

Transportation Advisory Committee

Report

The 1st Meeting of the Transportation Advisory Committee
January 26, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: D. Foster (Chair), A. Abiola, G. Bikas, D. Doroshenko, B. Gibson, T. Kerr, T. Khan, M. Rice and S. Wraight and J. Bunn (Committee Clerk)

ABSENT: P. Moore and M.D. Ross

ALSO PRESENT: Councillor E. Pelozza; G. Dales, J. Dann, Sgt. S. Harding, H. Lysynski, A. Jain, D. MacRae, A. Miller, K. Scherr, J. Stanford and B. Westlake-Power

The meeting was called to order at 12:16 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice Chair for the remainder of the current term

That it BE NOTED that the following actions were taken with respect to the election of Chair and Vice-Chair for the remainder of the current term:

- notwithstanding section 4.12 of the General Policy for Advisory Committees, D. Foster was elected as Chair; and,
- notwithstanding section 4.12 of the General Policy for Advisory Committees, T. Khan was elected as Vice-Chair.

2. Scheduled Items

None.

3. Consent

3.1 2nd Report of the Transportation Advisory Committee

That it BE NOTED that the 2nd Report of the Transportation Advisory Committee, from the meeting held on February 25, 2020, was received.

3.2 Multi-Year Budget Update - TAC Review

That it BE NOTED that the communication from D. Foster, dated November 24, 2020, with respect to the Transportation Advisory Committee review of the City of London Multi-Year Budget Update, was received.

3.3 Neighbourhood Street Reconstructions – New Sidewalk Considerations

That it BE NOTED that the Memo from D. MacRae, Director, Roads and Transportation, dated January 20, 2021, with respect to the 2021 Neighbourhood Street Reconstruction Projects Complete Streets Sidewalk Assessments, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Respectful Workplace Policy

That it BE NOTED that the Respectful Workplace Policy document, as appended to the agenda, was received.

5.2 TAC Terms of Reference

That it BE NOTED that the Transportation Advisory Committee (TAC) held a general discussion with respect to the TAC Terms of Reference document, as appended to the agenda.

5.3 Advisory Committee Review

That it BE NOTED that the Transportation Advisory Committee held a general discussion with respect to the ongoing Advisory Committee Review.

5.4 Service Area Work Plan for 2021

That it BE NOTED that the Service Area Work Plan for 2021 presentation, as appended to the Added Agenda, from K. Scherr, Managing Director, Environmental and Engineering Services and City Engineer, D. MacRae, Director, Roads and Transportation, J. Stanford, Director, Environment, Fleet and Solid Waste and J. Dann, Director, Major Projects, was received.

5.5 Transportation Advisory Committee Work Plans:

That the following actions be taken with respect to the Transportation Advisory Committee (TAC) Work Plan:

- a) the final 2020 TAC Work Plan BE RECEIVED; and,
- b) the revised attached draft 2021 TAC Work Plan BE FORWARDED to the Civic Works Committee for review and feedback to the TAC.

6. Adjournment

The meeting adjourned at 2:07 PM.

Transportation Advisory Committee

Report

The 2nd Meeting of the Transportation Advisory Committee
February 25, 2020
Committee Room #4

Attendance PRESENT: D. Foster (Chair), A. Abiola, G. Bikas, D. Doroshenko, B. Gibson, T. Kerr, T. Khan, M. Rice and S. Wraight and J. Bunn (Committee Clerk)

ABSENT: P. Moore and M.D. Ross

ALSO PRESENT: J. Bos, G. Dales, T. MacDaniel, A. Miller, M. Morris and M. Stone

The meeting was called to order at 12:15 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Transportation Master Plan Implications of the Cycling Master Plan Review Document

That it BE NOTED that the City of London Cycling Master Plan Review document, dated October 16, 2019, from the Cycling Advisory Committee (CAC) Master Plan Review Working Group, as appended to the agenda, and the attached presentation from B. Cowie and C. DeGroot of the CAC, with respect to this matter, were received.

2.2 Accessibility for Ontarians with Disabilities Act Training

That it BE NOTED that the presentation, as appended to the agenda, from M. Stone, Accessibility Specialist, with respect to Accessibility for Ontarians with Disabilities Act training, was received.

2.3 2020 and 2021 Annual New Sidewalk Program

That it BE NOTED that the attached presentation from J. Bos, Technologist II, with respect to the 2020 and 2021 Annual New Sidewalk Program, was received.

3. Consent

3.1 1st Report of the Transportation Advisory Committee

That it BE NOTED that the 1st Report of the Transportation Advisory Committee, from its meeting held on January 28, 2020, was received.

3.2 Municipal Council Resolution - 11th Report of the Transportation Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on January 14, 2020, with respect to the 11th Report of the Transportation Advisory Committee, was received.

3.3 Municipal Council Resolution - 1st Report of the Transportation Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on February 11, 2020, with respect to the 1st Report of the Transportation Advisory Committee, was received.

3.4 (ADDED) Notice of Planning Application - Official Plan Amendment - London Plan Housekeeping Amendment

That it BE NOTED that the Notice of Planning Application, dated February 19, 2020, from J. Lee, Planner I, with respect to an Official Plan Amendment related to a London Plan Housekeeping Amendment, was received.

4. Sub-Committees and Working Groups

4.1 Sub-Committee Update

That it BE NOTED that the Transportation Advisory Committee (TAC) held a general discussion with respect to sub-committee items on the 2020 TAC Work Plan.

5. Items for Discussion

None.

6. Adjournment

The meeting adjourned at 1:59 PM.

From: Dan Foster

Sent: November 24, 2020 3:03 PM

To: Josh Morgan

Cc: Ayodeji Abiola ; Bikas, George ; Doroshenko, Dan; Brian Gibson ; Trevor Kerr ; Tariq Khan ; Penny Moore ; Mike Rice ; Wraight, Sean

Subject: Re: Multi-Year Budget Update - TAC Review

Josh,

As promised, TAC held a Sub-Committee meeting on the subject of the Multi-Year Budget Update. Having reviewed the various documents available via the on-line portal, we have the following observations:

1. We confined our review to the Transportation section of the Operating and Capital budgets,
2. We did not review elements of the Transportation section relating to the London Transit Commission,
3. While we noted an increase in the Operating Budget for Roads (up \$31M) we were unsure of the rationale for this increase,
4. We reviewed the 2030 Major Capital Project forecasts but found insufficient detail to comment, and
5. Subject to the constraints mentioned in 3/4 above, we see no significant Transportation-related issues which would prevent the adoption of the 2020 budget update.

Finally, we would like to thank you as Budget Chair for including TAC in the formal feedback loop.

Given our current structure and your tight timeframe for approval, in 2021 we might benefit from an advance view of the Transportation-related content in a formal presentation to TAC by Civic Admin finance staff so that we may ask questions, request additional background if required and provide more meaningful input.

Cheers,

Dan Foster

Chair - Transportation Advisory Committee

cc: Tariq Khan

From: Dan Foster

Sent: November 17, 2020 10:56 AM

To: Morgan, Josh

Cc: Khan, Tariq

Subject: [EXTERNAL] Multi-Year Budget Review - TAC

Josh,

TAC looks forward to reviewing the Multi-Year Budget Review documents added to today's SPPC agenda and has scheduled a Sub-Committee ZOOM meeting for Tuesday, November 24th at noon to begin the process.

In reviewing the slide deck to be tabled today at SPPC, I have an observation and a question:

1. Slides 26 and 27 in the deck relating to Key Dates & Planned Public Engagement Activities make no mention of the referrals to Advisory Committees for input, and,
2. Considering we have no official meetings scheduled in order to debate and vote on the resulting SC recommendations, I am curious to know the specific process the Civic Administration intends to follow to receive SC input into the public record as well as the deadline for the same.

I will be in attendance at SPPC via the on-line portal. Perhaps as Chair of the Budget Process you could ask the Clerk to address these observations on my behalf?

Cheers,
Dan Foster
Chair Transportation Advisory Committee

cc. Tariq Khan - Vice Chair

From: Bunn, Jerri-Joanne
Sent: October 28, 2020 3:35 PM
To: Dan Foster
Subject: City of London Budget and TAC

Good afternoon,

We want to ensure that you are aware of what is happening with the City of London Budget. We are writing to enquire if you would like to have an Advisory Committee meeting to hear an overview from staff on the proposed Budget or if it would suffice to have the Budget information packet sent to all members of the Advisory Committee for their own review.

Please note that the purpose of the meeting, if held, would be to receive the information only. **Members are then welcome to meet as a sub-committee to draft comments for the**

Strategic Priorities and Policy Committee agenda, or to attend the public participation meeting at the Strategic Priorities and Policy Committee meeting on December 7 to provide comment as individuals.

There will not be any other items on the agenda, just the Budget information.

We can advise that regular meetings of the Advisory Committees will be held only when there is a legislative requirement to do so. We will ensure that you are kept up-to-date with respect to matters that may be of interest to you.

If you do choose to have a meeting, it will have to be during the weeks of either November 23 to November 27 or November 30 to December 4, as the Budget will not be available until November 17 and the first public participation meeting is on December 7.

Thank you

Jerri-Joanne Bunn
Committee Clerk
City Clerk's Office
City of London

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As part of our ongoing efforts to stop the spread of COVID-19, the City of London has made changes to many City services. Visit our [website for the latest information about City services and COVID-19](#).

Memo

To: Accessibility Advisory Committee
Transportation Advisory Committee

From: Roads & Transportation

Date: January 20, 2021

Subject: 2021 Neighbourhood Street Reconstruction Projects
Complete Streets Sidewalk Assessments

The Renew London Construction Program includes the reconstruction of neighbourhood streets in poor condition. To improve road user safety, connectivity, and accessibility, the 2020 neighbourhood reconstruction program implemented approximately 2,600 metres of new sidewalk on streets where they did not previously exist.

This program generally includes replacing the road and underground services where necessary and rebuilding and restoring areas disturbed by construction to current standards. As part of the design process, the complete streets assessment of the 2021 reconstruction projects is underway which considers area mobility needs, neighbourhood context including trees, and land use.

The assessment has identified that the streets listed in the table below are planned for reconstruction and do not currently have sidewalks on either side of the street.

Location	From	To
Abbey Rise	Longbow Road	Scarlett Avenue
Bartlett Crescent	Viscount Road	Kinnear Crescent
Elm Street	Trafalgar Street	Hamilton Road
Friars Way	Annadale Drive	Wychwood Park
Imperial Road	Grenfell Drive	Balcarres Road
Paymaster Avenue	Burlington St	east limit
St. Anthony Road	Hyde Park Road	Hampton Crescent
Tarbart Terrace	Deer Park Circle	Deer Park Circle
Doncaster Place	*	
Culver Place	*	
East Afton Place	*	

* The streets without “from” and “to” limits are short court-style dead-end streets. The entire length of these streets is planned for reconstruction.

The committee’s input into the complete streets assessment of sidewalk needs is welcome.



London
CANADA

Respectful Workplace Policy (Anti-Harassment/Anti-Discrimination)

Policy Name: Respectful Workplace Policy (Anti-Harassment/Anti-Discrimination)

Legislative History: Replaces Workplace Harassment and Discrimination Prevention Policy Enacted September 19, 2017 (By-law No. CPOL.-155-407) and amended July 24, 2019 (By-law No. CPOL.-155(a)-384); Adopted December 10, 2019, in force and effect March 1, 2020 (CPOL.-396-7)

Last Review Date: December 3, 2019

Service Area Lead: Director of People Services

1. Policy Statement

The Corporation of the City of London (“Corporation”) is committed to providing a safe and supportive workplace in which the diversity, dignity, and perspectives of all individuals are valued and respected.

Harassment and discrimination in the workplace are prohibited by law. Under Ontario’s [Human Rights Code](#), every person has a right to equal treatment in employment without discrimination and the right to be free from harassment in the workplace. Workplace measures to prevent and address workplace harassment are also required by the [Occupational Health and Safety Act](#).

The Corporation will not tolerate, ignore, or condone harassment, discrimination, or reprisal of any of its employees in the workplace by anyone, including other employees, elected officials, members of the public, customers/clients, volunteers, contractors, and consultants. Workplace harassment, discrimination, and reprisal are serious forms of misconduct that may result in corrective and and/or disciplinary actions, up to and including termination of employment.

2. Definitions

The following definitions are intended to assist employees in understanding terms referenced in this policy. To the extent definitions may not be identical to legal definitions, they shall be interpreted and applied in accordance with applicable legislation, including the [Human Rights Code](#) and [Occupational Health and Safety Act](#).

- 2.1 **Discrimination** – Actions or behaviours that result in unfavourable treatment or which have a negative impact on an individual or group because of one or more of the prohibited grounds listed in the [Human Rights Code](#). Discrimination may be intentional or unintentional. It may involve direct actions that are outright discriminatory, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people.
- 2.2 **Disrespectful Behaviour** – Failing or refusing, through words or actions, to treat others in a professional, courteous, civil, dignified, fair, and equitable manner.
- 2.3 **Harassment** – Engaging in offensive, hurtful, upsetting or embarrassing comment or conduct that a person knows or ought reasonably to know is unwelcome. The fact that a person does not explicitly object to harassing behaviour, or appears to be going along with it, does not mean the behaviour is welcomed, consented to, or is not harassing. Harassment usually involves more than one incident or a pattern of behaviour, but a single incident may be sufficiently serious, offensive, or harmful to constitute harassment.

Harassment may be:

- a) **Personal** – directed at an individual(s) but not based on any prohibited ground listed in the [Human Rights Code](#); or
- b) **Code-based** – based on one or more of the prohibited grounds listed in the [Human Rights Code](#). Code-based harassment is also a form of discrimination.

Harassment of a worker in the workplace, including sexual harassment of a worker in a workplace, is collectively referred to as “workplace harassment” for the purposes of the [Occupational Health and Safety Act](#).

2.4 Poisoned Work Environment – A hostile, humiliating, or uncomfortable workplace that is created by comments or conduct (including comments or conduct that are condoned or allowed to continue when brought to the attention of management) that intimidate, demean or ridicule a person or group. The comments or conduct need not be directed at a specific person, and may be from any person, regardless of position or status. A single comment or action, if sufficiently serious, may create a poisoned work environment. Pornography, pin-ups, offensive cartoons, insulting slurs or jokes, and malicious gossip are examples of comments and conduct that can “poison the workplace” for employees.

2.5 Prohibited Grounds – The [Human Rights Code](#) prohibits harassment and discrimination in employment based on one or more of the following grounds:

- | | | |
|--|---|--|
| • race | • ancestry | • place of origin |
| • colour | • ethnic origin | • citizenship |
| • creed (religion, including atheism) | • sex (includes pregnancy and breast feeding) | • sexual orientation |
| • gender identity | • gender expression | • age |
| • record of offences (criminal conviction for a provincial offence or for an offence for which a pardon has been received) | • marital status (includes married, single, widowed, divorced, separated, living together in a conjugal relationship outside of marriage, whether in a same-sex or opposite sex relationship) | • family status (such as being in a parent-child relationship) |
| • disability (includes mental, physical, developmental or learning disabilities) | • association or relationship with a person identified by one of the listed grounds | • perception that one of the listed grounds applies, whether or not it actually does |

2.6 Reprisal – Any act of retaliation or revenge against a person for:

- a) Raising a concern or making a complaint under this policy (whether on their own behalf or on behalf of another);
- b) Participating or cooperating in an investigation or other complaint resolution process under this policy; or
- c) Associating with or assisting a person identified in paragraphs a) and/or b) above.

2.7 Sexual Harassment – Harassment based on sex, sexual orientation, gender identity, or gender expression and includes:

- a) Engaging in offensive, hurtful, upsetting or embarrassing comment or conduct because of sex, sexual orientation, gender identity or gender expression that a person knows or ought reasonably to know is unwelcome;
- b) Making a sexual solicitation (i.e. request) or advance where the person making the solicitation or advance is in a position to confer, grant or deny

- a benefit or advancement and the person knows or ought reasonably to know that the solicitation or advance is unwelcome; and
- c) Retaliating against or threatening to retaliate against an individual for the rejection of a sexual solicitation or advance where the retaliation or threat of retaliation is by a person in a position to confer, grant or deny a benefit or advancement to the individual.

Sexual harassment of a worker in the workplace is referred to as “workplace sexual harassment” for the purposes of the [Occupational Health and Safety Act](#).

- 2.8 **Supervisor** – When referenced in this policy means a management supervisor.
- 2.9 **Workplace** – Includes all sites, facilities, and other locations where the business, work, or social activities of the Corporation take place (see also the Applicability section below).

3. **Applicability**

- 3.1 This policy applies to:

- All Corporation employees, including full-time, part-time, temporary, probationary and casual employees;
- Elected officials;
- Volunteers (including members of Advisory Committees, Special Committees and Task Forces);
- Interns and students on placements; and
- Contractors and consultants acting on behalf of the Corporation.

Members of the public, including visitors to Corporation facilities and individuals accessing services or conducting business with the Corporation, are expected to adhere to the standards of conduct set out in this policy, including refraining from workplace harassment and discrimination of employees, elected officials, and persons acting on behalf of the Corporation.

- 3.2 This policy applies at all Corporation workplaces, whether during or outside of normal working hours and whether at or away from the worksite. This includes:
- a) All Corporation facilities and worksites;
 - b) All Corporation vehicles;
 - c) Any other location where Corporation employees are performing work-related duties or carrying out responsibilities on behalf of the Corporation, including work-related travel and off-site meetings, conferences, seminars, and training;
 - d) Locations at which work-related social functions take place, including formal events officially sanctioned by the Corporation and informal after-work social gatherings where behaviours could have an impact on the workplace; and
 - e) Social media sites (e.g. Facebook, Twitter, Instagram etc.) and internet sites, where posts may be connected to the workplace or could have an impact on the workplace or working relationships.
- 3.3 This policy also applies to communications by telephone, cell phone, email, text message, or other electronic instant messaging platforms where the communication may be connected to the workplace or have an impact on the workplace or working relationships, whether the computer, phone, or other electronic device used to make the communication is a personal or Corporation-issued device.

4. **The Policy**

- 4.1 Purpose

The purpose of this policy is to:

- a) Set expectations and standards of behaviour for a respectful, safe and supportive workplace;
- b) Define behaviours that may be offensive and prohibited by law and/or this policy;
- c) Clarify roles and responsibilities with respect to interpersonal behaviour in the workplace;
- d) Outline measures to prevent and address prohibited behaviour, including harassment, discrimination, and reprisal; and
- e) Address the Corporation's obligations under applicable employment laws, including the [Human Rights Code](#) and [Occupational Health and Safety Act](#).

4.2 Expected Behaviour

Employees will interact with one another, members of the public, and all others in the workplace in a professional, courteous, civil, dignified, fair, and equitable manner.

4.3 Prohibited Behaviour

The following behaviours are prohibited in the workplace:

- Disrespectful Behaviour
- Discrimination
- Harassment (Personal and Code-based), including Sexual Harassment
- Reprisal

See [Appendix A](#) for examples of the prohibited behaviours listed above.

4.4 Roles and Responsibilities

Creating and maintaining a respectful workplace is a shared responsibility. Every individual to whom this policy applies, as well as individuals who attend at Corporation workplaces, or who access services or conduct business with the Corporation, are expected and required to abide by the standards of behaviour set out in this policy.

Employees who are subjected to or witness prohibited behaviour in the workplace should consult the Respectful Workplace Dispute Resolution and Complaint Procedures ("[Resolution/Complaint Procedures](#)" – [Appendix B](#)) which outline various options available to address and resolve such behaviour.

4.4.1 All Employees

Every employee has a responsibility to create and maintain a respectful workplace. This includes to:

- a) Ensure words and actions are consistent with this policy;
- b) Raise concerns as soon as possible of prohibited behaviour;
- c) Accept responsibility for their workplace behaviours and their impact on others;
- d) Cooperate in investigations and handling of alleged prohibited behaviour upon request;
- e) Maintain confidentiality related to investigations of alleged prohibited behaviour; and
- f) Participate in training associated with this policy.

4.4.2 Managers/Supervisors

Managers and supervisors have additional responsibilities to create and maintain respectful workplaces and must act immediately on observations or allegations of

prohibited behaviour.

A manager or supervisor may be held responsible if they are aware of an incident of prohibited behaviour but do not take steps to resolve or address it.

Managers and Supervisors must:

- a) Ensure work-related practices/procedures in their areas are free from barriers and do not discriminate against groups or individuals;
- b) Set a good example by ensuring their own words and conduct adhere to this policy;
- c) Be aware of what constitutes prohibited behaviour and the procedures in place for addressing and resolving such behaviour;
- d) Act promptly to address observations or allegations of prohibited behaviour;
- e) Consult and work cooperatively with the Human Rights and Human Resources Divisions as needed;
- f) Keep a detailed record of any violations of this policy and corrective actions taken and report this information to the Human Rights Division as required;
- g) Support training and awareness activities related to this policy;
- h) Ensure this policy is distributed and posted in a location that is easily accessible by all employees and any other individuals who enter the workplace and ensure contractors and consultants who enter the workplace are aware of this policy;
- i) Implement disciplinary/corrective actions and workplace restoration measures as required;
- j) Monitor the workplace where prohibited behaviour has occurred to ensure it has stopped; and
- k) Provide appropriate support to all those in their work area affected by prohibited behaviour, including witnesses.

4.4.3 Non-management Supervisors

Non-management supervisors must likewise set a good example by ensuring their behaviour complies with this policy and must report all observations, concerns, and/or complaints of prohibited behaviour to their supervisor/manager or the Human Rights Division immediately to be addressed in accordance with the [Resolution/Complaint Procedures \(Appendix B\)](#).

4.4.4 Human Rights Division

The focus of the Human Rights Division is to assist in preventing, correcting, and remedying prohibited behaviours. The Human Rights Division does not advocate for, act on behalf of, or represent any party in a dispute (complainant, respondent, or management). All complaints to the Human Rights Division will be dealt with in an unbiased manner.

The Human Rights Division is responsible for:

- a) Reviewing and recommending updates to this policy;
- b) Providing information to employees, including to managers and supervisors, regarding this policy and the various options available for raising, addressing, and resolving concerns and complaints of prohibited behaviour;
- c) Making referrals to agencies for counselling and assistance when required;
- d) Receiving complaints, including conducting intakes;
- e) Recommending appropriate interim measures, and complaint resolution and investigation options;
- f) Conducting independent investigations;
- g) Assisting in implementing resolutions of complaints; and
- h) All tracking of concerns and complaints under this policy.

4.4.5 Human Resources Division

The Human Resources Division is responsible for:

- a) Removing barriers in hiring and employment policies, practices, and procedures that may have the effect of discriminating against groups or individuals;
- b) Providing training on this policy and related practices and procedures;
- c) Providing support to managers and supervisors in responding to and addressing matters under this policy;
- d) Making referrals to agencies for counselling and assistance where required;
- e) Consulting with the Human Rights Division as required with respect to alleged prohibited behaviour; and
- f) Reporting all complaints of prohibited behaviour to the Human Rights Division, including grievances alleging harassment, discrimination and/or reprisal filed under a collective agreement.

4.4.6 Corporate Security and Emergency Management Division

The focus of Corporate Security Services is to protect and promote the safety and security of Corporation workplaces, employees, and the public by assisting in preventing and addressing prohibited behaviours where safety may be at risk. Corporate Security Services is responsible for:

- a) Providing advice and assistance to address concerns and complaints of prohibited behaviour against a member of the public or where the physical safety of employees or others may be at risk;
- b) Making referrals to agencies for counselling and assistance when required;
- c) Receiving complaints alleging a member of the public has engaged in prohibited behaviour, including conducting intakes and determining appropriate interim measures;
- d) Determining informal actions, and conducting independent investigations of complaints of prohibited behaviour against a member of the public;
- e) Consulting and working cooperatively with Human Rights and Human Resources Divisions as required;
- f) Recommending and implementing appropriate corrective action involving members of the public when required; and
- g) Reporting prohibited behaviour by members of the public and corrective actions taken to the Human Rights Division as required.

4.4.7 Respectful Workplace Ombudsperson (“RWO”)

The RWO is available as a neutral and confidential resource for employees to obtain information regarding their rights and obligations under this policy. The RWO advocates for fair and transparent processes under this policy and related practices and procedures, but does not act as an advocate for or provide legal advice to individuals.

The RWO will:

- a) Receive and respond on a confidential basis to questions from employees regarding this policy;
- b) Provide assistance to employees as they proceed through the [Resolution/Complaint Procedures](#);
- c) Review complaints from employees related to processes and procedures undertaken by the Corporation under this policy and make recommendations to the City Manager for improvements; and
- d) Report annually to the City Manager about their interactions with employees related to this policy and identify themes and potential options for action and improvement.

4.4.8 Joint Health and Safety Committees

The Corporation's Joint Health and Safety Committees will be consulted and may provide input and feedback with respect to the implementation and maintenance of this policy and related processes and procedures in accordance with the [Occupational Health and Safety Act](#).

4.4.9 Unions/Associations

Union/Association officials are available for confidential consultation and to provide representation to both complainants and respondents, if they are Union/Association members. Union/Association officials can also make a referral to agencies for counselling and assistance where required.

4.4.10 Community Agencies

Community agencies are available to provide confidential advice to individuals affected by complaints.

4.5 Communication

This policy shall be posted on the Corporation's intranet, on the Corporation's website, and in the Corporation's workplaces.

4.6 Respectful Workplace Training

Employees, elected officials, interns and students on placement, will receive mandatory training on this policy upon assuming their respective roles in the workplace. Thereafter, as appropriate, they will receive refresher or in-service training with respect to specific rights and/or obligations arising from the [Human Rights Code](#) and/or the [Occupational Health and Safety Act](#) and will be reminded of the complaint mechanisms to enforce those rights and any substantial changes.

4.7 Policy Review Process

The Corporation is committed to continuing to enhance its respectful workplace policies, practices, and procedures. This policy will be reviewed as often as necessary, but at least annually, to ensure it remains current and is appropriately implemented. Employees and their representatives are encouraged to provide input and feedback to the Human Rights Division, the Human Resources Division, or the RWO.

4.8 Policy Implementation

Implementation of this policy will be in accordance with applicable Council and/or Corporation by-laws, policies and procedures, legislation, and collective agreement provisions.

4.9 Related Policies and Procedures

- [Accommodation of Employees with Disabilities Procedure](#)
- [Code of Conduct for Members of Council](#)
- [Formal Investigation Process](#)
- [General Policy for Advisory Committees](#)
- Public Conduct Administrative Practice
- [Rzone Policy](#)
- [Time Off for Religious Observances Guideline](#)
- [Use of Technology Administrative Procedure](#)
- [Workplace Violence Prevention Policy](#)

Appendix A: Examples of Prohibited Behaviours

The following are some examples of the prohibited behaviours listed in Section 4.3 above.

Disrespectful Behaviour

Examples could include:

- Teasing or joking that intimidates, embarrasses, or humiliates;
- Belittling and use of profanity;
- Using sarcasm or a harsh tone;
- Deliberately expressing or exhibiting disinterest when an employee is speaking;
- Spreading gossip or rumours that damage one's reputation;
- Condescending or patronizing behaviour;
- Actions that invade privacy or one's personal work space; and
- Deliberately excluding an employee from basic civilities (e.g. saying "good morning"), relevant work activities, or decision making.

Any of the behaviours listed above could also constitute discrimination (if based on one or more of the prohibited grounds) or harassment (if the behaviour is repeated, occurs in combination with other prohibited behaviours, or is severe).

Discrimination

If based on one or more of the prohibited grounds, examples could include:

- Excluding an employee from workplace activities;
- Refusing to work with another employee;
- Denial of hiring, promotion, work assignment, career development or training;
- Failing or refusing to accommodate short of undue hardship; and
- Denial of services to any individual or group of individuals.

Harassment

Examples of **Personal Harassment** could include:

- Angry shouting/yelling;
- Abusive or violent language;
- Physical, verbal, or e-mail threats or intimidation;
- Aggressive behaviours (e.g. slamming doors, throwing objects);
- Targeting individual(s) in humiliating practical jokes;
- Excluding, shunning, or impeding work performance;
- Negative blogging or cyberbullying;
- Retaliation, bullying, or sabotaging;
- Unreasonable criticism or demands;
- Insults or name calling;
- Public humiliation; and
- Communication via any means (e.g. verbal, electronic mail, voice mail, print, social media posts, or radio) that is demeaning, insulting, humiliating, or mocking.

Examples of **Code-based Harassment** could include (if based on one or more of the prohibited grounds):

- Insulting, offensive, humiliating or mocking remarks, gestures, jokes, slurs, or innuendos;
- Name calling, including using derogatory or offensive terms or language;
- Refusing to work or interact with an employee;

- Attaining, viewing, retaining or distributing insulting, derogatory or offensive information from the internet or other sources;
- Vandalism of an individual's property;
- Interference with a person's ability to perform their work responsibilities;
- Offensive, derogatory, insulting or demeaning communication via any means (e.g. verbal, electronic mail, voice mail, print, social media posts, or radio); and
- Displaying pictures, graffiti or other materials that are derogatory or offensive.

Harassment Does Not Include:

- Reasonable performance of management or supervisory functions, including:
 - performance/probation reviews/appraisals,
 - performance management (including coaching, counselling, discipline),
 - organizational changes/restructuring,
 - shift/vacation scheduling,
 - work direction, and
 - work assignments/work location;
- Occasional disagreements or personality conflicts between co-workers;
- Stressful events encountered in the performance of legitimate duties; or
- A single comment or action unless it is serious and has a lasting harmful effect.

Sexual Harassment

Examples could include:

- Comments, jokes, slurs, innuendos or taunting about a person's body, attire, sex, sexual orientation, gender identity, or gender expression;
- Comments or conduct of a sexual nature (verbal, written, physical);
- Jokes of a sexual nature which cause awkwardness or embarrassment;
- Negative stereotypical comments based on gender, sex or sexual orientation;
- Gender related comments about an individual's physical characteristics or mannerisms;
- Displaying or distributing pornographic pictures or other offensive material;
- Inappropriate touching, gestures, leering, staring or sexual flirtations;
- Sexual assault (also an offence under the [Criminal Code](#));
- Persistent unaccepted solicitations for dates (including unwelcome contact subsequent to the end of an intimate relationship);
- Unwelcome solicitation(s) made by a person in a position to confer or deny a workplace benefit or advancement on the recipient; and
- Unwelcome comments or questions about a person's sex life.

Reprisal

Examples could include:

- Issuing discipline, changing work location or hours, demoting, denying of advancement or promotional opportunities, or threatening to carry out such actions if done as an act of retaliation or revenge;
- Bullying, threats, or other intimidating behaviour;
- Making false allegations of workplace misconduct; and
- Pressuring an individual to withdraw or change a complaint or witness statement.

Appendix B: Respectful Workplace Dispute Resolution and Complaint Procedures

1. Purpose

These procedures are intended to:

- a) Outline internal options available for employees to raise concerns of prohibited behaviour for resolution and/or investigation;
- b) Inform managers and supervisors of actions required to address concerns and complaints of prohibited behaviour;
- c) Inform employees of what they can expect to occur in the event they raise a concern of prohibited behaviour, or are a witness to, or accused of such behaviour;
- d) Inform employees of available supports to assist them in raising concerns of prohibited behaviour or in the event they are accused of, or witness such behaviour; and
- e) Outline actions that will be taken to prevent, correct, and remedy incidents of prohibited behaviour.

2. Definitions

For the purposes of these procedures,

- 2.1 **Complainant** – A person(s) alleging they have been subjected to prohibited behaviour under this policy.

Note: Complaints of prohibited behaviour will be accepted from any source that provides reasonable grounds for concern (e.g. witnesses, unions/associations, or other third parties). These individuals will not be considered “complainants” for the purpose of these Resolution/Complaint Procedures or the Corporation’s [Formal Investigation Process](#).

- 2.2 **Prohibited Behaviour** – Behaviour in the workplace that is prohibited by this policy (see Policy, Section 4.3 above).

- 2.3 **Respondent** – The person(s) who is alleged to have engaged in prohibited behaviour.

- 2.4 **Respectful Workplace Response Team** – Shall be comprised of the City Manager, relevant Managing Director, Director of People Services, or their designate(s), and a member of the City Solicitor’s Office.

3. Complaints Involving the City Manager/Deputy City Manager/Managing Directors/Director of People Services/Human Rights Intake Administrator

- a) Complaints received through these Resolution/Complaint Procedures alleging the City Manager has engaged in prohibited conduct (alone or in conjunction with another respondent(s)) shall be forwarded to the Director of People Services or the City Solicitor as soon as possible. Upon receipt of a complaint, the Director of People Services or the City Solicitor will immediately refer the complaint to an external third party.
- b) Complaints received through these Resolution/Complaint Procedures alleging the Deputy City Manager, a Managing Director, the Director of People Services, or the Human Rights Intake Administrator (alone or in conjunction with another respondent(s) other than the City Manager) has engaged in prohibited behaviour shall be forwarded to the City Manager as soon as possible. Upon receipt of a complaint, the City Manager will immediately refer the complaint to an external third party.
- c) The external third party will perform all the functions assigned to the Human Resources Division and/or the Human Rights Division as described in this procedure and the Formal Investigation Process.
- d) In the case of the City Manager, if the external third party determines that a formal investigation is required, they will provide the investigation report

and their recommendations, if any, to the Committee designated by the Municipal Council to deal with such matters. The Committee, after consultation with the external third party and such other external and/or internal resources as appropriate and required (e.g. external legal counsel, member of the City Solicitor's Office, Director of People Services), shall make recommendations to the Municipal Council relating to corrective and/or disciplinary actions, and the Municipal Council shall consider, adopt or otherwise deal with the recommendations from the Committee.

- e) In the case of the Deputy City Manager, Managing Directors, Director of People Services, and the Human Rights Intake Administrator, if the external third party determines that a formal investigation is required, they will provide the investigation report and their recommendations, if any, to the City Manager. The City Manager, after consultation with such other external and/or internal resources as appropriate and required (e.g. external legal counsel, member of the City Solicitor's Office, Director of People Services) will determine or, where required, will recommend to the Committee designated by the Municipal Council to deal with such matters, appropriate corrective and/or disciplinary action.

In all other respects, the Resolution/Complaint Procedures below will apply to the processing of the complaint.

4. Complaints Involving a Member of Council (Including the Mayor)

- a) Complaints received through these Resolution/Complaint Procedures alleging a Member of Council has engaged in prohibited conduct shall be forwarded to the Director of People Services as soon as possible. In the event the Director of People Services, determines that a formal investigation of the complaint is required, they will immediately refer the complaint to the Integrity Commissioner to conduct an investigation in accordance with the Integrity Commissioner's procedures. Where such a request is made to the Integrity Commissioner, the Director of People Services shall be the complainant for the purposes of the Integrity Commissioner's procedures.
- b) Where the Integrity Commissioner conducts an investigation, the Integrity Commissioner will provide results to the Director of People Services in accordance with the Integrity Commissioner's procedures. Based on the Integrity Commissioner's reporting, the Director of People Services will provide the complainant with a written summary of the findings.
- c) Where there are findings of a violation of this policy, the Director of People Services will refer the findings to the Respectful Workplace Response Team to implement appropriate corrective action to ensure the behaviour stops in accordance with section 7.4 below.
- d) As noted in Section 7.10 below, other complaint avenues for raising concerns of prohibited behaviour by a Member of Council may be available, including directly to the Integrity Commissioner as provided for in the [Code of Conduct for Members of Council](#).

In all other respects, the Resolution/Complaint Procedures below will apply to the processing of the complaint.

5. Complaints Involving Members of the Public Attending at Corporation Workplaces and/or Accessing Corporation Services

- a) The Division Manager of Corporate Security and Emergency Management, or designate, in addition to the individuals listed in sections 6.1 and 6.2 below, is available to provide advice, guidance and assistance to employees and supervisors/managers regarding available options to raise and resolve concerns of prohibited behaviour by a member of the public.
- b) The Division Manager, Corporate Security and Emergency Management, or designate, in consultation with the Human Rights Division as needed,

may also determine an appropriate informal course of action that may effectively resolve a complaint against a member of the public in a timely and fair manner as outlined in section 6.3 below. All findings of harassment, discrimination, and/or reprisal determined through informal action, as well as any corrective actions taken, shall be reported to the Human Rights Division.

- c) In addition to the Director of People Services and in accordance with section 6.5 below, the Division Manager, Corporate Security and Emergency Management or designate, in consultation with the Human Rights Division as needed, may determine that further inquiry into a complaint of prohibited conduct against a member of the public is necessary and, if so, a formal investigation of the matter will be conducted in accordance with the Corporation's [Formal Investigation Process](#).
- d) Where there are findings of a violation of this policy, corrective action shall be determined in accordance with section 7.4 below.
- e) The Division Manager, Corporate Security and Emergency Management or designate, shall report all findings of harassment, discrimination, and/or reprisal determined through formal investigation, as well as any corrective actions taken, to the Human Rights Division.

In all other respects, the Resolution/Complaint Procedures set out below will apply to the processing of a complaint against a member of the public.

6. Resolution/Complaint Procedures

There are a number of internal options available to raise and resolve concerns of prohibited behaviour under this policy, including:

- 1) Consultation – Obtaining Advice and Assistance
- 2) Individual Action – Talking to the Respondent
- 3) Informal Action – Dispute Resolution without Formal Investigation
- 4) Mediation
- 5) Formal Investigation

Whether all options are available or appropriate in a particular case will depend on the nature of the concerning behaviour and/or the parties involved. In all cases, concerns should be raised and addressed as soon as possible. Where appropriate, and especially when raised right away, individual or informal actions can bring about a quick resolution and prevent escalation of workplace disputes.

6.1 Consultation – Obtaining Advice and Assistance

Employees who believe they have witnessed or been subjected to prohibited behaviour may benefit from having access to information and advice before deciding how to proceed with a concern. Employees may consult any member of management or Human Resources or Human Rights Division staff. These individuals have responsibility to take action to resolve and stop prohibited behaviour (see Roles and Responsibilities – Policy, Section 4.4). They can provide advice, assistance, coaching, and referrals to assist employees in addressing the dispute themselves where appropriate to do so. Depending on the nature and circumstances of the concern raised, these individuals may be obligated to initiate an investigation even if the complainant does not wish to pursue that option.

The RWO is also available to provide neutral, confidential advice and information regarding available resolution and complaint options (see Policy, Section 4.4.7).

Employees who are members of a bargaining unit may also consult their Union/Association representative.

6.2 Individual Action – Talking to the Respondent

If an employee believes they are being subjected to prohibited behaviour and

there are no immediate health or safety concerns, it is recommended the respondent be told as soon as possible that their behaviour is unwelcome and must stop.

It is not necessary for the employee to advise the respondent directly. The communication may be done verbally, via e-mail, transcribed, or other suitable means. It is recommended that if the communication is done verbally, what was said, as well as the date, time and place, be documented. Human Rights and Human Resources Division staff, a Union/Association representative, any member of management, or a trusted friend may assist.

It is recommended that the complainant maintain a detailed record of incidents of prohibited behaviour, including the number of occurrences, date(s), time(s), place(s), nature of the offensive behaviour(s), names of individuals who may have observed the incidents and all actions taken.

If addressing the respondent directly could raise health or safety risks, escalate the dispute, or is not appropriate, complainants may take other resolution options outlined in these procedures.

6.3 Informal Action – Dispute Resolution without Formal Investigation

If individual action is not appropriate or if the prohibited behaviour continues after asking the person to stop, the employee shall advise their supervisor/manager or the Human Rights Division of their complaint, preferably in writing. Where the employee's supervisor/manager is involved in the complaint, the employee may advise a more senior member of management. Supervisors and managers will report all complaints of behaviour that may constitute harassment, discrimination, or reprisal to the Human Rights Division as soon as possible. When uncertain, supervisors/managers should consult the Human Rights Division for guidance.

Where the prohibited behaviour alleged is not harassment, discrimination, or reprisal, the supervisor or manager in consultation with the Human Rights Division, as needed, and with the parties to the dispute, if appropriate, may determine an appropriate informal course of action that will effectively resolve the complaint in a timely and fair manner without the need for formal investigation. If the prohibited behaviour warrants disciplinary action, the supervisor or manager must consult with Human Resources or Human Rights Division staff before issuing discipline. The supervisor or manager shall document and report to the Human Rights Division any informal action taken, including any corrective/disciplinary action(s) implemented, to resolve the complaint.

Where the alleged prohibited behaviour may constitute harassment, discrimination, or reprisal, the Director of People Services, or designate, in consultation with the Human Rights Division, and with the complainant if appropriate, will determine whether an informal course of action may be appropriate.

Circumstances in which an informal course of action may be appropriate include the following:

- i) Where the alleged misconduct is minor in nature;
- ii) Where all the facts necessary for resolution are known without the need for further inquiry;
- iii) Where no other resources or special expertise are required for an impartial and timely resolution;
- iv) Where the alleged misconduct is acknowledged by the respondent, the parties to the complaint are in agreement as to how to effectively resolve the issues, and the agreed upon resolution is acceptable to the appropriate manager(s) and the Director of People Services or designate.

Informal action may include, among other actions:

- i) Consulting, advising, meeting with and/or interviewing those involved in the complaint (i.e. an informal review/investigation);
- ii) Reviewing documentary evidence (e.g. emails);
- iii) Communication of findings to the parties to the complaint and making recommendations to remedy concerns; or
- iv) A facilitated discussion to resolve the issues.

The [Occupational Health and Safety Act](#) requires employers to conduct an investigation that is appropriate in the circumstances of all incidents and complaints of workplace harassment. Therefore options for informal action that do not include investigation will not be available for complaints of workplace harassment until after an appropriate investigation has been completed.

Where there are findings of prohibited behaviour determined through informal action, communication of those findings will be in accordance with the Communication of Findings section of the Corporation's [Formal Investigation Process](#).

6.4 Mediation

Mediation is a form of informal action. It is a voluntary process whereby the complainant and respondent meet with a trained mediator to determine whether the complaint can be resolved in a mutually satisfactory manner.

Mediation is not appropriate in all circumstances. For example, when there are allegations of severe discrimination or harassment which, if substantiated, would result in disciplinary action, or where there are potential health or safety concerns. If the Director of People Services or designate, in consultation with the Human Rights Division, deems mediation appropriate, it will be offered to the parties but will only be conducted with the consent of both the complainant and the respondent.

It is preferable that mediation be attempted prior to a formal investigation but will remain available to the parties throughout the investigation process. Where workplace harassment is alleged, mediation will only be available, if deemed appropriate, after an investigation is completed as required by the [Occupational Health and Safety Act](#).

During the mediation process, the complainant and the respondent may, if desired, be accompanied by a Union/Association representative or a trusted friend.

If a mediated settlement is reached, the terms of the settlement shall be reduced to writing and signed by the complainant, respondent and the mediator. If the settlement requires any action on the part of the Corporation, the agreement of the Director of People Services or designate will be required.

Discussions at the mediation will be treated as carried out with a view to coming to a settlement. Discussions will be treated as privileged and confidential to the full extent permitted by law.

6.5 Formal Investigation

If mediation or other informal options to resolve the complaint are not appropriate or are unsuccessful or where the Director of People Services or designate, in consultation with the Human Rights Division, determines that further inquiry is necessary, a formal investigation into the matter will be conducted.

Corporate-initiated Investigations: In circumstances where a complaint is made by someone other than the alleged victim, the Corporation may conduct a formal investigation where the Director of People Services or designate, in

consultation with the Human Rights Division, deems it appropriate, including where allegations of harassment or discrimination warrant further action/investigation or where the alleged victim does not wish to submit a complaint. The Corporation may also conduct a formal investigation where there is information to suggest the existence of an outstanding specific or systemic problem in the workplace.

Formal investigations and communication of the findings from such investigations will be conducted in accordance with the Corporation's [Formal Investigation Process](#).

7. General Provisions

7.1 Refusal to Act or Investigate

The Corporation may refuse to act or investigate or may discontinue an informal action or investigation where:

- i) The behaviour alleged, if true, would not be a breach of this policy;
- ii) The complaint is anonymous and there is insufficient information to warrant any or further steps;
- iii) The complaint is vexatious or made in bad faith (see Section 7.5 below);
- iv) Another complaint avenue has been pursued or engaged regarding the same or a related concern/complaint; or
- v) Having regard to all of the circumstances, further investigation of the matter is unnecessary.

7.2 Interim Measures

In certain circumstances such as where health or safety is at issue, it may be necessary to take immediate measures. In such a case, interim measures shall be determined by the Director of People Services, or designate, in consultation, where appropriate, with the Human Rights Division, other members of the Respectful Workplace Response Team, Corporate Security, and/or the London Police Service. Interim measures may include relocating a party, or placing a party on a non-disciplinary suspension with pay pending the resolution of the complaint or outcome of the investigation. The Division Manager, Corporate Security and Emergency Management Division, or designate, in consultation, where appropriate, with the Human Rights Division, other members of the Respectful Workplace Response Team, and/or the London Police Service, shall determine interim measures with respect to members of the public. The implementation of interim measures does not mean that conclusions have been reached relating to the allegations.

7.3 Support for Parties

The Corporation recognizes that involvement in a workplace investigation may be stressful and emotionally upsetting. Complainants, respondents, witnesses, and other affected employees may access the counselling services and support provided by the Corporation's employee assistance provider. Additionally, complainants may wish to access counselling and support through outside agencies.

Parties to a complaint also have the right to be accompanied by a support person of their choice during meetings relating to a complaint made pursuant to these procedures, including their Union/Association representative, if applicable, or a trusted friend (e.g. another manager if they are a management employee). Where the Human Rights Intake Administrator/investigator is of the opinion that the presence of the support person is inappropriate (e.g. they have a conflict) or is hindering the process, the relevant party may select another support person provided that doing so does not hinder or unduly delay the meeting/process. As these procedures are intended as an internal means of addressing prohibited

behaviour outside of more formal legal proceedings, parties are not entitled to select legal counsel as their support person.

7.4 Corrective Action and/or Disciplinary Action

Where a finding of a violation of this policy that does not constitute harassment, discrimination, or reprisal has been made, the applicable division manager, in consultation with the Director of People Services, or delegate, will determine appropriate corrective and/or disciplinary actions.

Where a finding of harassment, discrimination, or reprisal in violation of this policy has been made, the Respectful Workplace Response Team will determine appropriate corrective and/or disciplinary actions.

Where it is determined that corrective or disciplinary action is to be taken against an employee of the Corporation, such action may include the following:

- An apology
- Coaching or counselling
- Education or training
- Warning
- Suspension or leave without pay
- Demotion
- Transfer
- Termination of employment

The appropriate supervisor or manager will implement corrective or disciplinary actions to be taken against an employee.

Where it is determined that corrective action is to be taken against members of Council, volunteers (including members of Advisory Committees, Special Committees, and Task Forces), students on placements, contractors, consultants, members of the public, including clients or customers, the Corporation will take such corrective action as is reasonable in the circumstances and permitted by law to ensure the prohibited behaviour stops. This may include barring the person from Corporation facilities or discontinuing business with contractors or consultants. The Division Manager, Corporate Security and Emergency Management Division or designate will be consulted with respect to determining any corrective action to be taken against members of the public.

The Corporation may also implement any systemic remedies it deems appropriate.

7.5 Vexatious/Bad Faith Complaints

Where it is determined that the complainant has made a vexatious or bad faith complaint or an individual makes allegations knowing them to be false, the Respectful Workplace Response Team will take appropriate corrective and/or disciplinary action which may include the same corrective and/or disciplinary actions noted above.

A complaint is vexatious or made in bad faith if it is made for the purpose of annoying, embarrassing or harassing the respondent, out of spite or vindictiveness, or the complainant is engaging in improper behaviour such as fraud, deception, or intentional misrepresentation.

A complaint that is made in good faith but is not substantiated does not constitute a vexatious or bad faith complaint.

7.6 Timing of Complaint

A complaint under these procedures should be made as soon as possible after the prohibited behaviour occurred and no later than one year after the last

incident occurred unless there are reasons why it was not possible to bring it forward sooner. Where failure to make a complaint in a timely fashion affects the ability of the Corporation to conduct a full and complete investigation, the Corporation may decline to deal with the complaint.

7.7 Timing of Completion of Actions/Investigation

The Corporation will complete any informal actions or formal investigations pursuant to these procedures in a timely manner and within three (3) months from the date of receiving a complaint/initiating an investigation, unless there are extenuating circumstances (e.g. illness, complex investigation) warranting a longer period. The Human Rights Intake Administrator/investigator, supervisor, or manager responsible for handling a complaint under these procedures will update the parties to the complaint on a regular basis (approximately every two to three weeks) as to the status of their complaint and anticipated next steps.

7.8 Confidentiality

The administration of these procedures will be in accordance with the [Municipal Freedom of Information and Protection of Privacy Act](#) (“MFIPPA”). All complaints received under these procedures will be considered strictly confidential subject to the Corporation’s obligation to safeguard employees, to conduct a thorough investigation, take appropriate corrective and/or disciplinary action, or to otherwise disclose information as required by law. The parties to the complaint and any witnesses are also expected to maintain confidentiality. Unwarranted breaches of confidentiality will result in corrective and/or disciplinary action.

7.9 Complaint Records

Where an investigation results in corrective and/or disciplinary action against an employee, a record of such action will be placed in the employee’s Human Resources file. Where there is insufficient evidence to prove that prohibited conduct occurred, no record of the complaint shall be placed in the respondent’s Human Resources file.

All records pertaining to enquiries and complaints under this policy will be kept in confidential storage separate from employees’ Human Resources files. All records will be subject to the provisions of [MFIPPA](#) as noted above.

7.10 Other Avenues of Complaint

In addition to these internal resolution and complaint procedures, there may be other avenues available to pursue complaints of prohibited behaviour. Depending on the nature of the behaviour at issue and the parties involved, other complaint avenues may include an Application to the Human Rights Tribunal of Ontario, a complaint to the Ministry of Labour, an application to the Ontario Labour Relations Board, a civil action, a criminal complaint, a complaint to the Integrity Commissioner, and a grievance pursuant to the terms of an applicable collective agreement.

These resolution/complaint procedures are not intended to interfere with or restrict employees’ rights to pursue any other available avenue(s) of complaint, including pursuant to the Ontario [Human Rights Code](#) and the [Occupational Health and Safety Act](#). Where appropriate and/or required by law, the Corporation will conduct its own independent investigation into the allegations and make its own determination in accordance with this policy even when another avenue of complaint is pursued. This includes circumstances where there may be a related criminal proceeding.

Terms of Reference Transportation Advisory Committee

Role

While it is the legislative mandate of the Municipal Council to make the final decision on all matters that affect the Municipality, the role of an advisory committee is to provide recommendations, advice and information to the Municipal Council on those specialized matters which relate to the purpose of the advisory committee, to facilitate public input to City Council on programs and ideas and to assist in enhancing the quality of life of the community, in keeping with the Municipal Council's Strategic Plan principles. Advisory committees shall conduct themselves in keeping with the policies set by the Municipal Council pertaining to advisory committees, and also in keeping with the Council Procedure By-law.

Mandate

The Transportation Advisory Committee reports to the Municipal Council through the Civic Works Committee. The Transportation Advisory Committee will advise and support City Council in the implementation of the City's Transportation Master Plan (TMP), including the Active Transportation and Transportation Demand Management (with the exception of the cycling components of these City plans and programs*), and the London Road Safety Strategy (LRSS) aspects by:

- reviewing the following for conformity with the objectives of effective transportation planning:
 - transportation master planning studies and implementation projects carried out for the City of London;
 - the long term capital plans for pedestrians, transit, road and parking facilities;
 - significant land use plans that affect transportation matters;
 - Area Planning Studies, Secondary Plans and Official Plan Reviews.
- publicizing the benefits and importance of the initiatives designed to achieve the objectives of the TMP and LRSS;
- assisting the development of new active transportation and transportation demand management policies, strategies and programs;
- encouraging public participation in the initiatives designed to achieve the objectives of the TMP and LRSS;
- advising on measures required to implement the City's commitment to active transportation;
- recommending and advising on new transportation planning initiatives in the context of available approved budgets and under future potential budget allocations; and
- assist in monitoring the effectiveness of active transportation facilities and support programs.

(*Note: The cycling functions of transportation mobility are handled by the Cycling Advisory Committee.)

Composition

Voting Members

Thirteen members consisting of:

- Three members-at-large
- One representative from each of the following:
 - Cycling Advisory Committee
 - Advisory Committee on the Environment
 - Community Safety & Crime Prevention Advisory Committee
 - Accessibility Advisory Committee
 - London Middlesex Road Safety Committee
 - Canadian Automobile Association (CAA)
 - Urban League of London
 - Chamber of Commerce representative (preferably with an interest in transportation demand management)
 - London Development Institute
 - Council for London Seniors

Non-Voting Resource Group

One, or more representatives from the staff of the following service areas/organizations will be available to attend committee meetings when necessary:

- Environmental & Engineering Services
- Planning Services
- Development & Compliance Services
- London Transit Commission
- London Police Service
- Middlesex-London Health Unit
- One Post-Secondary Student

Sub-committees and Working Groups

The Advisory Committee may form sub-committees and working groups as may be necessary to address specific issues; it being noted that the City Clerk's office does not provide secretariat support to these sub-committees or groups. These sub-committees and working groups shall draw upon members from the Advisory Committee as well as outside resource members as deemed necessary. The Chair of a sub-committee and/or working group shall be a voting member of the Advisory Committee.

Term of Office

Appointments to advisory committees shall be for a four-year term, commencing March 1 of the first year of a Council term and ending on February 28 or, in the case of a leap year, February 29 of the first year of the following Council term.

Appointment Policies

Appointments shall be in keeping with Council Policy.

Qualifications

Any person who has a general interest in transportation issues may be appointed as a member-at-large. Members shall be chosen for their special expertise, experience, dedication and commitment to the mandate of the Committee. The representatives must be members of the organizations they represent.

Conduct

The conduct of Advisory Committee members shall be in keeping with Council Policy.

Meetings

Meetings shall be once monthly at a date and time set by the City Clerk in consultation with the advisory committee. Length of meetings shall vary depending on the agenda. Meetings of working groups that have been formed by the Advisory Committee may meet at any time and at any location and are in addition to the regular meetings of the Advisory Committee.

Remuneration

Advisory committee members shall serve without remuneration.



Environmental & Engineering Services 2021 TAC Work Plan



Transportation Advisory Committee
January 26, 2021



EES Representatives

SLT liaison to TAC:

- Kelly Scherr, Managing Director, Environmental and Engineering Services

EES representatives attending TAC:

- Doug MacRae, Director, Roads and Transportation
- Jennie Dann, Director, Major Projects

Other EES areas that will bring forward items on as-needed basis:

- Jay Stanford, Director, Environment, Fleet and Solid Waste
- Scott Mathers, Director, Water and Wastewater



Delivering infrastructure projects

- EES brings forward a project-based work plan to TAC.
- Agenda items are intended to:
 - Update TAC on project advancements
 - Consult TAC for feedback on design options
 - Notify TAC of key project and program milestones
- Each of our Directors here today will provide an overview of
 - Projects for 2021
 - TAC agenda items to watch for in 2021

Roads and Transportation

What we're working on this year:

- Beginning creation of a new Master Plan
- Vision Zero Road Safety
- New and improved “complete” infrastructure
- Transportation Integrated Mobility Management System
- Asset Management (Infrastructure management and renewal)



Roads and Transportation

The following items will be brought forward to TAC in 2021:

Timing	Item
Q1	<ul style="list-style-type: none">• Sidewalk Complete Streets Review of Neighbourhood Street Renewals• Adelaide Street Underpass Design Consultation• Sunningdale Road / Hyde Park Road Roundabout• New Sidewalk Program (stand alone sidewalk projects)• Various other project updates



London
CANADA

Roads and Transportation

The following items will be brought forward to TAC in 2021:

Timing	Item
Later in 2021	<ul style="list-style-type: none">• New Master Plan• Vision Zero Road Safety Initiatives• Other Projects such as:<ul style="list-style-type: none">• Wharncliffe Road South Improvements• Fanshawe Park Road / Richmond Street Intersection• Southdale Road West Improvements• Dingman Drive Improvements• New Pedestrian Crossover Locations• Automated Speed Enforcement Update• Connected and Automated Vehicle Strategy Development• Transportation Management Centre

Major Projects

What we're working on this year:

Downtown Loop (2021-2023):

Phase 1 construction starts this spring.

Includes King Street from Ridout Street to Wellington Street





Major Projects

East London Link (2022-2024)

Wellington Gateway (2023-2026):

Detailed design underway



Major Projects

The following items will be brought forward to TAC in 2021:

Timing	Item
Q1	<ul style="list-style-type: none">• Annual Rapid Transit project update• Core construction staging and mitigation update
Later in 2021	<ul style="list-style-type: none">• Downtown Loop Phase 2 – Project Update• East London Link Phase 1 – Project Update
As needed	<ul style="list-style-type: none">• Circulate TAC on all key project notices• Present proposed EA adjustments for feedback

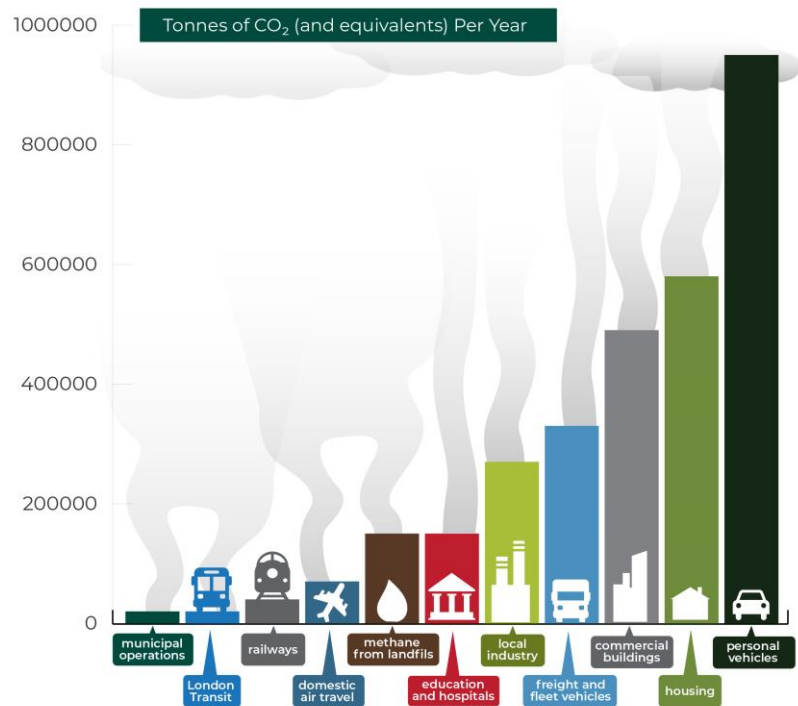
What we're working on this year:

Climate Emergency Action Plan

- Community engagement
- Stakeholder engagement
- Climate Emergency Screening Tool for decision-making
- Draft plan by Summer 2021
- Website:

<https://getinvolved.london.ca/climate>

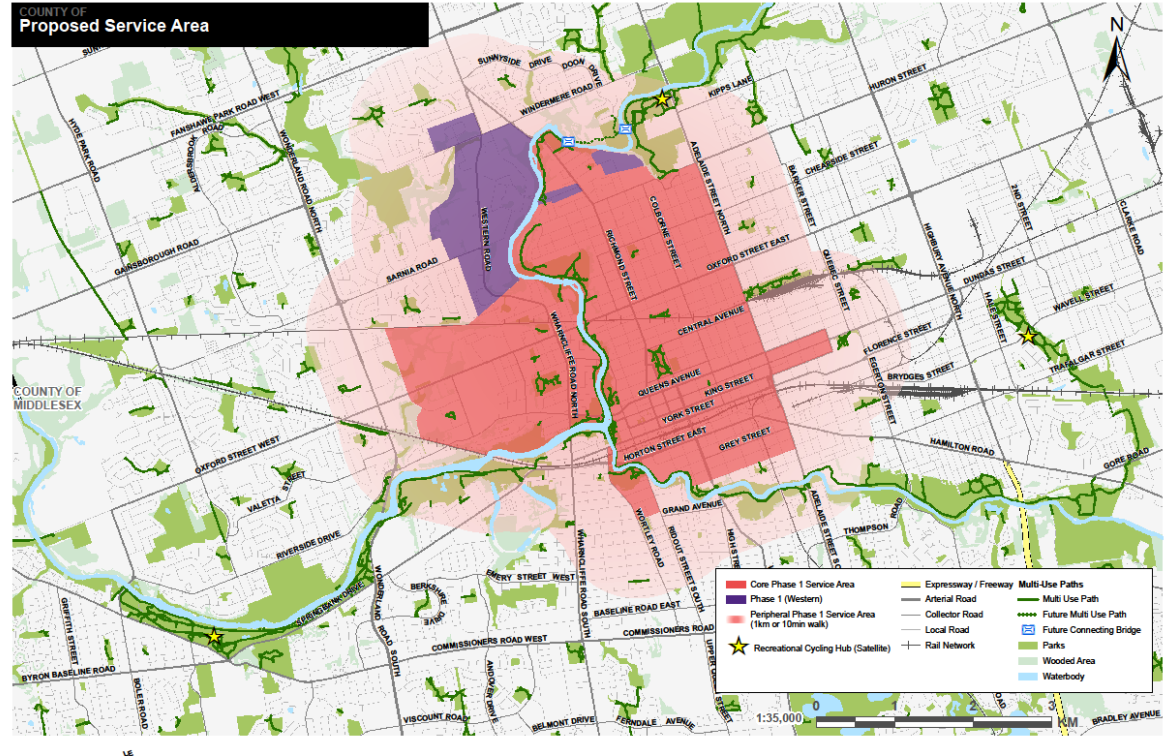
london.ca



Total greenhouse gas emissions from London have decreased compared to the "peak" in 2007. In 2019, greenhouse gas emissions were 21 percent lower than 2007.

Revised Micromobility (bikes & scooters) RFP

- Engage with partners on allowing e-scooters in London Q1 2021
- Reissue RFP late Q1 2021
- Subject to Council approval, launch some services in fall 2021



TMA Feasibility Study

- Project “parked”
- COVID update to 2020 work - learnings
- Proposed virtual workshop for partners and employers later in 2021 (timing TBD)





Environment, Fleet and Solid Waste

Business Travel Wise Program

- Commute Ontario next steps
- COVID update to 2020 work - learnings
- Carpool matching service next steps

COMMUTE ONTARIO

Save Money • Ease Traffic • Reduce Emissions

- Active Switch**
Walk, cycle & earn medals to WIN prizes.
- Regional Rideshare**
Carpoolers wanted. Find your perfect match today.
- Emergency Ride Home**
Get reimbursed for your emergency rides.

For more information on the programs visit
commuteontario.ca/london

Environment, Fleet and Solid Waste

The following items will be brought forward to TAC in 2021:

Timing	Item
Q1	<ul style="list-style-type: none"> • Climate Emergency Action Plan (CEAP) (TAC Workplan item 20.8) • E-Scooter engagement
Later in 2021	<ul style="list-style-type: none"> • TMA Feasibility Study (TAC Workplan item 18.11) • Business Travel Wise Program (TAC Workplan item 18.12) • Outcome of bike and e-scooter share systems RFP (for Council approval and next steps)
As needed	<ul style="list-style-type: none"> • Other TDM items as they arise

Questions?



**TRANSPORTATION ADVISORY COMMITTEE
2020 WORK PLAN – APPROVED BY CWC
as at December 31, 2020**

Recommended Priority Initiatives: BOLD

Final Update: Dec 31, 2020 (Changes highlighted in RED)

	Project/Initiative	Background	Lead/ Responsible	Proposed Timeline	Proposed Budget	Link to Strategic Plan	Status
TAC 18.5	Connected And Autonomous Vehicles (CAV) & 5G Network (formerly TAC 19.11)	While discussions on the potential benefits of driverless vehicles have increased, it is not well understood what the adoption of the technology will mean for London. It is time for policymakers and transportation professionals to proactively evaluate, assess and plan for the onset of vehicle automation.	John Kostyniuk Mike Rice	Q3-2020		<u>Building A Sustainable City</u> 1A, 2B, 5B <u>Growing Our Economy</u> 3A, 4B, 4C	CAVWG has been established by CWC to develop a strategy by mid-2020. Draft may be ready for review by Q2 2020. Jon K presented at Jan 28 th TAC. A WG lead by Mike R. has been established to respond to Staff request for TAC Input. Approved by CWC. MR advised Feb 25 th that his draft report is on track for April TAC. MR advises report will be ready for next TAC meeting.
TAC 18.11	Transportation Management Association (TMA)	The City has received funding from the Public Transit Infrastructure Fund (PTIF) to develop a feasibility study and business case for developing a Transportation Management Association (TMA) which would be a 1 st for London. TAC will be consulted for recommendations for invitees for a TDM Primer session and input on governance model and geographic area for TMA.	Allison Miller TDM Coordinator Dan Doroshenko	Ongoing		<u>Strengthening Our Community</u> <u>Building A Sustainable City</u> <u>Growing Our Economy</u>	TDM Primer is tied to Rapid Transit. A WG lead by Dan D. has been established to respond to Staff request for TAC Input. PTIF funding extended to July 2021. Virtual workshop planned for 2021. May need to revisit local commuting survey findings from early 2020.
TAC 18.12	Business Travel Wise Program Expansion	City Staff plans to engage local employers to participate in the program which encourages commuting Londoners to use options other than driving alone through programs and incentives. The <i>Commute Ontario</i> project will include actions such as: expanded carpooling; <i>ActiveSwitch</i> walking and cycling rewards program; <i>Emergency Ride Home</i> program; ongoing campaigns, incentives and rewards and - tracking tools to measure ROI.	Allison Miller TDM Coordinator Dan Doroshenko	Ongoing		<u>Strengthening Our Community</u> <u>Building A Sustainable City</u> <u>Growing Our Economy</u>	Commute Ontario has had a local soft launch. Input from TAC will be sought in Q1 2020. The Urban League has launched a survey (due Mar 16 th) which has been tested by DD. Commute Ontario has been running locally throughout 2020. Project ends April 2021. Input

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							from TAC will be sought on next steps. A WG lead by Dan Doroshenko has been established.
TAC18.16	City Clerk Comprehensive Review of Advisory Committees	In preparation for the City Clerk pending Review of Advisory Committees, a Working Group lead by Tariq Khan has been established to review the TAC Terms of Reference.	City Clerk Tariq Khan	Q1-2019		<u>Leading in Public Service</u>	Final WG report tabled and discussed at April 23rd TAC meeting. Still Awaiting consultation. The Clerk has submitted Interim Reports II and III and has sent a questionnaire to all AC members with a deadline of Dec 23 rd . TAC will issue a collective response to CWC and Governance Working Group Chairs in early January 2021.
TAC 19.3	Highbury Ave South Rehabilitation	The City is planning some rehabilitation work on Highbury Avenue S from Power Street to near Highway 401. This section of Highbury includes the Wenige Bridge and a section of concrete roadway which is over 40 years old.	Karl Grabowski	Q3 - 2021		<u>Building A Sustainable City</u>	Phase 1 consultation complete. WG established for Phase 2 review disbanded due to resignation of Lead. Closed.
TAC 19.10	Parking Review	At the request of TAC member Brian Gibson a Working Group has been established to review the possibilities and effects of increasing the timeframe of overnight parking, street parking time limits and increasing overnight winter parking pass allowance.	Brian Gibson	Phase 1 - Q1 2020 Phase 2 TBD		<u>Strengthening Our Community</u> <u>Building A Sustainable City</u>	1st WG meeting held Nov 6 th . TAC Request for parking stats approved by Council Jan 14 th but no action as of Feb 28 th TAC. Chair determined that S. Miller never got that request. On March 10 th CWC received at report from S. Miller advocating no change to the Parking Policy. Motion to amend start/finish dates and increase parking limits was passed 6-0 and referred to council. BG to determine what if any further action is required.

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							No further action Required. Closed.
TAC 20.1	2020 TAC Work Plan	The Work Plan Working Group to review 2019 Carry-Over Items and suggestions by CWC, City Staff and TAC Members for the 2020 Work Plan.	Dan Foster	Q1-2020		<u>TAC Terms of Reference - Planning</u>	Draft Plan was tabled at Jan 2020 TAC meeting. Final Draft approved. CWC approved the WP without amendment and endorsed our "Top 6" priority items on Feb 12 th . Final Update circulated to leads for comment on Dec 15 th . Deadline Dec 31st. Final Report sent to CWC for Jan 2021 meeting. CLOSED
TAC 20.2	2019 Vision Zero London Road Safety Strategy	Monitor progress and provide suggestions on London Road Safety Strategy action items.	LMRSC Garfield Dales	Ongoing		<u>Leading in Public Service</u>	Awaiting LMRSC 2020 Work Plan and appointment of replacement for Maged E. Garfield Dales, appointed on a temp basis reports: New strategy creation has been impeded by diversion of resources from the LMRSC to COVID. Annual implementation of road safety measures continues based on current strategy and best practices. As part of the Vision Zero London Road Safety, 2020 safety measures included the first phase of 40 km/h area speed limits, 30 km/h speed limit on Dundas Place, new pedestrian crossovers, new pedestrian signals, accessibility upgrades and rail crossing measures. Closed.

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TAC 20.3	Hyde Park & Sunningdale Roundabout	Design of the Hyde Park & Sunningdale roundabout that is anticipated to be constructed in 2021.	Peter Kavcic	TBD		Building A Sustainable City	No updates received to date. Carry Forward to 2021 WP.
TAC 20.4	Dundas Street Cycle Track Project	Design of cycling facilities on Dundas Street from Wellington to Adelaide, including William Street from Queens to Dundas. This project will connect Dundas Place to the cycling facility in the Old East Village. Construction anticipated for 2020.	Peter Kavcic	TBD		Building A Sustainable City	Presentation received from Dillon Consulting Jan 28 th . Closed.
TAC 20.5	Dundas TVP Connection	Design of cycling facilities on Dundas Street from Kensington Bridge to Ridout Street. Construction schedule to be coordinated with the downtown loop project.	Peter Kavcic	TBD		Building A Sustainable City	No updates received to date. Closed.
TAC 20.6	2020 New Sidewalk Program	Design of sidewalks on various streets within the City that are anticipated to be constructed in 2020	Peter Kavcic	TBD		Building A Sustainable City	Presentation received Feb 25 th . Closed.
TAC 20.7	Implementation of Rapid Transit Projects	<p>With Council approval and senior government funding in place, staff has begun progressing detailed design and construction for the first three priority rapid transit projects: Downtown Loop, East London Link, and Wellington Gateway.</p> <p>Detailed design has started for the Downtown Loop with construction planned for 2021-2023. Construction is scheduled for the East London Link in 2022-2024 and the Wellington Gateway in 2023-2026.</p> <p>As the PTIS projects move into their Final Design and Execution Phases, the Rapid Transit Implementation Work Group (RTIWG) has been re-engaged and plans to meet regularly.</p>	City Staff Dan Doroshenko	Q1-2020 to Q4-2028		Building A Sustainable City	TAC 18.10 and 19.5 have been closed and rolled into this item & TAC recommended Dan D be appointed to act as an "Interested Observer" at all RTIWG public meetings. Council approved appointment on Feb 11 th 2020. RTIWG held it's last meeting June 30th. Council dissolved RTIWG Oct 27th. Closed.
TAC 20.8	Managing Transport-Related GHG Emissions	Based on a presentation to the November 2019 TAC meeting by Ayo Abiola: City Council has declared a climate emergency and it has been proposed that London become net-zero by 2050. A TAC Work Group would be established to determine what level of reduction in transportation-related emissions best meets the city's overall targets under the Climate Emergency, and how does the next transportation master plan help achieve this? The scope could be further expanded to include collaboration with: ACE, CAC and LTC.	Ayo Abiola	Starting Q1 2020 until next TMP is sent to Council		Strengthening Our Community Building A Sustainable City Leading in Public Serve	A WG lead by Ayo Abiola has been established and approved by Council on Feb 11 th , 2020. Inaugural meeting virtually on Mar 24 th . No further activity due to COVID shutdown. Will restart in January 2021.

**TRANSPORTATION ADVISORY COMMITTEE
2021 DRAFT WORK PLAN – FOR APPROVAL BY CWC
as at January 14, 2021**

Recommended Priority Initiatives: BOLD

Updated: Jan 14, 2021 (Changes highlighted in RED)

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TAC 18.5	Connected And Autonomous Vehicles (CAV) & 5G Network (formerly TAC 19.11)	While discussions on the potential benefits of driverless vehicles have increased, it is not well understood what the adoption of the technology will mean for London. It is time for policymakers and transportation professionals to proactively evaluate, assess and plan for the onset of vehicle automation.	John Kostyniuk Mike Rice	Q3-2020		<u>Building A Sustainable City</u> 1A, 2B, 5B <u>Growing Our Economy</u> 3A, 4B, 4C	CAVWG has been established by CWC to develop a strategy by mid-2020. Draft may be ready for review by Q2 2020. Jon K presented at Jan 28 th TAC. A WG lead by Mike R. has been established to respond to Staff request for TAC Input. Approved by CWC. MR advised Feb 25 th that his draft report is on track for April TAC. MR advises report will be ready for next TAC meeting
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TAC 18.12	Business Travel Wise Program Expansion	City Staff plans to engage local employers to participate in the program which encourages commuting Londoners to use options other than driving alone through programs and incentives. The <i>Commute Ontario</i> project will include actions such as: expanded carpooling; <i>ActiveSwitch</i> walking and cycling rewards program; <i>Emergency Ride Home</i> program; ongoing campaigns, incentives and rewards and - tracking tools to measure ROI.	Allison Miller TDM Coordinator Dan Doroshenko	Ongoing		<u>Strengthening Our Community</u> <u>Building A Sustainable City</u> <u>Growing Our Economy</u>	Commute Ontario has had a local soft launch. Input from TAC will be sought in Q1 2020. The Urban League has launched a survey (due Mar 16 th) which has been tested by DD. Commute Ontario has been running locally throughout 2020. Project ends April 2021. Input

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TAC 20.3	Hyde Park & Sunningdale Roundabout	Design of the Hyde Park & Sunningdale roundabout that is anticipated to be constructed in 2021.	Peter Kavcic	TBD		<u>Building A Sustainable City</u>	No updates received to date. Carry Forward to 2021.
TAC 20.8	Managing Transport-Related GHG Emissions	Based on a presentation to the November 2019 TAC meeting by Ayo Abiola: City Council has declared a climate emergency and it has been proposed that London become net-zero by 2050. A TAC Work Group would be established to determine what level of reduction in transportation-related emissions best meets the city's overall targets under the Climate Emergency, and how does the next transportation master plan help achieve this? The scope could be further expanded to include collaboration with: ACE, CAC and LTC.	Ayo Abiola	Starting Q1 2020 until next TMP is sent to Council		<u>Strengthening Our Community</u> <u>Building A Sustainable City</u> <u>Leading in Public Service</u>	A WG lead by Ayo Abiola has been established and approved by Council on Feb 11 th , 2020. Inaugural meeting virtually on Mar 24 th . No further activity due to COVID shutdown. Will restart in 2021.
TAC 21.1	2021 TAC Work Plan	TAC Sub-Committee to review the 2020 Carry-Over Items and suggestions by CWC Chair which will take us through to the end of our mandate which expires on June 30, 2021.	Dan Foster	Q1-2021		<u>TAC Terms of Reference - Planning</u>	Sub Committee meetings held Dec 7th and 9th and a 1-on-1 discussion with DD on Dec 14th. DF met with CWC Chair Dec 15th. Draft plan to be tabled at next TAC meeting.

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TAC 21.2	Vision Zero London Road Safety Strategy	Monitor progress and provide suggestions on London Road Safety Strategy action items.	LMRSC Garfield Dales	Ongoing		<u>Leading in Public Service</u>	Awaiting LMRSC 2021 Work Plan.
TAC 21.3	2021 New Sidewalk Program	Design of sidewalks on various streets within the City that are anticipated to be constructed in 2021.	Peter Kavcic	TBD		<u>Building A Sustainable City</u>	