



**Community and Protective Services Committee**

**Minutes 4**

**Thursday, 21 May 2015  
9:30 am**

**Champlain Room**

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- Notes:*
- 1. Please note that these Minutes are to be considered DRAFT until confirmed by the Committee.*
  - 2. Underlining indicates a new or amended recommendation approved by Committee.*
  - 3. Except where otherwise indicated, reports requiring Council consideration will be presented to Council on 27 May 2015 in Community and Protective Services Committee Report 4.*

**Present:** Chair D. Deans  
Vice-Chair R. Brockington, R. Chiarelli, K. Egli, M. Fleury, J. Mitic,  
T. Nussbaum, S. Qadri, M. Qaqish

**Absent:** G. Darouze

**ANNOUNCEMENTS / CEREMONIAL ACTIVITIES**

- PROCLAMATION - PARAMEDIC SERVICES WEEK 2015  
MAY 24-30, 2015**
- LIFESAVING SOCIETY RESCUE AWARD OF MERIT**
- ARTHUR LEWIS COCHRANE CUP**

MINUTES 4

Thursday, 21 May 2015

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DECLARATIONS OF INTEREST

No declarations of interest were filed

CONFIRMATION OF MINUTES

Minutes 3 – April 16, 2015

CONFIRMED

COMMUNICATIONS

Response to Inquiries

- CC13 - 13 School Mini Buses
- CC05 - 15 - Public Washrooms

PRESENTATIONS

1. UPDATE FROM THE HOUSING SERVICES CORPORATION

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for information.**

Howie Wong, Chief Executive Officer of Housing Services Corporation gave an overview of his organization that it is serving Ontario's 1,400+ social housing providers and 47 service managers. It leverages power of the group to provide

best-in-class, value-added service at the best price and it is a non-profit with no government funding. A copy of his PowerPoint presentation is held on file with the City Clerk's office.

Following the presentation various committee members posed questions to the presenter on such items as: bonds issued for housing corporations, the need for commercial rent and ownership, some condos which subsidize social housing and successful non-profit housing corporations.

After discussion, the Committee RECEIVED this item as presented.

## **CITY OPERATIONS**

### **COMMUNITY AND SOCIAL SERVICES DEPARTMENT**

#### **2. SOCIAL ASSISTANCE MANAGEMENT (SAMS) UPDATE**

ACS2015-COS-CSS-0008

CITY WIDE

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### **REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for information**

Dr. Aaron Burry, General Manager of Community and Social Services responded to some brief questions from the Committee and stated that much has changed since his previous reports and that they are still working with the Province to resolve the issues at hand and are hoping for more funds to offset rising costs.

After discussion, the Committee RECEIVED this item as presented.

**EMERGENCY AND PROTECTIVE SERVICES DEPARTMENT**

## 3. BY-LAW &amp; REGULATORY SERVICES 2014 ANNUAL REPORT

ACS2015-COS-EPS-0015

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for information.**

Roger Chapman, Chief, By-Law and Regulatory Services spoke to a PowerPoint presentation which is held on file with the City Clerk's office.

Committee members had questions for staff following the presentation.

- Where do the 25,000 inquiries come from in By-Ward market? The Street Ambassador program accounts for most of those.
- Noise issues have decreased. Why? Extended hours of operation and responding to complaints sooner.
- Are stats kept on physical altercations? Yes.
- Why are more charges not laid in property standards issues? Progressive enforcement: issue a verbal warning, 2<sup>nd</sup> issue a written warning, 3<sup>rd</sup> charge.
- Much improvement over past 4 years, less tension, progressive.
- Can notification period be made shorter regarding repairs? Will work with Legal to see what can be done.

**Direction to Staff:** That staff conduct a blitz during the summer months regarding traffic flow from Sandy Hill to the Market area.

All Committee members appreciated the work done by the By-law staff, a job

which is very difficult and sometimes unappreciated.

After discussion, the Committee RECEIVED this item as presented.

4. OTTAWA PARAMEDIC SERVICE 2014 ANNUAL REPORT

ACS2015-COS-EPS-0017

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for information.**

Anthony Di Monte, General Manager, Emergency and Protective Services noted that reporting annually was a requirement by the Province and much of what Paramedics Services offers is regulated by the Province. He introduced Peter Kelly the Chief of Paramedic Services who gave a PowerPoint presentation. The presentation is held on file with the City Clerk's office.

Following the presentation Committee members posed questions to staff:

- Is the service ready for an older population? Few services are completely ready and the service is looking at various options such as home visits to mitigate the number of calls made. 80% of calls are life threatening or critical and they continue to track.
- Why is there a decrease in performance since 2013? There are peaks and lows in service performance and indicators are examined including changing demographics.
- Discussion also followed on tiered response with police and Fire and how well it is working. Also the dedicated nurse for Paramedics at Emergency which saves time. As well it is hoped that the Province moves to the more universally accepted system for dispatch.

The Chair and members thanked staff for their hard work and dedication.

After discussion, the Committee RECEIVED this item as presented.

5. RESPONSE TO TAXI-RELATED COUNCIL MOTIONS OF APRIL 2012

ACS2015-COS-EPS-0016

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee recommend that Council approve the scope of the comprehensive review of the City of Ottawa's taxi and limousine regulations, including potential regulations to recognize the emergence of new hailing technologies and transportation-for-a-fee service models, as outlined in this report.**

Susan Jones, Acting Deputy City Manager Operations gave a brief history of the pre-amalgamation status of the Taxi By-laws and what has been done since 2001 and the need now for a thorough review. Her PowerPoint presentation is held on file with the City Clerk's office.

Following the presentation the Committee heard from the following delegations:

- 1) Amrik Singh - UNIFOR – This is the union representing the taxi drivers. They are concerned that there is not an even playing field for the taxi drivers. Many requirements for licensed drivers: Algonquin Courses, police background check, newer vehicles, etc... Some illegal drivers and technology coming in without those requirements and is afraid the City not enforcing by-law enough.

Chair Deans asked Susan Jones if the City was enforcing the By-laws. Ms. Jones stated that the new technology (Uber) was relatively new but that the City continues to charge illegal taxis.

Councillor Chiarelli commented that this was a review of the By-laws and was not to all of a sudden allow new competition such as Uber to simply come in.

- 2) Pierre Nakhle – Taxi driver – Also stated previous delegation and that the

City was not doing enough to enforce the By-laws.

- 3) Vestas Abba Mwakyeledzi – Taxi driver - Many drivers are afraid that they are losing business and that the review will allow new competition such as Uber.

Councillor Chiarelli re-iterated not to pre-determine the outcome of the review.

- 4) Admassu Abebe – Taxi driver – Feels the City is not enforcing the By-laws and feels Uber should be taken to court.

Susan Jones stated again that the City continues to enforce the By-laws and ticket illegal taxis but can only act based on the Municipal Act. The City is waiting to see the outcome of the City of Toronto's request for an injunction to stop Uber and other such technology.

Following the delegations Committee members had various questions such as:

- Is it intent to look at single set of rules for taxi industry? Now there are two, taxi and limousine and review will give more clarity.
- Consultation process will include all? Drivers, users, airport, accessibility customers, seniors, industry. A comprehensive review.
- Are there consultants who can be objective on this study? Susan Jones said yes. Many out there who have done this work around the world.

The recommendation was then put before the Committee and carried as presented.

**INFORMATION PREVIOUSLY DISTRIBUTED**

A     ADVISORY COMMITTEE RESERVE APPOINTMENTS ARTS, CULTURE,  
       HERITAGE AND RECREATION ADVISORY COMMITTEE

ACS2015-CMR-CCB-0065

CITY WIDE

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INQUIRIES – Councillor M. Fleury

How does the City track the estimated time of response for noise by-law complaints from call receipt, officer call back, to arrival of the officer at the address (similar to paramedic response time tracking)?

What are the benchmarking elements for ETA goals?

ADJOURNMENT

The meeting adjourned at 11:35 a.m.

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**Committee Coordinator**

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**Chair**