



## GREATER TORONTO AIRPORTS AUTHORITY

### CONSULTATIVE COMMITTEE ON TAXICABS AND LIMOUSINES

#### TERMS OF REFERENCE

##### A. MANDATE

1. The mandate of the Consultative Committee on Taxicabs and Limousines (“Committee”) is to provide a forum for discussion of matters related to taxicab and limousine operations at Toronto Pearson International Airport (the “Airport”) in support of achieving the highest level of service for passengers.
2. The Greater Toronto Airports Authority (“GTAA”) is responsible for managing the Airport, including the ground transportation services, in accordance with the Ground Lease and other requirements. The Committee will act in an *advisory capacity* and may make recommendations to the GTAA with respect to taxicab and limousine operations and services at the Airport. The GTAA will consider recommendations made by the Committee in the context of its overall responsibility to manage the Airport.

##### B. MEMBERSHIP

1. Membership in the Committee is comprised of the GTAA and the following organizations:
  - (a) Airlift Airport Taxi
  - (b) Airflight Taxi
  - (c) Aerofleet Taxi
  - (d) Aeroport Taxi
  - (e) McDonnell-Ronald Limo Service Ltd (o/a Airline Limousines)
  - (f) Air View Limo Ltd.
  - (g) Pearson Vision Limousine
  - (h) Airport Municipal Transportation Vehicle (AMTV)
  - (i) Airport Taxicab Association (the “Organizations”)
2. Members of the Committee other than the GTAA shall serve a term of one (1) year and may be re-appointed by the GTAA for additional periods of one year each. The GTAA will periodically review and may change the composition of the Committee to ensure that the members are actively and effectively representing the persons and organizations involved in providing taxicab and limousine service.

3. In the interest of ensuring that at least eighty percent (80%) of the permitholders are represented on the Committee through the members of the Committee, each Organization may be required to provide a current membership list to the GTAA.

**C. MEETINGS**

1. The Chair of the Committee will be a senior representative(s) of the GTAA involved in Ground Transportation in the Business and Operations departments or his or her designate. In the event the Chair or his or her designate is unable to attend a meeting, the Chair shall designate a representative to act as Chair.
2. The Secretary of the Committee is the GTAA. The Secretary is responsible for documenting and summarizing the matters of discussion and recording any action items taken at the Committee's meetings and organizing other administrative support.
3. Meetings of the Committee will be held at least four times per year at such time and place as determined by the GTAA. Meetings may be held in-person, by telephone, or by video conference.
4. Notice of meetings will be given by the GTAA to each member not less than 48 hours before the time of the meeting and may be given verbally, by email, telephone or by letter. The notice will be accompanied by an agenda setting out the matters for discussion at the meeting. Meetings of the Committee may be held without formal notice if all of the members are present and do not object to notice not having been given, or if those absent waive notice before or after the meeting.
5. Meetings will be conducted with a view to the members achieving a consensus including with respect to any recommendations to the GTAA and without the requirement for formal votes on any matter. The GTAA will consider recommendations made by the Committee but is under no obligation to implement such recommendations. Decisions by the GTAA with respect to taxicab and limousine service at the Airport will be made with a view to achieving high levels of customer service and fulfilling the GTAA's obligations under its Ground Lease.
6. Each Organization shall designate one (1) individual, subject to GTAA's approval, to attend the meetings of the Committee. To enhance the efficiency and effectiveness of meetings, if the Organization's designated representative is unable to attend a meeting of the Committee, an alternate is not permitted to attend in place of the designated representative unless prior approval is obtained from the GTAA in advance of the meeting.
7. Members may invite guests to meetings of the Committee provided that prior approval has been obtained from the GTAA at least 48 hours before the date of the meeting. Failure to obtain prior approval may result in the guest being prohibited from attending the meeting. GTAA employees may attend the Committee's meetings to facilitate the

Committee's work and discussions.

8. The GTAA will arrange to have the meeting summary, any outcomes and any action items from the Committee's meetings prepared within a reasonable amount of time after the meeting and will provide other administrative support to the Committee. The meeting summary will be distributed to the members of the Committee and the GTAA will arrange to make the meeting summary available to taxicab and limousine permit and licence holders. In addition, copies of the meeting summary will be made available at the Commercial Vehicle Holding Area (CVHA) front desk for distribution.

**D. RESPONSIBILITIES AND EXPECTATIONS**

1. Members of the Committee are responsible for actively participating in meetings in a respectful, positive and constructive manner.
2. Behaviour that constitutes harassment, bullying, or discrimination on any protected basis will not be tolerated and may result in the member's removal from the Committee. In addition, behaviour that is disruptive or disrespectful including, but not limited to, speaking over others and interrupting others will not be tolerated and may result in the member's removal from the Committee.
3. Members of the Committee are expected to actively and accurately communicate any updates and information provided at these meetings to the Organizations and individuals that they represent. Information shared at this meeting is to be shared with drivers and taxicab and limousine permit/licence holders and should not be communicated to other unrelated individuals or organizations. Communicating or spreading misrepresentations regarding the meeting or the GTAA and its policies or procedures may result in the member's removal from the Committee.
4. The other responsibilities of the Committee include, but are not limited to, the following:
  - (a) Sharing of information relating to the taxicab and limousine service at the Airport and discussing matters directly relating to maintaining an efficient service;
  - (b) Facilitating accurate and clear communication of information to drivers, permit/licence holders and others relating to taxicab and limousine service and operations at the Airport;
  - (c) Making recommendations to the GTAA with respect to customer service and operational matters including, without limitation:
    - (i) changes in taxicab and limousine tariffs; and
    - (ii) achieving improvements in customer service;

- (d) Discussing service and operational matters relevant to permit/licence holders, drivers and the GTAA;
  - (e) Ensuring that each Committee member provides the GTAA, upon request, with a list of its current members whom they represent.
5. Notwithstanding the requirements on the members to share information, if any information or discussion in the meeting is explicitly identified as “Confidential” by the GTAA, then the members of the Committee shall not share the information to any individuals or organizations outside the Committee without express approval by the Chair.
6. Members may not record the meeting for their personal use. If recordings of the meeting are required, members may request the Chair to do so.

**E. PROCEDURES AND OPERATION**

- (a) Guests or presenters to the Committee meeting other than the appointed members will only be recognized upon submission of a request to the Chairperson or his or her designate no less than 48 hours before the meeting. Presenters must provide a copy of their presentation to the Chairperson or his or her designate along with the request.
- (b) Upon receiving the request, the Chairperson or his or designate will approve or deny the request within 24 hours of the receipt of such request. Prior approval by the Chairperson or his or her designate must be given before guests or presenters may attend or address the Committee. The Chairperson or his or her designate will advise the Committee of any guests or presenters who have been denied attendance and reasons for such denial.
- (c) The proceedings of the CCTL will be by way of consensus.
- (d) The Quorum for each meeting will require attendance of thirty-three (33%) of the total GTAA and industry representatives described above. In the event that quorum is not attained, meetings will proceed on an informal basis.
- (e) The GTAA reserves the right to review the terms of membership of the Committee from time to time.

**F. REVIEW**

The GTAA will review these Terms of Reference at least every two (2) years and otherwise as it deems appropriate, and make revisions whenever required, to ensure that the Committee mandate and membership remain current, relevant, and appropriate. Any revisions will be deemed effective within fourteen (14) days after notice is provided to the Committee.