



Draft
CCTL Committee
Minutes

Date: November 18, 2008
Location: GTAA Administration Building, 3111 Convaire Drive, Pearson Rooms A & B
Chair: Toby Lennox, Vice President, Corporate Affairs

Attendees: Balwinder Dhillon, Airport Taxi-Cab Association
Harpreet Bhullar, United Airport Taxi & Limo Drivers Association
Louis Vittas, Airport Limousine Owners Association
Mohinder Sandhu, AMTV Association
Sami Khairallah, Member-At-Large
Inderjit Singh, Airport Limousine Drivers Association
Kuldeep Gollee, GTA Airport Taxi Drivers Association

GTAA Attendees Eric Tolton, Director, Operations
Michael Sinclair, Senior Manager, Groundside Operations
Tim Dougherty, Manager, Commercial Vehicles
Irene Hawrylyshyn, General Manager, Corporate and Social Responsibility and Cultural Affairs
Kim Stefanazzi, Administrative Assistant, Co-ordinator Committees
Russell Cruickshank, Manager, Customer Experience

Absent George Mitsiopoulos, Veteran Taxi & Limo Drivers Association

Next meeting: Wednesday February 4, 2009

Item	Details
1.0	PRELIMINARY ITEMS – Toby Lennox
1.1	Welcome and Roll Call Toby Lennox called the meeting to order, welcomed all and Irene Hawrylyshyn conducted the roll call.
1.2	Approval of Agenda The Agenda was approved by Harpreet Bhullar and seconded by Balwinder Dhillon.
1.3	Review and Approval of August 19, 2008 Minutes The minutes of August 19, 2008 were approved by Mohinder Sandhu and seconded by Balwinder Dhillon.
1.4	Review of Action Items <u>August 19, 2008</u> <u>24th Annual Tournament – Wildwood Park</u> – GTAA donated prizes to the 2008 event and will offer our support to the event again next year. <u>Blood Donor Clinic in Cafeteria</u> - Balwinder Dhillon has made arrangements to have a Blood Donor Clinic in the cafeteria in April 2009. <u>Cell Phone Lot</u> - the GTAA have been communicating with Peel Regional Police about this concern and will continue to monitor. Michael Sinclair noted that there was an accident on the November 15, 2008 weekend in this location. A car jockey from one of the companies was turning around on the 409 and hit another vehicle that was illegally parked. <u>Stands Are not Effective in T1</u> – Harpreet Bhullar expressed his concern that the limousine drivers were unable to service their international clients and would like the GTAA to monitor the stands. Michael Sinclair – Tim Dougherty has monitored the statistics and the data suggests there haven't been any changes. Sami Khairallah – noted this was on the table a year ago, and you cannot force a passenger to take a taxi or a limo, it is up to the passenger. Michael Sinclair – we reviewed this exercise and determined there is equitable distribution in both terminals. We also improved the lighting in both terminals, and through consensus agreed to leave it this way 18

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months ago.

Harpreet Bhullar – requested if it could be monitored once again. Michael Sinclair – we will do a survey, and report back at our next meeting.

May 20, 2008

Increase Tariffs & Implement New Fuel Charge – new tariffs were implemented effective August 24, 2008. Toby Lennox - the fuel surcharge is valid to have in place because fuel prices can fluctuate. We had an increase over the summer, and then prices decreased again over the past few months. The fuel surcharge will be reduced to a dollar to reflect the current lower prices.

Greening of the Industry – Michael Sinclair will be giving us an update under Item 2.4 in our Discussion Items.

February 28, 2008

Scooper Initiative – Phase 2 of the Scooper Initiative will continue. Michael Sinclair will give us an update in 2.3 of the Agenda and we will discuss further at that time.

March 27, 2007

New toilet seats will be installed by end of 2008 or early 2009.

2.0 Discussion Items

2.1 GTAA Information Update

The Information Update was attached to the Agenda. Traffic numbers are not favourable. Our international traffic remains strong, but transborder is down. The GTAA will be reducing our landing fees and general terminal charges for 2009 as we continue to work to make Pearson Airport as competitive as possible.

Balwinder Dhillon – will there be a decrease in international traffic at Pearson in 2009. Toby Lennox – there are some markets that have indicated they have become seasonal – Icelandair for example. However airlines like Emirates, Ethiad and any airline that is flying to the Middle East, China and the Indian subcontinent continue to do very well.

Balwinder Dhillon – opened a discussion on a larger volume of vans coming into the compound.

Others commented that, especially families are looking for vans so they are not split

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up into two different cars with baggage.

Michael Sinclair noted that if someone is driving a van and hasn't been requested to be there, and are just there to take extra revenue, we need to be notified.

Toby Lennox - there is a discussion that the air link to downtown may become a reality. The plan is to have a train that goes from Union Station to Pearson. Currently only 1% percent of traffic to Pearson arrives by transit. Most traffic currently arrives by car, or by taxis and limousines. There have also been discussions at TTC and Metrolinx about bringing light rail transit into the terminal building. The GTAA will keep the committee informed.

Sami Khairallah – how long will it take to build an air link. Toby Lennox – it will take approximately two years.

Sami Khairallah - we may expect a 10 – 15% percent loss to our taxi and limousine business.

Louis Vittas – I think it's a clientele that doesn't use our service. I think that Porter Airlines has taken more business from us.

2.2 The Pearson Experience – Russ Cruickshank

Toby Lennox - the airport plays a very important role in how a traveller experiences the entire city of Toronto. The City of Toronto did a tourist study, and found that the average tourist finds Toronto a cold and distant place. The Taxi and Limousine drivers play an important role in that they are often the first friendly face the tourist encounters. Russ Cruickshank is providing Customer Service training at the airport, and because you are part of the industry and the family at the airport, we would like to include you in this training.

1. Russ Cruickshank - in Customer Experience we are looking at what all of the passengers are experiencing.
 2. We are in the business of keeping our customers happy, but ultimately our success is if our customers return to us again.
 3. We represent Pearson airport to the 31 million passengers that come through annually.
 4. Everyday in August 2008 we assisted 90,000 passengers travel through the
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airport utilizing 70 different airlines.

5. Arriving passengers sometimes feel travelling is stressful as they may have dealt with traffic, airline delays, or travelling overnight. It is our role to assist in making their journey more pleasant and stress free. If the Customs officer and baggage employee is pleasant, and the taxi and limo driver is courteous, the passenger's journey will be a more positive one.
6. We are training airlines, government policing agents, commissionaires, customs officials, retail tenants, support teams, porters, and our own GTAA employees.
7. This presentation has been given to 2300 employees that are employed at the airport. The GTAA's proposal would be to show the video in the Taxi and Limo compound.
8. Toby Lennox – Russ Cruickshank can liase with Tim Dougherty to schedule a presentation to the drivers at the taxi and limo compound.

2.3 Scooper Initiative - Update

Toby Lennox - we continue to see the program is very valid with a significant return to your business with this initiative. It is also important to note that during difficult economic times we would normally see an increase in Scoopers. Having this initiative in place is helping to resolve this issue.

Michael Sinclair – even during this economy, from the drivers perspective there have been no Scoopers in the building, you still are making financial gain, and we are recommending that this initiative continue.

There was a discussion about the cost and the length of time for continuing the Peel Police patrol. There was also discussion on whether this should be considered as part of the Peel Regional Police contract.

Toby Lennox – when you are paying the salary of a Peel Police officer to be there, he is your officer. If we roll it into the cost of the overall police, it won't be a priority. I did mention that once we had decided on utilizing this service for a year, I would try to negotiate a better deal, but I wanted to get a sense on where this committee was going. We may not be able to get a better rate, and this initiative seems to be working even better than anticipated.

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Sami Khairallah – the cost of the program to send extra letters and cheques is costly. I would recommend that we roll it into the fee that the GTAA charges and take it as a pre-authorized payment. Michael Sinclair noted it was an excellent idea.

Sami Khairallah - noted that he wanted to thank Michael Sinclair and Tim Dougherty for coming up with this plan. Sami had been at Pearson airport for 30 years, and there have always been Scoopers during this time. This is the first time that we have been successful at eliminating the Scoopers.

Toby Lennox – I think that we should continue the initiative through 2009 with a total review of the initiative in the summer of 2009. Then later in the year we can discuss the next steps.

2.4 Greening of the Industry - Update

Michael Sinclair - Toby Lennox had mentioned last year that we needed a strategy for going forward with a greening of the industry. Tim Dougherty and Michael Sinclair are now part of an electric vehicle technology roadmap group that the federal government was working in concert with private industry. Michael Sinclair attended one of these meetings, and their mandate is that 5% of all new vehicles in Canada by 2015 will be electric. This type of vehicle could not support an airport's needs, however through these meetings a lot of technology is becoming available. We expect that there will be two different types of solutions, one for taxis and one for limousines understanding the level of service that is required for both, probably a recommendation of a hybrid for both. As the recommendations come through from this roadmap group and the other original manufacturers, we will bring information to CCTL members by late spring 2009.

There are numerous Canadian and American cities like Vancouver and Winnipeg that are using Toyota Camry's in their fleets. I need to understand the relationship of the passenger and baggage demand on the Camry and if this is a viable vehicle for Pearson. As an industry if that is what we want to do to satisfy our requirements for Greening, we may go there.

3. Members Roundtable

No comments at this time.

4. Correspondence

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	No correspondence at this time.
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5. Adjournment

The meeting was adjourned.

The next CCTL Committee Meeting will be held on

Wednesday February 4, 2009 at 11:00 a.m. at the GTAA Administration Building,
3111 Convair Drive, Pearson Rooms A & B

Minutes prepared by Kim Stefanazzi, (416) 776-3941, kim.stefanazzi@gtaa.com Any errors or omissions in these minutes should be forwarded to the author immediately