

COMMITTEE OF THE WHOLE JANUARY 05,2004

CITY OF VAUGHAN TAXI DRIVER SENSITIVITY TRAINING AGREEMENT

Recommendation

The City Clerk in consultation with the Manager of Special Projects, Licensing & Permits, Insurance-Risk Management recommends:

That a by-law be enacted to authorize the Mayor and City Clerk to sign an agreement allowing for the City of Mississauga to provide sensitivity training for City of Vaughan Taxi Drivers.

Purpose

To implement a sensitivity training program for all taxi drivers in order to provide a higher level of service to the public.

Background - Analysis and Options

In December 2002, Council passed staff's recommendation to implement taxi driver sensitivity training.

Staff recently met with representatives of the City of Mississauga who have established a comprehensive course, developed over a period of several years, providing sensitivity training for taxi drivers. This comprehensive course covers such topics as dealing with disabilities, the expectations of a taxi driver and communication. The course is presently being taught to all taxi drivers in the City of Mississauga and the Town of Oakville. Representatives of Markham, Richmond Hill, Aurora and Whitchurch-Stouffville have expressed an interest in providing sensitivity training to their taxi drivers as well. The training will take place over a two-day period and consists of an orientation presentation and sensitivity training. The course has been modified to reflect Vaughan's taxicab by-law. The cost of the course will be borne by the taxi drivers.

Staff believes that the training will provide better trained taxi drivers who will be able to provide a higher level of service to Vaughan residents. This initiative supports Vaughan's mission statement of "CITIZENS FIRST THROUGH SERVICE EXCELLENCE".

Relationship to Vaughan Vision 2007

This initiative is consistent with Section 1.0 - Service Delivery Excellence of Vaughan Vision 2007, as it will improve taxi services presently being offered to Vaughan residents. The training provided will improve community safety to taxi patrons throughout the municipality.

Conclusion

That the Mayor and City Clerk be authorized to sign the agreement to enter into a contract with the City of Mississauga to provide a Sensitivity Training Program for City of Vaughan taxi drivers.

Attachments

none

Report prepared by:

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Manager, Special Projects, Licensing & Permits
Insurance-Risk Management

Respectfully submitted,

John D. Leach
City Clerk