicle Standards Inspection Lane Checklist to the Licensing Department twice a year - once in February and also at plate renewal in August.



Ann Kalinowski
Manager of By-law Enforcement



Lee Arne Doyle
Executive Director/Chief Building Official

Cc Walter Bezzina, General Manager - Veteran Cab Company
Bill Oag - Veteran Cab
Chuck Clark - Veteran Cab
Jay Abdourahman, President - Canadian Checker Cab
Mike Dunning, Financial Secretary - CAW Local 195
Haidar Aouli, Veteran Cab Driver Chairperson - CAW Local 19
Stu Caverhill, Gerry's Windsor Cab

George Wilkki, City Solicitor & Corporate Leader Economic Development and Public Safety

Valerie Critchley, City Clerk/Licence Commissioner

Gary Cian, Manager of Policy, Gaming & Licensing/Deputy Licence Commissioner

Michael Chantler, Supervisor of Licensing & Deputy Licence Commissioner

Appendix "A"
Joint City-Taxi Industry Meeting
December 4, 2012

Attendees:

City of Windsor

- Lee Anne Doyle, Executive Director/Chief Building Official
- Gary Cian, Manager of Policy, Gaming & Licensing
- Ann Kalinowski, Manager of By-Law Enforcement
- Michael Chantler, Supervisor of Licensing

Industry Stakeholders

- Walter Bezzina, General Manager – Veteran Cab Company
- Bill Oag – Veteran Cab
- Chuck Clark – Veteran Cab
- Jay Abdoulrahman, President – Canadian Checker Cab
- Mike Dunning, Financial Secretary – CAW Local 195
- Haidar Aouli, Veteran Cab Driver Chairperson – CAW Local 195

Regrets: Stuart Caverhill, Gerry's Windsor Taxi

1. CALL TO ORDER

The meeting was called to order at 2:07pm to consider two agenda items – WLC Report on Taxi Driver Training & Inspections of November 21, 2012 and Accessible Taxi Service.

2. WELCOME/INTRODUCTION AND GENERAL REMARKS

L. Doyle began the meeting by welcoming all parties and identifying the topics to be discussed and it was generally agreed to first discuss Taxi Driver Training Course and then Taxi Vehicle Inspection Lanes.

3. MINUTES

M. Dunning – note of clarification that the minutes of the September 18, 2012 indicated on page 5, Item 4(4) that “The Industry agrees with this decision” when in fact he did not agree and still does not agree with the decision. M. Dunning also notes that a question he asked last meeting was not captured and should be added to Item 4(7). He requests a report on the number of tickets that have been issued to illegal cabs last year.

Action: A. Kalinowski will provide him with the statistics on illegal cab tickets.

4. BUSINESS ITEMS

Taxi Driver Training Course

L. Doyle – reads aloud the recommendation that was approved by the Windsor Licensing Commission (WLC) and clarifies that it still has to go to Council in January for approval. The Council Meeting will be public and the industry will be notified when it is going to Council so that they have the opportunity to speak before Council if they so desire. A request for an Expression of Interest (EOI) will go out after Council approves the recommendation. Today’s meeting is an opportunity to meet with the taxi industry prior to the Council meeting in order to address any concerns, questions and to gather feedback from the stakeholders.

A.Kalinowski – presents an overview of the action plan on page 4 of 18 in the WLC report indicated that an EOI will be advertised as well as sent to any known organizations or individuals that could provide this service.

W. Bezzina – Wants to know how the choice will be made and based on what criteria? Concerned that the supplier will not understand the taxi industry.

L. Doyle – directs everyone to the EOI attachment to the report (page 15 of 18) and highlights section “1.0 Summary Overview” that illustrates criteria upon which a successful applicant will be judged.

J. Abdourahman – award the training to a cab company to do the training and they give a letter to the city to say they have completed the training.

M. Dunning – feels cab companies should be excluded from training. He believes it should be put out to outside agencies that have expert trainers. Believes it is self-serving for any one company to do the training as they could pass or fail whomever they wish. There are no cost controls if it is given to any one single company.

B. Oag – Doesn’t believe that outsiders have a grasp on what is actually happening in the field. If the company were doing the training, it is in the best interest of the company that

the drivers are trained properly because they represent the company when they are out there working.

M. Dunning – the best interest of the company is not necessarily the best interest of the public or the industry

J. Abdoulrahman – concerned that outside companies will fail people just to make more money

L. Doyle – points out Section 4.1 (page 16 of 18) “Mandatory Criteria” that seems to address many of these concerns such as cost, knowledge and experience. Also draws attention to Appendix C which is a survey of other municipalities which shows the cost and who does their training. Identifies that the concerns at this point seem to revolve around:

- Cost control being important
- Covering all aspects of the operation (geography, bylaw, defensive driving) in the training is important
- Conflicting message with regard to allowing cab companies to do the training (should they be excluded or included?)

Advises that once the City receives the responses from the outside agencies, there is a process by which we examine the responses from the proponents to make sure that they satisfy the requirements for the program before making a decision.

J. Abdoulrahman – give it to a non-profit organization to control cost

H. Aouli – concerned that the company that trains drivers will keep all the drivers

L. Doyle – asks if there is anything else in Section 1.0 or 4.1 of the EOI that needs to be added or amended.

Vehicle Standards Inspection Lane

L. Doyle – City is suggesting that the Inspection List is given to the industry (brokers & plate holders) and they will have to get the list approved by a mechanic

W. Bezzina – does not believe it will work

M. Dunning – agrees that it will not work

W. Bezzina – it won't work because the mechanic will not be diligent in doing the inspection and will give the owner a break because they are good customers

M. Dunning – agrees that mechanics will cheat. City Inspectors have an expertise on what is acceptable as standards for taxis and mechanics don't

J. A. – Mike and Walter are absolutely right and the city is only doing it to save money

A.Kalinowski – reviews the rationale for this recommendation. It takes By-law Officers off the road for days at a time which surprised the Windsor Licensing Commission at a meeting, we are holding the line on taxes every year while taking on more responsibility from the Building Inspectors and we need to find efficiencies to keep Officers on the road. Had to investigate if there was somewhere/someone else that could take on these inspections. We can issue work orders at any time we make an inspection. We don't need "safety lanes" for this. We can conduct blitz inspections at any time.

M. Dunning – believes the cost of regulating the cab industry is born by the industry but now the city is putting added cost on the industry

W. Bezzina – the last safety lane was very well done (Agreed to by others around the table). Would like to see a different model and suggests that he likes one of the officer's ideas of 5 random vehicle inspections every Friday all year long by giving them a couple weeks notice that he will be inspected.

L. Doyle – asks for suggestions on the check-list for inspection and while they are doing so, she reviews the salient points of concern thus far, being:

- Consistency
- Cost
- Ensuring that the monitoring is done
- Less service from City
- Subjectivity due to many different mechanics

Ideas offered:

- 5 cars per week all year long
- Private inspection company could be hired
- Status quo – and keep the current model
- 2 safeties per year and 1 vehicle inspection by the City
- Change the requirements and base it on the year of the vehicle

M. Dunning – fleet will be in worse shape ever if this proposal goes forward. (agreed to by all stakeholders)

A.Kalinowski – would the cab companies be willing to self-regulate by making sure the vehicles meet the standards of the bylaw?

C. Clark – In the environment at Vets Cab we would have trouble because of the union arguing that it is too subjective. The regulatory body must be the one that enforces the standards.

Walt – we can't tell a guy to go make changes or he will file a grievance. The city has to be the "hammer".

A.Kalinowski – as the regulatory body, we will continue to do spot checks to ensure compliance.

M. Dunning – what will the city do if mechanics refuse to do the checks?

L. Doyle – we make the assumption that in a “pay for service” model, this means that someone will take this on as part of their business. Identifies that there were no requests to modify the inspection list, but that it was more of a question of how it is implemented and who does the enforcement/inspection. Reviews that there were other concerns:

- Union issues
- Safety concerns
- Consistency
- Cost Recovery
- Number of options – internal vs. external (but the preferred option by the stakeholders is that it stays with the city)
- Want the EOI to go out first – prior to the report going to Council

Administration needs to take this information into consideration, review the notes we have taken and have some discussions as to how we can address the industry’s concerns.

G. Cian – summarizes that everyone agrees for the training portion to go external but the union wants the cab companies to be excluded. For inspections, the industry stakeholders prefer the program remains with the city.

W. Bezzina – would like a follow-up meeting prior to it going to Council because after having this discussion, people might have some more ideas. He feels we need to be on the same page because Council doesn’t understand the industry. Feels we should be going to Council with something that works rather than hammering it out in front of them. Generally agreed by all parties that it is better to have the debate prior to going to Council with a recommendation.

L. Doyle – we will have summary notes of this meeting to share. Any changes to the report/recommendation would have to go as an addendum to the report that was already approved by the WLC. Any further comments can be submitted to M. Chantler in writing.

Reads the recommendations from the report. The first portion to move the training to an external organization is favourable to all.

M. Dunning – nobody, except the City, is in favour of the City no longer performing the vehicle inspections. His position remains the same. What is proposed in the recommendation regarding vehicle inspections is not going to work. He doesn’t want to get into a debate with administration in front of City Council

C. Clark – would support a change in the way the vehicle standards inspection is performed, but the City still needs to do it

W. Bezzina – concerned that there are not “meter checks” being done unless the seal is broken and also that cameras need to be checked. Some meters have seals intact but can be running fast or slow. He feels both these items need to be done by By-Law Enforcement officers.

A.Kalinowski – when a meter is found to be fast or slow, it has to be calibrated by Vet's staff anyway, so would it be a viable solution to allow Martin (Vets) to break and re-seal the meter? Officers would only be investigating meters if they get a complaint.

We have a gauge of industry expectations and now City administration will discuss and bring an updated summary and will bring our ideas back to the industry prior to going to Council with an updated report. Any additional thoughts from the industry should be emailed to any one of the administration – Gary, Ann, Lee Anne, or Michael. Others who have not attended the meeting are also welcome to provide comments.