



Draft
CCTL Committee
Minutes

Date: May 11, 2009

Location: GTAA Administration Building, 3111 Convair Drive, Pearson Rooms A & B

Chair: Toby Lennox, Vice President, Corporate Affairs & Communications

Attendees: Balwinder Dhillon, Airport Taxi-Cab Association
Ranjit Aulakh, United Airport Taxi & Limo Drivers Association
Louis Vittas, Airport Limousine Owners Association
Sami Khairallah, Member-At-Large
Inderjit Singh, Airport Limousine Drivers Association

GTAA Attendees Eric Tolton, Director, Operations
Irene Hawrylyshyn, General Manager, Corporate Social Responsibility and Cultural Affairs
Kim Stefanazzi, Administrative Assistant, Co-ordinator Committees
Russ Cruickshank, Corporate Social Responsibility Officer
Sgt. Brian Guinard, Peel Regional Police
Bob Lewchuck GTAA Security
Mike Green GTAA Security
April Chuckman – GTAA Groundside Operations

Absent Mohinder Sandhu, AMTV Association
Hari Ghumman, GTA Airport Taxi Drivers Association
George Mitsiopoulos, Veteran Taxi & Limo Drivers Association
Michael Sinclair, Senior Manager, Groundside Operations

Next meeting: Wednesday August 12, 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 Balwinder Dhillon and seconded by Sami Khairallah.
1.3	Review and Approval of February 4, 2009. The minutes of February 4, 2009 were approved by Sami Khairallah and seconded by Louis Vittas.
1.4	Review of Action Items <u>February 3, 2009</u> <u>Peel Regional Police Representative to Attend CCTL Meeting</u> Some drivers feel the police are becoming less aggressive with scoopers. We invited Sgt. Brian Guinard to attend today’s meeting to discuss strategies they are using and to answer questions from CCTL members. This item will be discussed as Item 2.2 on the Agenda. <u>When A Licensed Car Leaves the Compound</u> It was reported that licensed cars are leaving the compound without being summoned and removing transponders. However the transponder car should track that the car has left the compound. Toby requested if members know of drivers removing their transponders they should report to Groundside Operations. <u>The GTAA Provide CCTL Members with Extension</u> As every municipality has its own bylaw, this request cannot be accommodated. In addition vehicle contracts mature at different times so this would not be equitable for all drivers. A letter has been sent to Balwinder Dhillon regretfully declining the request for an extension.

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Exempt Drivers from paying \$1,000.00 Fee

When a new driver writes the exam, and picks up id, he is required to pay \$1,000.00 for an insurance letter. Could drivers be exempted from this requirement? Tim Dougherty investigated this issue, and the fee has now been eliminated.

August 19, 2009

Stands Not Effective in TI International

Tim Dougherty summarized the statistical summary provided to members that was as a result of a survey conducted by the GTAA. Tim noted more traffic is going to taxis at T1 at the international door than limousines, however when the commissionaires ask the passengers, they prefer taxis. However this is not the case at T3 international stands where the limousines are extremely busy and so it balances out.

On the second page of the handout that was provided, data from the AVI systems was analyzed. The months from January to April were analyzed, and we compared the results prior to getting the new signage. There was no effect on having the stands in place. The only decrease has been as a result of the downturn in the economy in 2009. Globally there are no economic advantages for changing the placement of the stands.

2.0 DISCUSSION ITEMS

2.1 GTAA Information Update

Toby Lennox - The Information Update was attached to the Agenda.

On Wednesday May 6, 2009 the GTAA held its Annual General meeting and released the 2008 Annual Report at Pearson's Fire and Emergency Training Institute (FESTI).

2008 was one of the best year's the GTAA has had in terms of passenger traffic numbers, in terms of reducing costs, even though we saw passenger traffic starting to decline as of September 2008.

The traffic decline has continued throughout the first quarter of 2009. Financially the four point plan the GTAA has put in place which was to reduce costs, defer capital spending, establish the incentive program for air carriers, and increase the

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Airport Improvement Fee (AIF) by \$5.00 has been beneficial.

The GTAA are seeing some good news stories. On June 1, 2009 Emirates Airlines will begin using an A380 for Toronto flights. This flight signifies the first regular scheduled service of the A380 aircraft into Canada. Emirates Airlines will offer this Toronto to Dubai service three times per week. The incentive program has attracted this kind of traffic, and we are also seeing other new carriers like Cargolux.

I would also be interested in hearing how your industry is doing.

2.2 Scooper Initiative – Update

Toby Lennox – introduced Sargeant Brian Guinard from the Peel Regional Police (PRP) to discuss the strategies the PRP are using with this very successful program.

Sargeant Brian Guinard – the Scooper Initiative Program began in September 2008. There were a large volume of scoopers operating at Pearson airport at this time, however the numbers have now been significantly reduced to approximately 30. The program has been very successful. The officers have been very visible, doing a lot of enforcement, but there are some other projects we would like to introduce; increasing teams of officers, more enforcement under the highway traffic act because that can impact a person's license. As far as officers in the terminals, Terminal 1 is busier than Terminal 3, and we sometimes relocate officers.

We know scoopers are always coming up with new tactics, so we have to continually adapt. They have started working in pairs, because their revenues are decreasing. The Scooper Initiative started out as a paid duty, and on April 9, 2009 it changed to overtime. This provides a significant savings as the members are no longer paying the administrative fees. Over a course of a year, we would like to re-introduce various projects with those funds. The PRP officers are using the GTAA radios which gives us better communications. The commissionaires and the Groundside Operations Officers GSO's are able to get information to us regarding the Scoopers location and the tactics they are using.

Toby Lennox - are the tactics of the scoopers changing? Sargeant Brian Guinard – the scoopers are trying counter surveillance measures, looking for the officers inside, finding strategic areas where they think they have a good vantage point.

Bob Lewchuck - in Terminal 3 Parking they are piggy backing behind customers where they have damaged gates. They wait at the exit until they see a customer, and they slide in behind to exit the parking garage. Sargeant Brian Guinard – we are investigating one incident where there was damage to the arm on the parking

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gate, and we captured this information on camera.

Sami Khairallah – you mentioned there were approximately 30 scoopers operating at the airport - have we established a list of their license plate numbers? Sargeant Brian Guinard noted the PRP have a group of officers that have compiled a list of scoopers and an up to date list of their vehicles. When we started working on this program we established a database in conjunction with the GTAA, and it's updated regularly.

Sami Khairallah - noted he had observed a female inside the terminal talking to passengers, and her partner circles around outside. When she secures the customer, she escorts the customer to the outside curb, and he will pick them up in the scooper vehicle. In Terminal 1 by the International door some scoopers will use the stairs to the right of the door to the parking lot, when it's busy. Would it make sense to have an officer at the exit of the parking lot? Sargeant Brian Guinard – we want our officers to be visible and mobile. If this is occurring more often than having an officer down in the Arrivals area, we will pass this information on. We have a white board in our sub office, if there's a new technique, a new location, we want them to pass it on to the next officer.

Sami Khairallah – is it possible to have non uniformed officers on site. Sargeant Brian Guinard noted this is one of the project ideas the PRP would like to include. We would like to get back into the enforcement side, where an undercover officer may be solicited by the scooper's assistant who targets an individual coming off an international flight in Terminal 1.

Sami Khairallah– is there information about court proceedings? Sargeant Brian Guinard mentioned there have been a lot of adjournments, however, there have also been many fines against these offenders, and the last fine was for \$24,000.00. There have also been \$3,000 - \$4,000 fines for first time offenders. Ed Spence from our PRP traffic unit maintains all of this information, and at a future meeting, we could have Ed Spence speak to this.

Toby Lennox requested Ed Spence attend a CCTL meeting in the fall. The scoopers are suffering the same economic woes we are. I would like to know over time if we are seeing more scoopers coming in, and are the strategies just as effective. I would request that Ed Spence address the prosecution side of it as well.

2.3 Greening of the Industry

Tim Dougherty – the GTAA have been in touch with the International Association of Transport Regulators (IATR) and have requested data from them regarding

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Hybrid and other alternative fuel sources for taxis and limousines. There have been studies conducted in cities such as New York and San Francisco, and the preliminary findings have found hybrid vehicles are good for the city core, however the GTAA's needs are highway based.

Michael Sinclair and I have talked to the Ford Motor Company, and we looked at the future of the Lincoln Town Car. Ford will continue to build the Lincoln Town Car until the year 2011, and Ford has also been doing some interesting work with E85 fuel. The E85 is an Ethanol based plant fuel, which costs 30% more, but the emissions savings is considerably more. It is also more efficient and you can get better mileage on a tank. The Ford Fusion Hybrid is also getting good results, and the GTAA are planning to meet with other Auto Manufacturers like GM. However as the industry is in a crisis at the moment, our next position is to call upon the airport industry to develop a strategy and timetable to get the information.

Toby Lennox – to summarize, Michael Sinclair and Tim Dougherty were going to generate the information first, then bring it back to this committee to establish a sub-committee to come up with a strategy over time to see how we can plan this in a fair and equitable way. Tim Dougherty – the GTAA are looking to establish a sub-committee in September 2009.

Sami Khairallah – there are a lot of Camry Hybrids in the city but those vehicles may not meet the conditions of permit at the Airport. The GTAA will have to investigate which vehicles would meet the conditions of Permit. Another example would be the Ford Explorer, and would this vehicle be acceptable. Tim Dougherty noted the sub-committee would have to investigate what is good for the industry, environment, and the passenger, and we may have to make changes to the conditions of permit to facilitate this. This is a long term strategy and we are looking at a five to ten year plan. The technology is going to change significantly over the next couple of years and we need the committee members contribution to develop a solid plan.

Louis Vittas – in the limousine industry a lot of our vehicles have already been converted to propane. This industry is unique, we are transporting passengers with luggage, and a Toyota Camry is not going to give us the trunk space we require. Toby Lennox – as an owner of a Camry Hybrid, I also agree the trunk space is very limited. The Hybrid electric vehicles will probably not be the vehicle of choice for airport taxi and limousines, we will probably choose a traditional fuel source because of the amount of mileage we put on our vehicles and that is mostly highway based.

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3. MEMBERS ROUNDTABLE

Toby Lennox – Toronto Pearson has seen a downturn in passenger traffic, which is approximately six to eight per cent.

Transborder traffic has decreased by twelve per cent. International Traffic has decreased by one per cent.

The GTAA are not predicting any real recovery soon. We have met with the airlines, and some are doing better than others. I would be interested in knowing if there is an impact on the taxi and limousine business.

Sami Khairallah – there was a significant loss in business this past year, eight to ten per cent.

Balwinder Dhillon – when you change the conditions of permit, could you discuss it with committee members as well. Toby Lennox – inquired when the conditions of permit was last up for review. Tim Dougherty – the conditions of permit for the taxi industry was last up for review in 2000, and the conditions of permit for the limousine industry was in 1982.

Toby Lennox – recommended the GTAA review conditions of permit, and bring back to the committee at a later date for further discussion.

4. CORRESPONDENCE

No correspondence at this time.

5. ADJOURNMENT

The meeting was adjourned.

The next CCTL Committee Meeting will be held on

Wednesday August 12, 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