

**Taxi Advisory Committee**  
**Comité consultatif sur les taxis**

Agenda 4  
Ordre du jour 4

**Monday, May 1, 2000 - 5:30 p.m.**  
**Le lundi 1 mai 2000 - 17 h 30**

**Fuller Room, Terrace Level**  
**Bytown Pavilion, City Hall**

**Salle Fuller, Niveau Terrasse**  
**Pavillon Bytown, hôtel de ville**

**Adoption of Agenda  
Adoption de l'ordre du jour**

**Confirmation of Minutes  
Ratification des procès-verbaux**

Minutes 3 (March 6, 2000)

Procès-verbal 3 (Le 6 mars 2000)

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### **Information Items**

#### **Articles pour information**

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| 1. | <p><b>Letter dated February 15, 2000, from Grace McClelland-Crout - Taxis concerns</b><br/> <b>Lettre de Grace McClelland-Crout datée du 15 février 2000 - Préoccupations concernant les taxis</b><br/>           Ref.: CC2Z2000071</p> | <p><b>1</b></p> <p><b>City Wide</b></p> |
| 2. | <p><b>Amalgamation in Ottawa-Carleton</b><br/> <b>Fusion dans Ottawa-Carleton</b><br/>           Ref.: CC2Z1999263</p>  | <p><b>5</b></p> <p><b>City Wide</b></p> |
| 3. | <p><b>Age of Ottawa Taxis</b><br/> <b>Âge des taxis d'Ottawa</b><br/>           Ref.: CC2Z2000117</p>   | <p><b>7</b></p> <p><b>City Wide</b></p> |
| 4. | <p><b>Budget 2000</b><br/> <b>Budget 2000</b><br/>           Ref.: CC2Z2000063</p>  | <p><b>9</b></p> <p><b>City Wide</b></p> |

### **Action Items**

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**Unfinished Business**  
**Questions inachevées**

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| 5. | <b>Three Strikes You're out Policy- Patrick Murray</b><br><b>Politique des &lt;&lt;trois infractions et vous êtes hors jeu&gt;&gt; - Arrêté municipal sur les taxis - Patrick Murray</b><br>Ref.: CC2Z1999262 | <b>11</b><br><br><b>City Wide</b> |
| 6. | <b>Taxi Services Survey Card</b><br><b>Fiche de sondage sur les services de taxi</b><br>Ref.: CC2Z1999062   | <b>13</b><br><br><b>City Wide</b> |

**New Business**  
**Nouvelles questions**

**Sub-Committees Report**  
**Rapports des sous-comité**

- |    |   |                  |
|----|---|------------------|
| 7. | <b>Sub-Committee 1999-2000 Annual Report and 2001 Objectives - Update</b><br><b>Sous-Comité - 1999-2000 rapport annuel et les objectives 2001 - Update</b><br>Ref.: CC2Z2000068 | <b>City Wide</b> |
|----|---|------------------|

**Circulation File**  
**Dossier de circulation**

- |    |   |                  |
|----|---|------------------|
| 8. | <b>Partnership in Action</b><br><b>Partenariats à l'oeuvre</b><br>Ref.: CC2Z2000113 | <b>City Wide</b> |
|----|---|------------------|

**Late Items**  
**Articles en retard**

**Other Business**  
**Autres questions**

**Deadline for material to be included in the next agenda**  
**Date limite de présentation des documents à inclure dans le prochain ordre du jour**

Should you wish to include an item on the next agenda, please submit the information to the Assistant by **4:00 p.m. on Monday, May 22, 2000.**

Si vous désirez ajouter un article au prochain ordre du jour, veuillez le faire parvenir à l'adjointe d'ici au **lundi 22 mai, à 16 h 00.**

## **Next Meeting Prochaine réunion**

The next regular meeting of the Committee will take place on **Monday, June 5, 2000, at 5:30 p.m.**, in the Fuller Room, Bytown Pavilion, Terrace Level, City Hall.

La prochaine réunion ordinaire du Comité aura lieu le **lundi 5 juin 2000, à 17 h 30**, dans la salle Fuller, pavillon Bytown, niveau terrasse, hôtel de ville.

## **Members' Reports - Enquiries Rapports des membres - demandes de renseignements**

Patrick Murray, Chairperson/Président

Pat Adamo

Ken Kelly

## **Non-Voting Members Membres sans droit de vote**

Councillor/Conseiller Shawn Little

## **Adjournment Levée de la séance**

BJE

March 15, 2000

CC2Z2000071  
(File: ACV1965/0110)

Ward/Quartier  
City Wide

**1. Letter dated February 15, 2000, from Grace McClelland-Crout -  
Taxis concerns**

**Lettre de Grace McClelland-Crout datée du 15 février 2000 -  
Préoccupations concernant les taxis**

March 14, 2000

ACV1954/0110

Ms. Grace McClelland-Crout  
Box 35027  
Ottawa, Ontario  
K1Z 1A2

Dear Ms. McClelland-Crout:

**Subject:** Letter dated February 15, 2000

Thank you for your letter of February 15, 2000. It was received and discussed by the Committee Monday, March 6, 2000.

We have suggested that your letter be forwarded to DIAC for the principal reason that they have taken up where we left off on this matter.

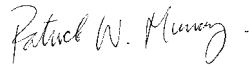
As for complaint matters also raised in your letter, so far as we know, if a matter is called into the complaint line (244-5444), the complaint will be investigated and a determination will be made whether further action will be taken. We made inquiries of City of Ottawa staff and they informed us that, except for your letter, they had not received a complaint from you.

The complaint line is there for your benefit and for the benefit of all Ottawans. We encourage you to use the line and, if you find the line and/or the response of City staff lacking in any way, please contact us and

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we can help you out.

Yours truly,



Patrick Murray  
Chairperson,  
Taxi Advisory Committee

:bjc

att.

c.c. Disability Issues Advisory Committee

Grace McElliott-Croft  
Box 35037  
Ottawa, K1Z 1A2

Ms. Leslie A. Sanderson  
Vice-Chairperson Taxi Advisory Committee  
City Hall  
111 Sussex Drive  
Ottawa, K1N 5A1

Feb. 15, 2000

Dear Ms. Sanderson:

Thank you for your reply dated Nov 1, 1999 to my letter.

Would it be possible to have a copy of the report sent to His Worship, Mayor Watson, regarding the Public Meeting on Nov. 18, 1998.

Thank you for your kind invitation to attend a Taxi Advisory Committee. However poor health & lack of a wheelchair accessible taxicabs ( I am using a scooter more & more) would make it difficult.

Can you inform me as to actions that have been taken since I spoke to the committee, & is further action planned regarding accessible taxicabs? What is it? What are your timelines for its completion. Were the suggestions I made to Mayor Watson, & Ms Boyle regarding ways of implementing accessible taxicabs worked on? If you don't have them I will be happy to send them to you!

Regarding the Public Meeting, I raised a number of other concerns, not covered in your letter. Some are: over charging, driving with the drivers family members, no picture id or wrong picture id, drivers asking personal questions or making uncalled for comments, lack of drivers geographic knowledge & feeling unsafe in Ottawas taxicabs. After the meeting some drivers told me I should not have gone to the meeting! I felt threatened.

Regarding contact with the city before the meeting, I had not contacted city offices, but was advised to contact Councillor Little's office. Councillor Karen Howard did write the committee on my behalf. I also called Mr. Little's office a number of times on different taxi matters. It would appear my concerns were not passed along! Nor was I given any other number to call! His office also refused to give me copies of the minutes of the meetings.

It sounds as if <sup>the committee</sup> either did not take down my name or didn't write down my complaints. Since that meeting I have also registered complaints with Ms. Boyle & had to telephone several times before an inspector called me. Thank you for giving me another number to call, I will certainly use it. However I know the drivers will again complain to me when I do use it. As a woman I feel it makes

me very vulnerable. As a consequence one of my disabled woman friends is afraid to make complaints regarding taxicabs. It would appear the drivers are a law unto themselves.

Yours truly

Grace McClelland-Crout

A handwritten signature in cursive script that reads "Grace McClelland-Crout". The signature is written in black ink and is positioned below the typed name.

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April 14, 2000

CC2Z1999263  
(File: 3271/0110)  
Ward/Quartier  
City Wide

## 2. Amalgamation in Ottawa-Carleton Fusion dans Ottawa-Carleton



April 6, 2000

ACS2000-CV-DIA-0002

Mr. Claude Bennett, Chair  
Ottawa Transition Board  
111 Lisgar Street  
Ottawa, Ontario  
K2P 2L7

Dear Mr. Bennett:

**Subject: New Municipal Model - Advisory Committee Structure**

City Council, at its meeting held on April 5, 2000 approved that the following motions from the City of Ottawa's advisory committees be recommended to the Ottawa Transition Board:

1. That the new City Council include in the new municipal model an Advisory Committee structure such as the one currently in place in the City of Ottawa.
2. That the current Advisory Committees of the City of Ottawa, in collaboration with similar Committees from the other municipalities which will form the new City of Ottawa, where appropriate, be included in the transition process as Advisory Committees to the transition board.

The submission in its entirety, with background information provided by Ottawa's advisory committees, is attached for your information and consideration.

Yours truly,

  
P. G. Pagé  
Director of Council and Statutory Services & City Clerk

SEP:

Attach.

c.c. Advisory Committees ✓

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April 13, 2000

CC2Z2000117

(File: ACV 1965/110)

Ward/Quartier

City Wide

### 3. Age of Ottawa Taxis

#### Âge des taxis d'Ottawa

YEAR OF CAR	NUMBER IN THAT YEAR	PERCENT OF 586	CUMULATIVE PERCENT UP	CUMULATIVE PERCENT DOWN
2000	1	0.17%	0.2%	100.0%
1999	0	0.00%	0.2%	99.8%
1998	2	0.34%	0.5%	99.8%
1997	0	0.00%	0.5%	99.5%
1996	3	0.51%	1.0%	99.5%
1995	8	1.37%	2.4%	99.0%
1994	15	2.56%	4.9%	97.6%
1993	20	3.41%	8.4%	95.1%
1992	53	9.04%	17.4%	91.6%
1991	111	18.94%	36.3%	82.6%
1990	67	11.43%	47.8%	63.7%
1989	88	15.02%	62.8%	52.2%
1988	79	13.48%	76.3%	37.2%
1987	39	6.66%	82.9%	23.7%
1986	42	7.17%	90.1%	17.1%
1985	40	6.83%	96.9%	9.9%
1984	11	1.88%	98.8%	3.1%
1983	5	0.85%	99.7%	1.2%
1982	1	0.17%	99.8%	0.3%
1981	0	0.00%	99.8%	0.2%
1980	1	0.17%	100.0%	0.2%
	586			

AGE OF OTTAWA TAXIS  
MAR 9, 2000

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April 10, 2000

CC2Z2000063  
(File: ACV1771)  
Ward/Quartier  
City Wide

**4. Budget 2000**  
**Budget 2000**

**Taxi Advisory Committee**  
**Budget Status Report - March 31, 2000**

Description	Budget		Actual Spent to Date	Remaining Funds
<b>Base Budget</b>	<b>\$ 800</b>			
Meals		\$ 200	\$ 0	\$ 200
Printing		\$ 400	\$ 79	\$ 321
Transportation/Babysitting		\$ 200	\$ 0	\$ 200
<b>Additional Approved in 2000</b>	<b>\$ 800</b>		\$157	\$ 643
<b>Total</b>	<b>\$1,600</b>		\$236	\$1,364

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March 15, 2000

CC2Z1999262  
(File: ACV1971/011)  
Ward/Quartier  
City Wide

**5. Three Strikes You're out Policy- Patrick Murray**  
**Politique des <<trois infractions et vous êtes hors jeu>> - Arrêté**  
**municipal sur les taxis - Patrick Murray**

P. Murray distributed the following draft outline to members for review.

If either a broker, plate owner or driver is found guilty of breaking a taxi standards by-law for the third time that particular license will be suspended indefinitely. An appeal to re-instate the license may be heard one year from the suspension.

The principal is based on assumptions:

- there is an inadequate amount of resources to enforce the by-laws affecting the taxi system
- there is a need to enforce the by-laws
- enforcement will be a combined public/private method

The concept applies to brokers, plate owners and drivers.

It is clear how it applies to drivers since that is personal. However, plate owners are rarely drivers or own the car that the plate is on.

It could result in some perceived difficulties but only to the extent that a particular plate owner has been unable to ensure that the car using his or her plate doesn't meet the requirements of the by-law.