Cycling Advisory Committee
Report

The 1st Meeting of the Cycling Advisory Committee
February 17, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: J. Roberts (Chair), B. Cowie, C. DeGroot, B. Hill, J. Jordan, C. Pollett and O. Toth and H. Lysynski (Acting Committee Clerk)

ABSENT: E.L. Raftis

ALSO PRESENT: J. Ackworth, G. Dales, J. Dann, S. Harding, P. Kavcic, D. MacRae, L. Maitland, A. Miller, A. Pasqual, J. Patel, C. Saunders, K. Scherr, M. Schulthess, J. Stanford, S. Wilson and P. Yanchuk

The meeting was called to order at 4:05 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, the following actions be taken with respect to the election of Chair and Vice Chair, until the end of the current term:

a) it BE NOTED that the Cycling Advisory Committee elected J. Roberts as Chair; and,

b) it being noted that the election of Vice Chair BE POSTPONED to the next meeting.

2. Scheduled Items

None.

3. Consent

3.1 4th Report of the Cycling Advisory Committee

That it BE NOTED that the 4th Report of the Cycling Advisory Committee, from the meeting held on February 19, 2020, was received.

3.2 Letter of Resignation - R. Henderson

That it BE NOTED that the resignation of R. Henderson from the Cycling Advisory Committee, was received.

3.3 Notice of Planning Application - Draft Plan of Subdivision Official Plan and Zoning By-law Amendment - 14 Gideon Drive and 2012 Oxford Street

That it BE NOTED that the Notice of Planning Application, dated February 10, 2021, from S. Meksula, Senior Planner, Development Services, with respect to the Draft Plan of Subdivision Official Plan and Zoning By-law

Amendments for the properties located at 14 Gideon Drive and 2012 Oxford Street West, was received.

3.4 Ridout Street South and Upper Queen Street at the Commissioners Road Intersection

That it BE NOTED that the communication dated February 9, 2021, from D. MacRae, Director, Roads and Transportation and G. Dales, Division Manager, Transportation Planning and Design, with respect to Ridout Street South and Upper Queen Street at the Commissioners Road intersection, was received.

3.5 Adelaide Street North at CP Railway Grade Separation ("Adelaide Underpass")

That it BE NOTED that the presentation, appended to the agenda, from P. Kavcic, Transportation Planning and Design and J. Ackworth, Municipal Roads, WSP Canada Inc., with respect to the Adelaide Street North at CP Railway Grade Separation ("Adelaide Underpass"), was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Service Area Work Plan for 2021

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

5.2 Respectful Workplace Policy

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

5.3 CAC Terms of Reference

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

5.4 Advisory Committee Review

That it BE NOTED that the Cycling Advisory Committee held a general discussion with respect to the ongoing Advisory Committee Review; it being noted that a verbal update from C. Saunders, City Clerk, was received with respect to this matter.

6. Adjournment

The meeting adjourned at 5:18 PM.

Cycling Advisory Committee
Report

The 4th Report of the Cycling Advisory Committee
February 19, 2020
Committee Room #4

Attendance

PRESENT: J. Roberts (Chair), B. Cowie, C. DeGroot, R. Henderson, B. Hill, J. Jordan, C. Pollett, E. Raftis, O. Toth and D. Turner (Committee Clerk)

NOT PRESENT: None

ALSO PRESENT: G. Dales, A. Giesen, Sgt. S. Harding, P. Kavcic, T. MacDaniel, L. Maitland, A. Miller, A. Rosebrugh, and M. Stone

The meeting was called to order at 4:04 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 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the presentation from M. Stone, Supervisor I, Municipal Policy (AODA), as appended to the agenda, with respect to 'Accessibility for Ontarians with Disabilities' customer service training, was received.

2.2 Dundas-TVP Connection

That it BE NOTED that the presentation from Z. Petch and S. Hayman, Representatives from IBI Group, as appended to the agenda, with respect to the planned Dundas - Thames Valley Parkway (TVP) connection, was received.

3. Consent

3.1 2nd Report of the Cycling Advisory Committee

That it BE NOTED that the 2nd Report of the Cycling Advisory Committee, from its meeting held on January 15, 2020, was received.

3.2 Municipal Council Resolution - 11th and 1st Reports of the Cycling Advisory Committee

That it BE NOTED that the Municipal Council resolution from its meeting held on January 14, 2020, with respect to the 11th and 1st Reports of the Cycling Advisory Committee, was received.

3.3 Municipal Council Resolution - 2nd Report of the Cycling Advisory Committee

That, in light of the discussion-heavy format of the 2020 Ontario Bike Summit ('Share the Road') conference, the following actions be taken with respect to the 2020 Cycling Advisory Committee (CAC) Budget:

a) a second member of the CAC BE PERMITTED to attend the above-noted conference; and,

b) the expenditure of up to $375.00 + tax from the 2020 CAC budget BE APPROVED to cover the conference fees for the additional attendee;

it being noted that the Municipal Council resolution from its meeting held on February 11, 2020, with respect to the 2nd Report of the CAC, was received.

3.4 Letter of Resignation - K. Brawn

That the City Clerk BE REQUESTED to fill the existing vacancies in the Cycling Advisory Committee (CAC) membership in order that the CAC meet its full potential given the breadth and depth of the committee's objectives, as espoused in its 2020 work plan;

it being noted that the CAC strongly supports a re-staffing process that emphasizes and results in an equitable committee composition, including (but not limited to) diversity in gender, accessibility, age, et cetera.

4. Sub-Committees and Working Groups

4.1 2020 Work Plan Sub-Committee

That it BE NOTED that the committee held a general discussion with respect to its 2020 work plan;

it being further noted that discussion around item 5.3 on the agenda resulted in the removal of 'E-Bike Programs' from the committee's 2020 work plan.

4.2 Old East Village Bikeway Working Group

That the Municipal Council BE REQUESTED to forward the ~~attached~~ communications to Dillon Consulting and WSP, respectively, for their consideration;

it being noted that the above-noted communications were drafted by the Old East Village Bikeway Working Group and approved by the Cycling Advisory Committee in response to the developers' presentations and call for feedback at the CAC's December 18, 2019 meeting.

5. Items for Discussion

5.1 Development Charges - Discussion

That a more in-depth discussion with respect to development charges BE DEFERRED to the next meeting of the Cycling Advisory Committee;

it being noted that the committee held a brief, general discussion with respect to this matter.

5.2 Connected and Automated Vehicles - Progress Review

That it BE NOTED that the committee held a general discussion with respect to the Connected and Automated Vehicle (CAV) Strategic Plan;

it being further noted that the committee made revisions to a draft letter that will eventually be forwarded to the Civic Administration in response to the call for feedback/input on the CAV Strategic Plan.

5.3 E-bike Programs - Preliminary Discussion

That it BE NOTED that the committee held a general discussion with respect to E-Bike usage, E-Bike classifications, and the difficulty of enforcing proper usage in the absence of concrete Provincial legislation and regulations.

5.4 City of London Commuter Survey

That it BE NOTED that the committee held a general discussion with respect to the City's recently completed 'Commuter Survey', including feedback on the survey's language/format and the survey's value in relation to the potential creation of Transportation Management Associations in London.

6. Adjournment

The meeting adjourned at 6:38 PM.

Hi Jerri-Joanne,

With regret, I am writing to resign my position as a board member of the Cycling Advisory Committee.

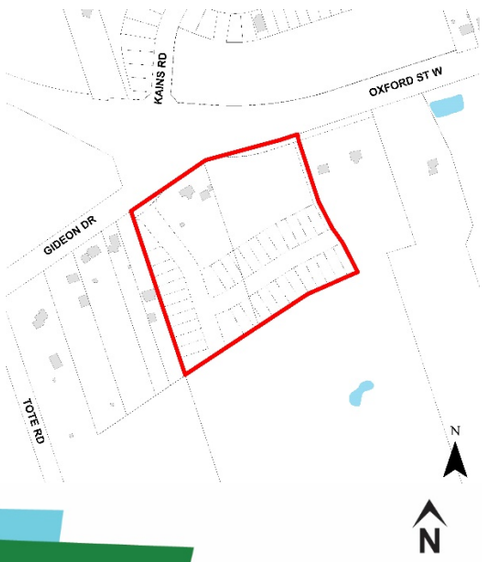
Please accept this email as my resignation.

Thank you,
Rebecca

NOTICE OF PLANNING APPLICATION

Draft Plan of Subdivision Official Plan and Zoning By-law Amendment

14 Gideon Drive and 2012 Oxford Street West



File: 39T-21501 / OZ-9295
Applicant: 2515060 & 2539427 Ontario Inc.

What is Proposed?

Draft Plan of Subdivision and Zoning amendments to allow:

- 36 single detached residential lots
- 1 medium density residential blocks
- 1 open space block
- 2 new streets.

LEARN MORE & PROVIDE INPUT

Please provide any comments by **February 26, 2021**
Sean Meksula
smeksula@london.ca
519-661-CITY (2489) ext. 5349
Development Services, City of London, 300 Dufferin Avenue, 6th Floor,
London ON PO BOX 5035 N6A 4L9
File: 39T-21501 / OZ-9295
london.ca/planapps

You may also discuss any concerns you have with your Ward Councillor:
Councillor Anna Hopkins
ahopkins@london.ca 519-661-CITY (2489) ext. 4009

If you are a landlord, please post a copy of this notice where your tenants can see it.
We want to make sure they have a chance to take part.

Date of Notice: February 10, 2021

Application Details

Commonly Used Planning Terms are available at london.ca/planapps.

Requested Draft Plan of Subdivision (please refer to attached draft plan)

Consideration of a Draft Plan of Subdivision consisting of 36 single detached lots (Lots 1-36); one (1) medium density residential block (Block 37); one (1) walkway block (Block 38); one(1) open space block (Block 39); two (2) road widening blocks (Blocks 40 and 41); and three (3) reserve blocks (Blocks 42, 43 and 44 new local streets (Street A and Street B).

Requested Official Plan Amendment (please refer to attached map)
Possible Amendments to the (1989) Official Plan:
- Schedule 'A' – Land Use Map to change the land use designations from: ""Low Density Residential" to "Multi-Family, Medium Density Residential" for Block 37 on the proposed Draft Plan of Subdivision.

Requested Zoning By-law Amendment

Changes to the currently permitted land uses and development regulations are summarized below. The complete Zoning By-law is available at london.ca/planapps.

Requested Zoning (Please refer to attached map)
Possible Amendment to Zoning By-law Z.-1 to change the zoning from an Urban Reserve UR1 Zone to:

- Residential R1 (R1-2) Zone (Lots 1-36) - to permit single detached dwellings on lots with a minimum lot area of 300 square metres and minimum lot frontage of 9 metres;

- Residential R6/Residential R8 (R6-5/R8-4) Zone (Block 37) – to permit various forms of cluster housing including single detached, semi-detached, duplex, triplex, fourplex, townhouse, and stacked townhouse dwellings up to a maximum density of 35 units per hectare and maximum height of 12 metres; and such uses as apartment buildings, senior citizens apartment buildings, and continuum-of-care facilities up to a maximum density of 75 units;

- Open Space OS1 Zone (Block 39) – to permit such uses as conservation lands, conservation works, golf courses, public and private parks, recreational buildings associated with conservation lands and public parks, campgrounds, and managed forests.

The City may also consider applying holding provisions in the zoning to ensure adequate provision of municipal services, that a subdivision agreement or development agreement is entered into, and to ensure completion of noise assessment reports and implementation of mitigation measures for development in proximity to arterial roads.

Planning Policies

Any change to the Zoning By-law must conform to the policies of the Official Plan, London's long-range planning document. These lands are currently designated as "Low Density Residential".

The subject lands are in the "Neighbourhoods" Place Type in The London Plan (Council adopted, approved by the Ministry with modifications, and the majority or which is in force and effect) permitting a range of housing including single detached, townhouses and low rise apartments, and "Green Space", permitting a range of public and private open space, parks, recreation, floodplain and conservation uses.

How Can You Participate in the Planning Process?

You have received this Notice because someone has applied for a Draft Plan of Subdivision and to change the zoning of land located within 120 metres of a property you own, or your landlord has posted the notice of application in your building. The City reviews and makes decisions on such planning applications in accordance with the requirements of the *Planning Act*. The ways you can participate in the City's planning review and decision making process are summarized below.

See More Information

You can review additional information and material about this application by:

- contacting the City's Planner listed on the first page of this Notice;

- viewing the application-specific page at london.ca/planapps; or,
- Please note that this application is being circulated during the State of Emergency issued by the Province of Ontario. Opportunities to view any file materials in-person by appointment can be arranged through the file Planner.

Reply to this Notice of Application

We are inviting your comments on the requested changes at this time so that we can consider them as we review the application and prepare a report that will include Development Services staff's recommendation to the City's Planning and Environment Committee. Planning considerations usually include such matters as land use, development intensity, and form of development.

Attend a Future Public Participation Meeting

The Planning and Environment Committee will consider the requested Draft Plan of Subdivision and zoning changes on a date that has not yet been scheduled. The City will send you another notice inviting you to attend this meeting, which is required by the *Planning Act.* You will also be invited to provide your comments at this public participation meeting. A neighbourhood or community association may exist in your area. If it reflects your views on this application, you may wish to select a representative of the association to speak on your behalf at the public participation meeting. Neighbourhood Associations are listed on the Neighbourgood website. The Planning and Environment Committee will make a recommendation to Council, which will make its decision at a future Council meeting. The Council Decision will inform the decision of the Director, Development Services, who is the Approval Authority for Draft Plans of Subdivision.

What Are Your Legal Rights?

Notification of Council and Approval Authority's Decision

If you wish to be notified of the Approval Authority's decision in respect of the proposed draft plan of subdivision, you must make a written request to the Director, Development Services, City of London, 300 Dufferin Ave., P.O. Box 5035, London ON N6A 4L9, or at developmentservices@london.ca. You will also be notified if you provide written comments, or make a written request to the City of London for conditions of draft approval to be included in the Decision.

If you wish to be notified of the decision of the City of London on the proposed zoning by-law amendment, you must make a written request to the City Clerk, 300 Dufferin Ave., P.O. Box 5035, London, ON, N6A 4L9, or at docservices@london.ca. You will also be notified if you speak to the Planning and Environment Committee at the public meeting about this application and leave your name and address with the Secretary of the Committee

Right to Appeal to the Local Planning Appeal Tribunal

If a person or public body does not make oral submissions at a public meeting, if one is held, or make written submissions to the City of London in respect of the proposed plan of subdivision before the approval authority gives or refuses to give approval to the draft plan of subdivision, the person or public body is not entitled to appeal the decision of the Director, Development Services to the Local Planning Appeal Tribunal.

If a person or public body does not make oral submissions at a public meeting, if one is held, or make written submissions to the City of London in respect of the proposed plan of subdivision before the approval authority gives or refuses to give approval to the draft plan of subdivision, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Local Planning Appeal Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

For more information go to https://olt.gov.on.ca/contact/local-planning-appeal-tribunal/.

Notice of Collection of Personal Information

Personal information collected and recorded at the Public Participation Meeting, or through written submissions on this subject, is collected under the authority of the *Municipal Act*, 2001, as amended, and the *Planning Act*, 1990 R.S.O. 1990, c.P.13 and will be used by Members of Council and City of London staff in their consideration of this matter. The written submissions, including names and contact information and the associated reports arising from the public participation process, will be made available to the public, including publishing on the City's website. Video recordings of the Public Participation Meeting may also be posted to the City of London's website. Questions about this collection should be referred to Cathy Saunders, City Clerk, 519-661-CITY (2489) ext. 4937.

Accessibility - Alternative accessible formats or communication supports are available upon request. Please contact developmentservices@london.ca for more information.

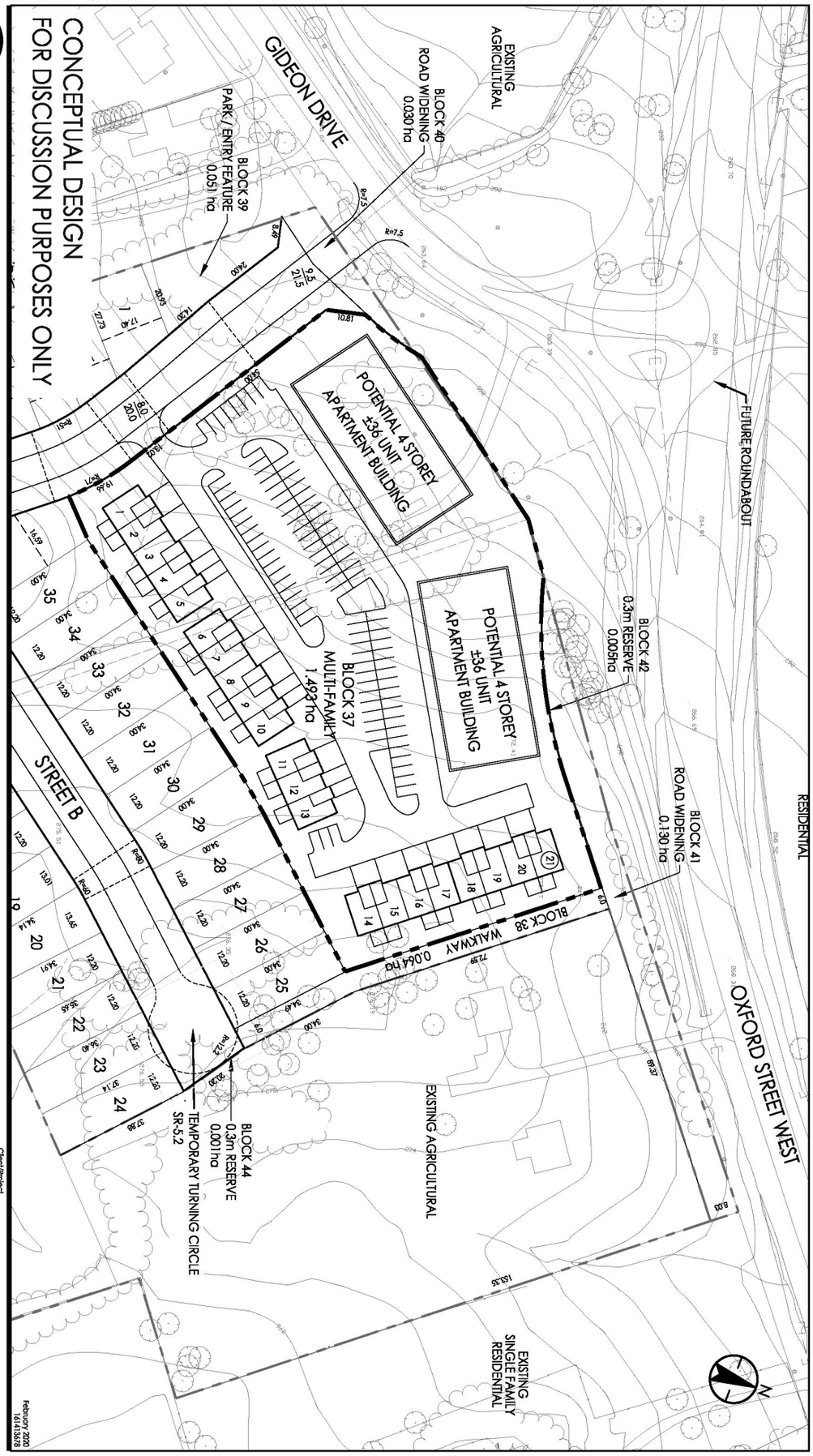
Requested Draft Plan of Subdivision

Subject to conditions, if any, set forth in our letter dated _____ day of _____, 201__, this draft plan is approved under Section 51 of the *Planning Act* this _____ day of _____, 201__.

_____

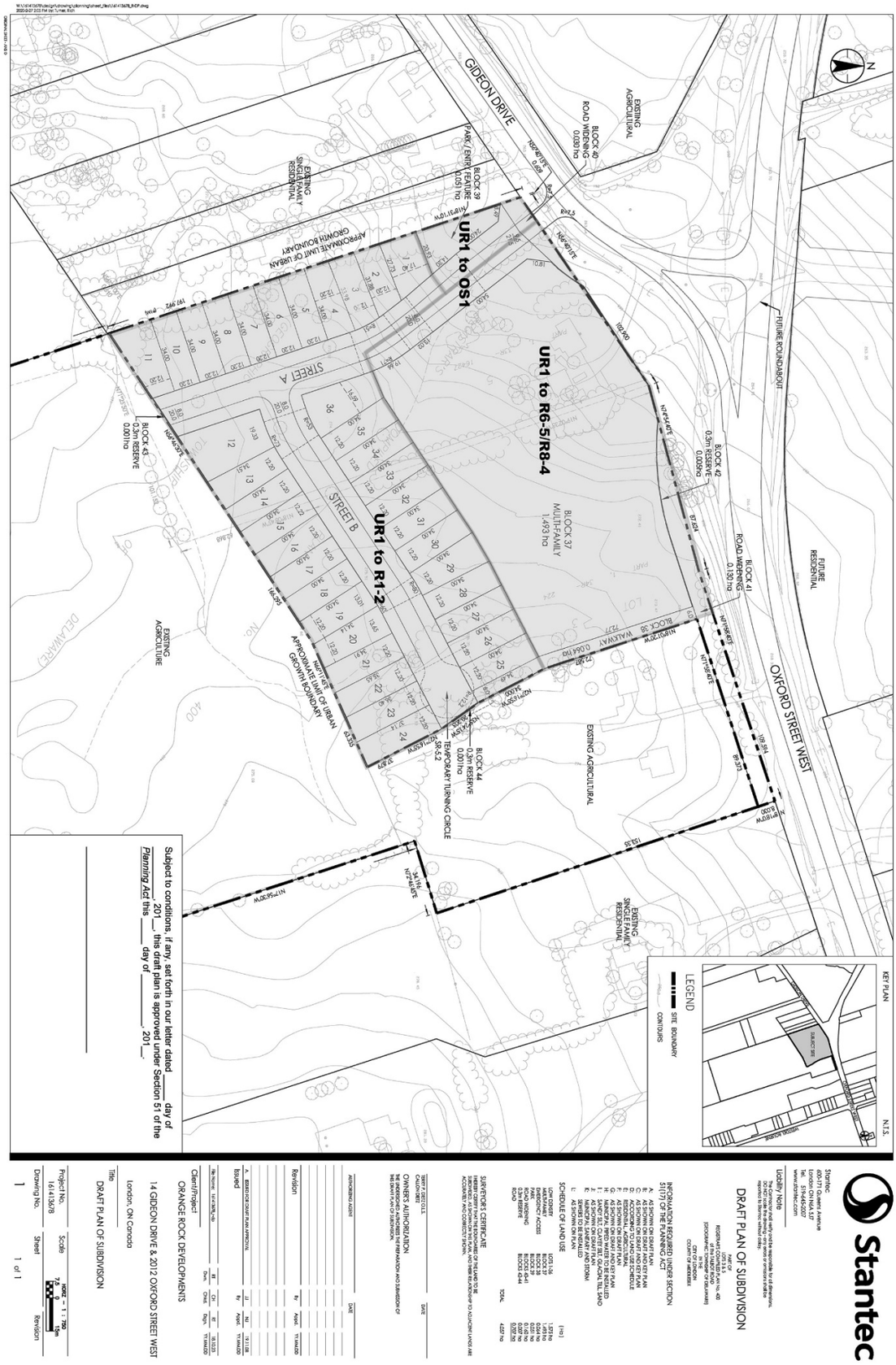
The above image represents the applicant's proposal as submitted and may change.

Requested Official Plan Designations



The above image represents the applicant's proposal as submitted and may change.

Requested Zoning



The above image represents the applicant's proposal as submitted and may change.

300 Dufferin Avenue
P. O. Box 5035
London, ON
N6A 4L9

MEMO

To: Cycling Advisory Committee

From: Paul Yanchuk, EIT
Engineer in Training
Transportation Planning & Design

c: Doug MacRae, Garfield Dales

Date: February 9, 2020

Re: **Ridout Street South and Upper Queen Street at the Commissioners Road Intersection**

The purpose of this memo is to provide an update to the Cycling Advisory Committee (CAC) for the design of the planned improvements on Ridout Street South and Upper Queen Street at the Commissioners Road East intersection.

Existing Conditions

This intersection is located on the north/south bicycle route with designated bike lanes on Ridout St South and Upper Queen St. The in-boulevard bike path on the south side of Commissioners Rd also crosses this intersection. The existing bicycle lanes terminate short of the intersection approximately 100m north and 140m south of Commissioners Rd which requires cyclists to share the vehicle through lanes.

Recommended Improvements

It is recommended to provide a fully protected intersection at this location with continuous cycle lanes within the existing right-of-way. The project will include the following improvements:

- minor widening of Ridout St South to the east just north of Commissioners Rd and Upper Queen St to the west just south of Commissioners Rd in order to extend the cycle lanes through the intersection;
- new protection for cyclists in the form of raised concrete islands at each corner of the intersection to reduce potential conflicts with vehicles;
- a review of the intersection corner radii to reduce the speed of turning vehicle traffic;
- enhanced pavement markings;
- rebuilding the traffic signals to include dedicated bicycle signals;
- other improvements to address the Accessibility for Ontarians with Disability Act (AODA) requirements (i.e. tactile plates, push buttons).

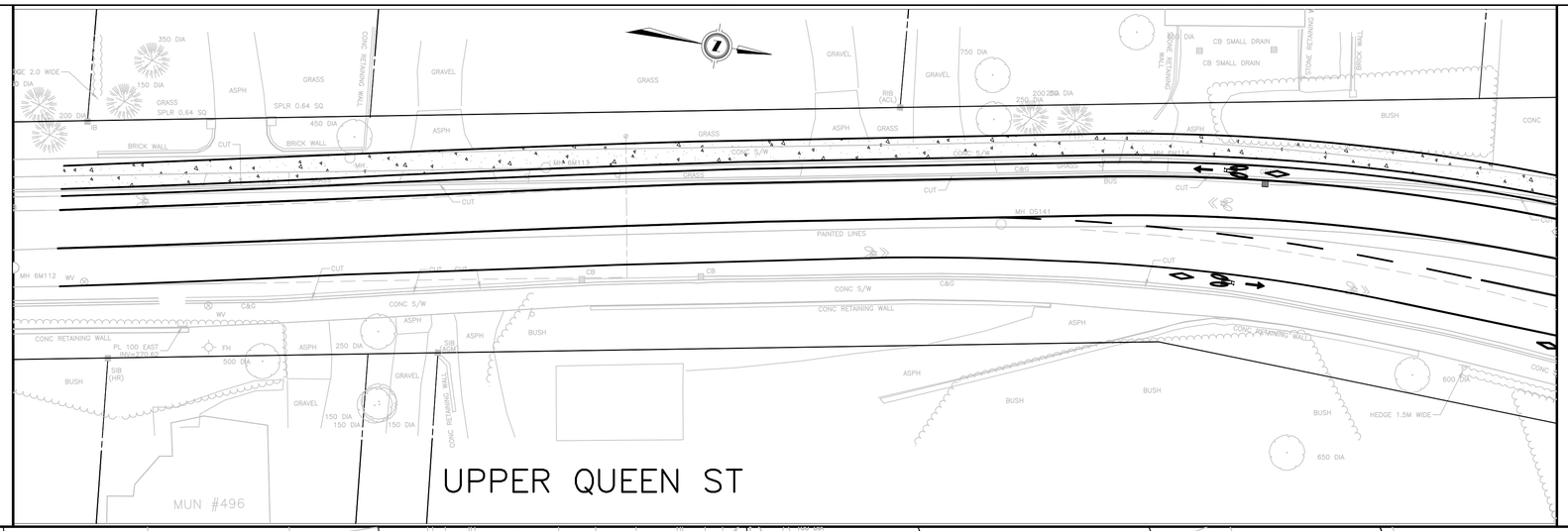
Two median islands on Ridout St South and Upper Queen St will also be removed to provide the roadway width for bike lanes and protection for cyclists.

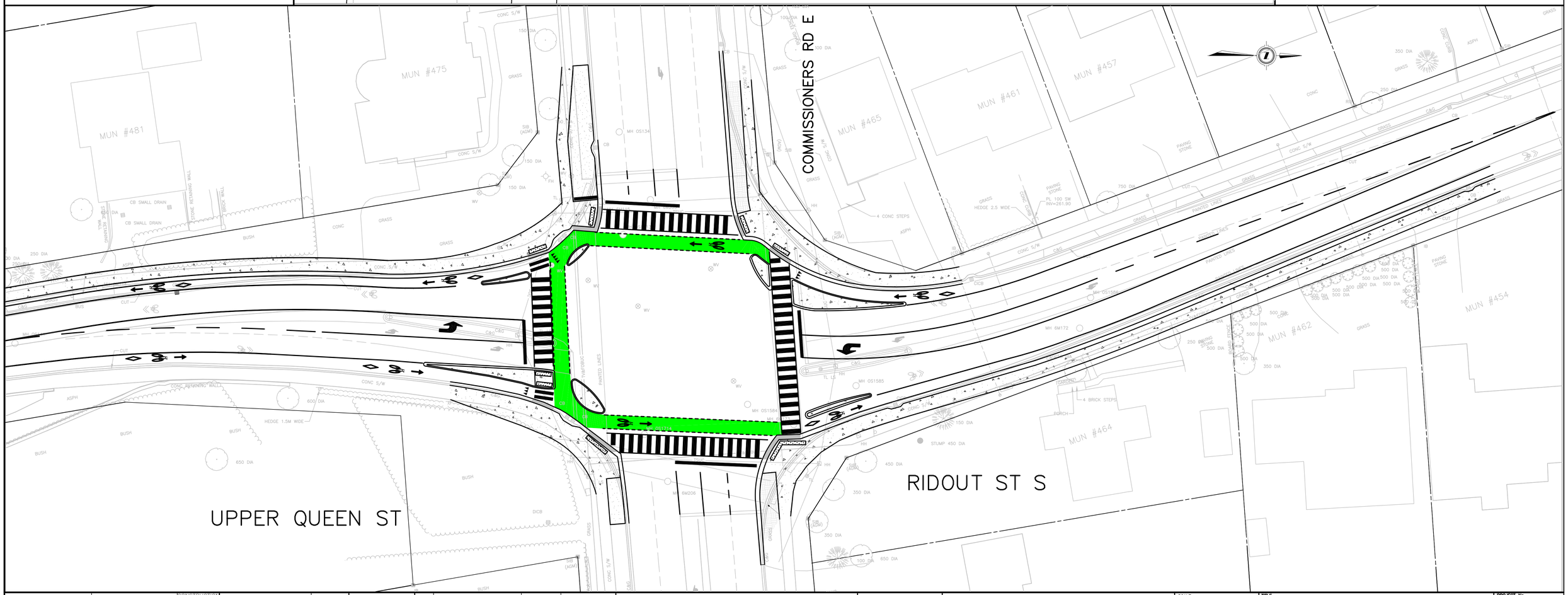
Design Best Practices and Guidelines

The proposed preliminary design, as shown on the attached drawing, was developed based upon best practices and design guidelines such as:

- Ontario Traffic Manual (OTM) Book 18 – Cycling Facilities
- Transportation Association of Canada (TAC) Chapter 5 – Bicycle Integrated Design
- City of London, “The Complete Street Design Manual”
- City of Toronto, “Curb Radii Guidelines”
- “Evolution of the Protected Intersection” by Alta Planning + Design
- York Region Pedestrian and Cycling Planning & Design Guidelines (Urban Intersections)
- National Association of City Transportation Officials (NACTO) “Don’t Give Up at the Intersection” guidance document
- NACTO “Design for All Ages and Abilities” guidance document
- “Rethinking Street for Bikes” by the University of Oregon’s Cities Institute

The City continues to progress the detailed design with construction anticipated to start July 2021.





EXISTING SERVICES	DRAWING #, SOURCE	CONSTRUCTION DATE	CONSTRUCTED SERVICES	COMPLETION

DETAILS	No.	REVISIONS	DATE	CONSULTANT
DESIGN PY				
DRAWN BY DB				
CHECKED ----				
APPROVED VALUE				
DATE 2021/01/26				

CONSULTANT OR SERVICE AREA

ENVIRONMENTAL & ENGINEERING SERVICES

ENGINEER'S STAMP

London CANADA

CORPORATION OF THE CITY OF LONDON

SCALE

HORIZONTAL – 1:250

2.5 0 5m

TITLE

UPPER QUEEN ST/ RIDOUT ST S CYCLE TRACK

NEW CONSTRUCTION

UPPER QUEEN ST/RIDOUT ST S

PROJECT No.

OPTION 1

SHEET No.

1 OF 1

PLAN FILE No.

###

Adelaide Street North at CP Railway Grade Separation (“Adelaide Underpass”)

Cycling Advisory Committee – February 17, 2021

Adelaide Underpass

Project Limits:

- Adelaide St N from
  McMahen St to Elias St
- Central Ave from
  William St to Elizabeth St

Purpose

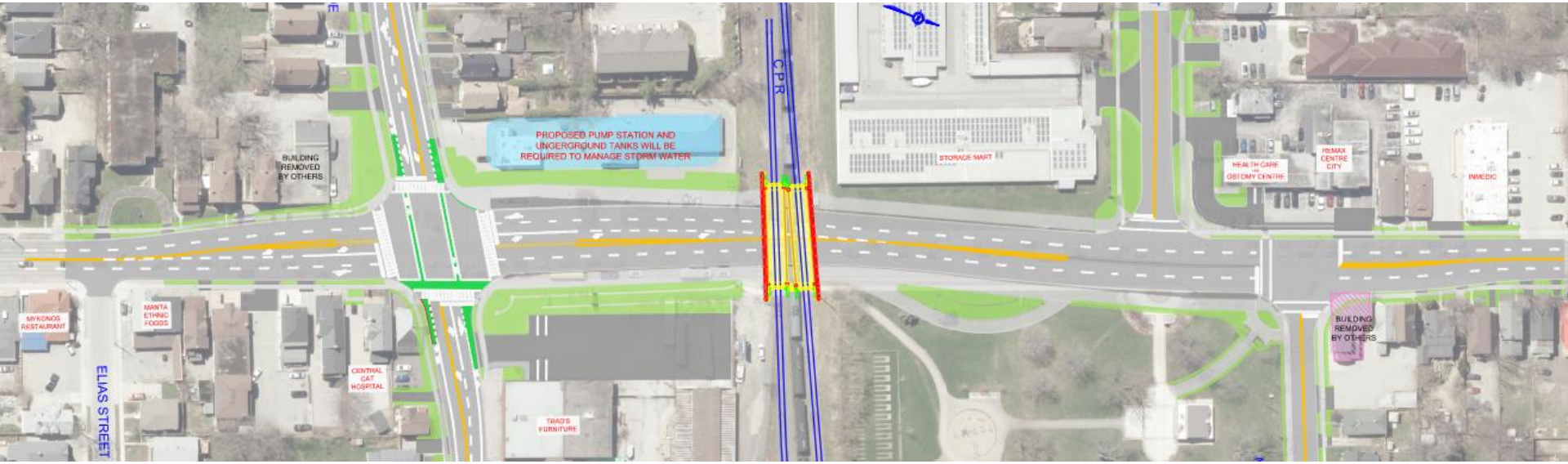
Purpose of this meeting:

- Provide an update on the detailed design
- Present the proposed design drawings (plan and cross-sections)
- Answer questions
- Explain the next steps in the detailed design process

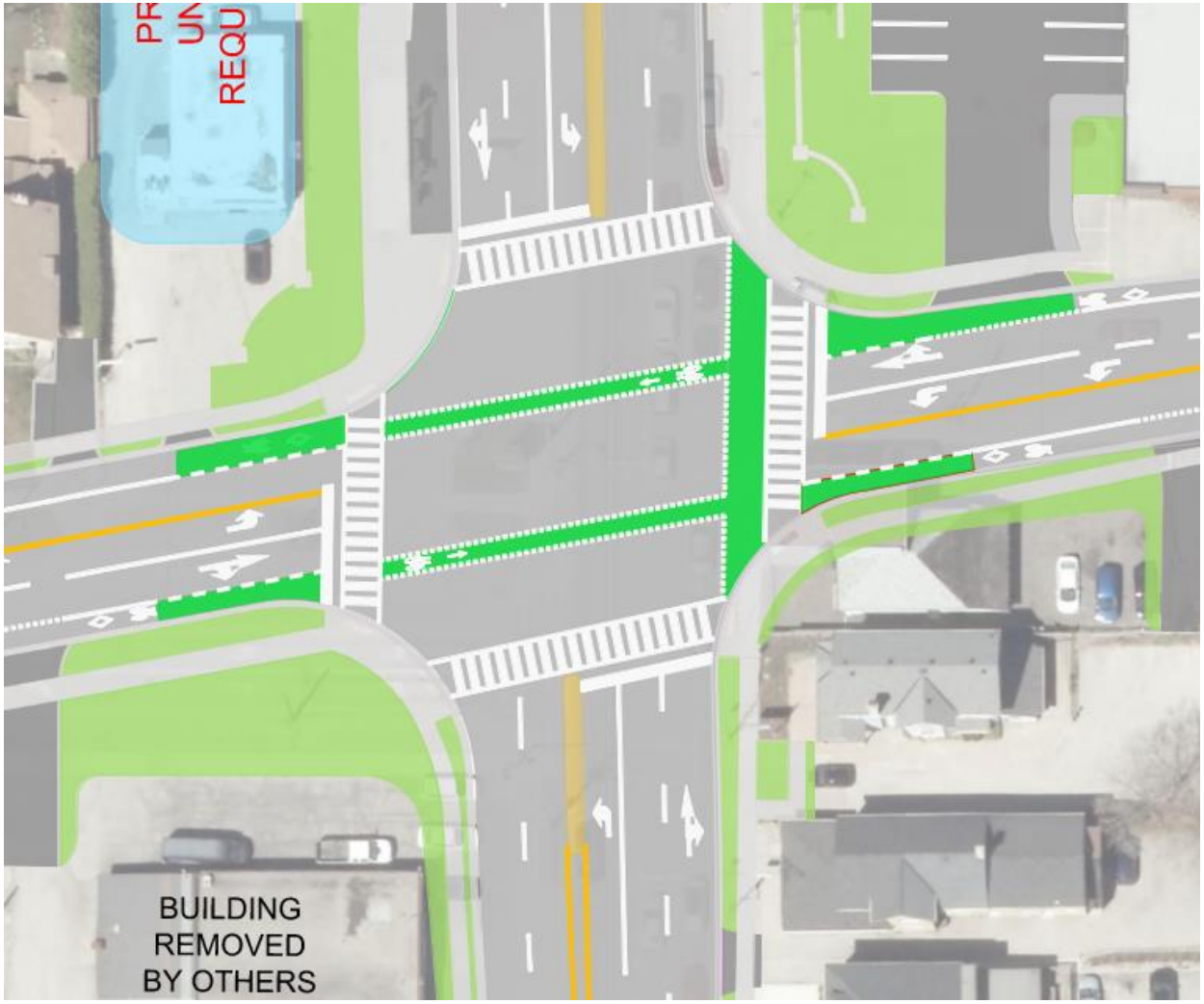
Proposed Design - Plan

- Adelaide St N at Central Ave – full signalized intersection; two through lanes in each direction with opposing left turn
- Central Ave – full signalized intersection; one through lane in each direction with opposing left turns and bike lanes
- Pall Mall St – stop controlled; right-in/ right-out controlled by a center median island
- McMahen St – stop controlled; full movement and Adelaide St N pedestrian crossing on the south side of McMahen St
- Elevated 4m wide multi-use path on both sides of the road

Proposed Design - Plan



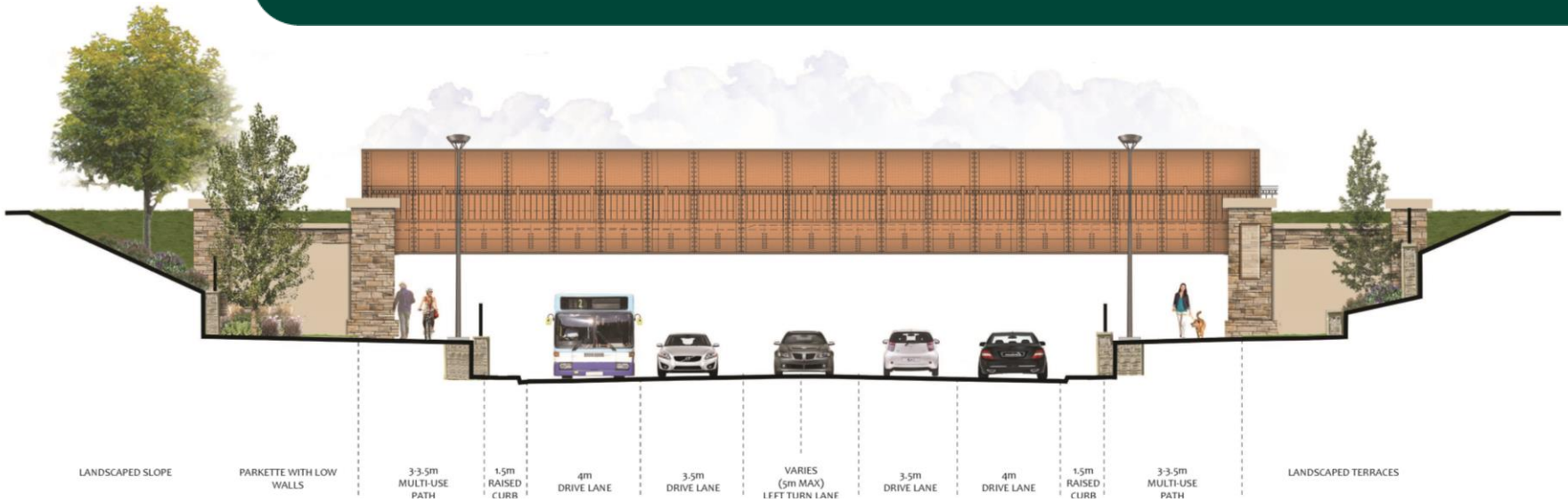
Proposed Design - Plan



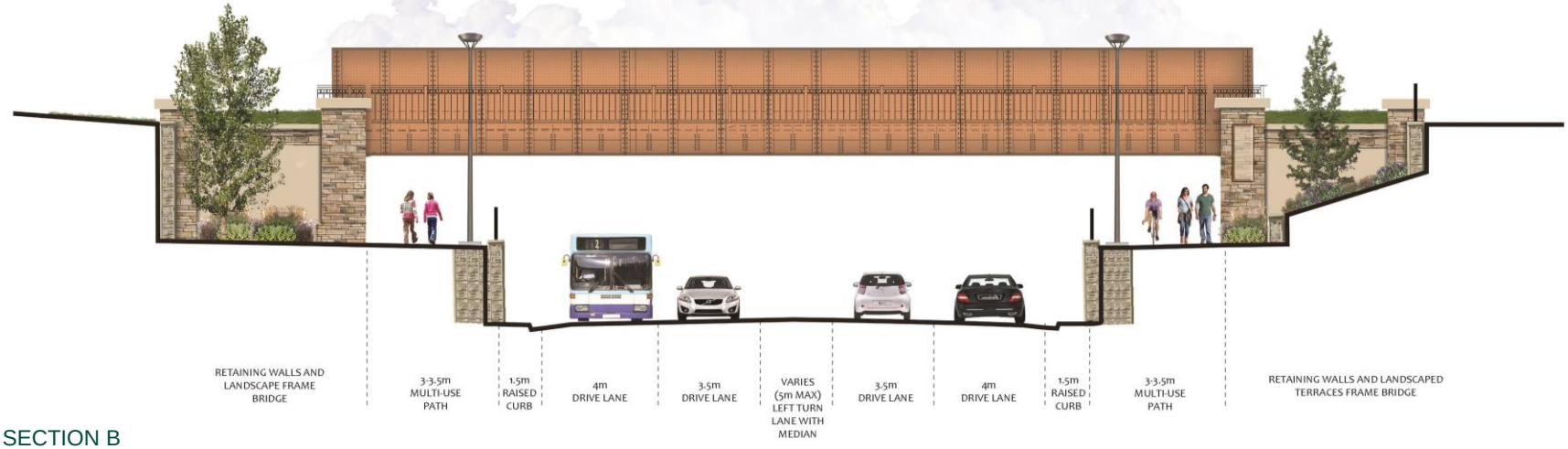
Proposed Design - Plan

Proposed Design - Plan

Proposed Design – Cross-sections

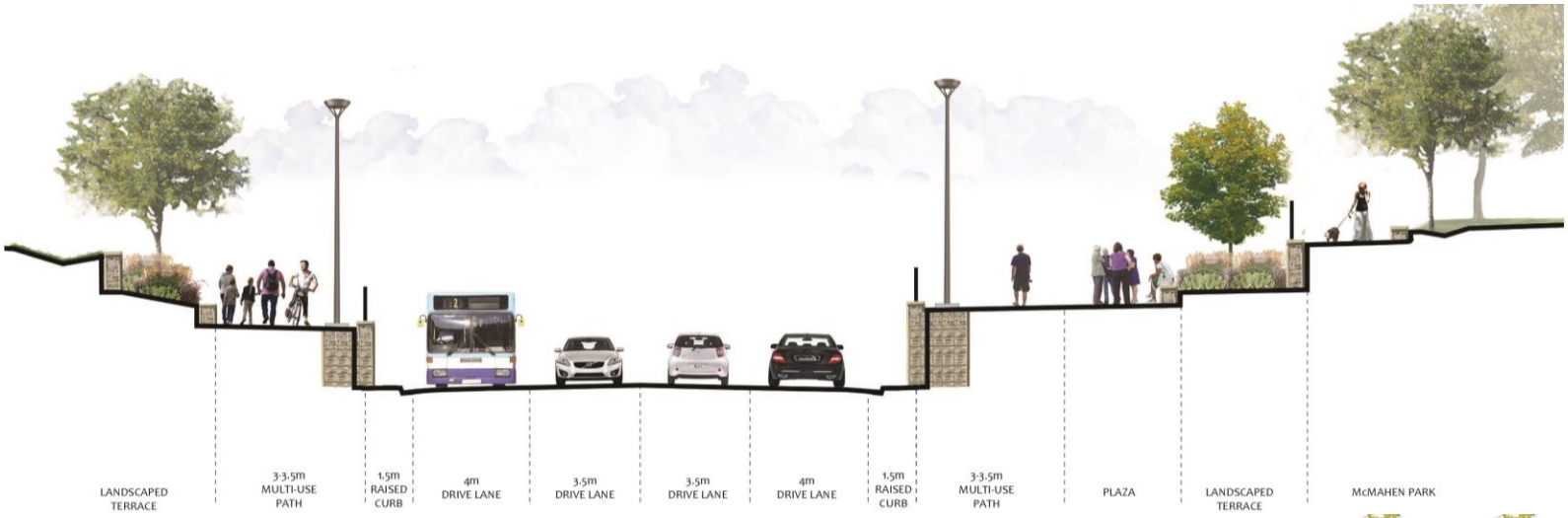


SECTION A
View looking north along Adelaide, with bridge in the distance



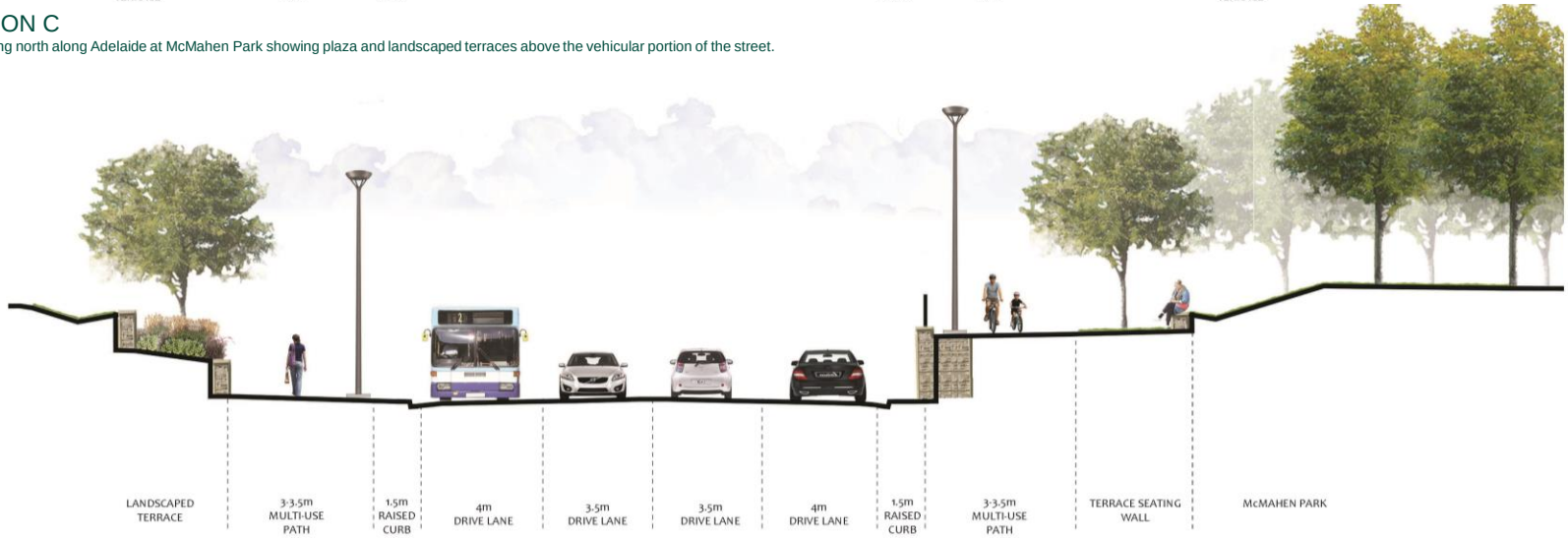
SECTION B
View looking north along Adelaide, showing relationship of bridge, abutment walls and sidewalks

Proposed Design – Cross-sections



SECTION C

View looking north along Adelaide at McMahen Park showing plaza and landscaped terraces above the vehicular portion of the street.



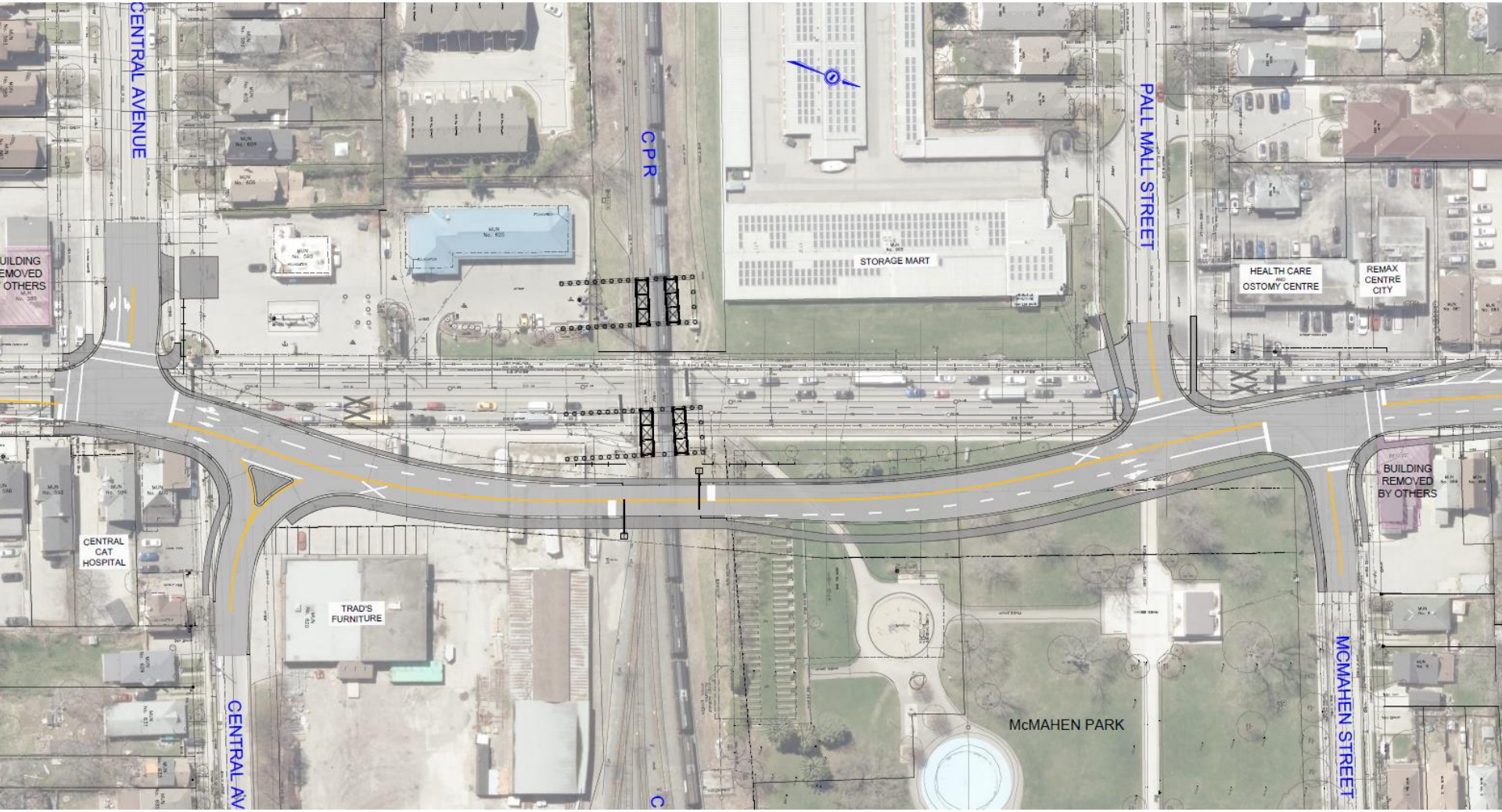
SECTION D

View looking north along Adelaide at McMahen Park showing relationship between elevated park and lowered vehicular portion of roadway

Proposed Design – Detour Road

- East of existing Adelaide Street North, through CP Rail property and McMahen Park
- Two lanes (one in each direction) at the rail crossing
- North of the rail crossing, 2 lanes northbound and 1 lane southbound
- South of the rail crossing, 2 lanes southbound and 1 lane northbound
- This was done so vehicles do not que on to the rail crossing
- Sidewalk on the east side only

Proposed Design – Detour Road



Proposed Design – Rendering

Project Schedule/ Next Steps

- Spring 2021 – 90% design milestone
- Spring 2021 – Public Update Meeting 2
- Late Spring 2021 – Tender/Award
- Summer 2021 – Construction Start

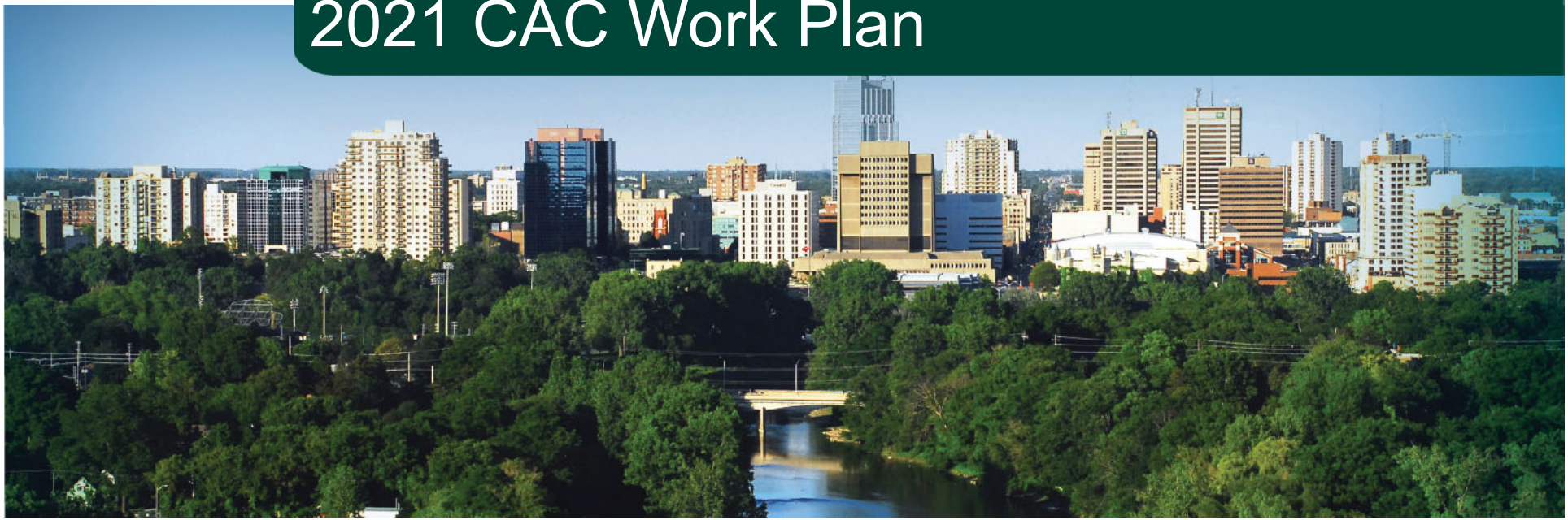
Thank You!

Peter Kavcic, P.Eng.
Transportation Planning and Design
City of London
Tel: 519-661-2489 ext. 4581
Email: pkavcic@london.ca

Josh Ackworth, C.E.T.
Municipal Roads
WSP Canada Inc.
Tel: 289-835-2431
Email: josh.ackworth@wsp.com

London
CANADA

Environmental & Engineering Services 2021 CAC Work Plan



Cycling Advisory Committee

February 17, 2021

City Representatives

SLT liaisons to CAC:

- Kelly Scherr, Managing Director, Environmental and Engineering Services
- Scott Stafford, Managing Director, Parks and Recreation

EES representatives attending CAC:

- Doug MacRae, Director, Roads and Transportation
- Jay Stanford, Director, Environment, Fleet and Solid Waste

Other EES area that will also bring forward items:

- Jennie Dann, Director, Major Projects

Delivering infrastructure projects

- EES brings forward items related to the CAC terms of reference.
- Agenda items are intended to:
  - Update CAC on project advancements
  - Consult CAC for feedback on project design options
  - Consult CAC on program development
  - Notify CAC of key project and program milestones
- This presentation will provide an overview of
  - Major projects for 2021
  - CAC agenda items to watch for in 2021

Roads and Transportation

What we're working on this year:

- Beginning creation of a new Master Plan
- Annual Vision Zero Road Safety Programs
- New and improved "complete" infrastructure
- Active Transportation Program Manager

Roads and Transportation

The following near term items will be brought forward to CAC in 2021:

Timing	Item
Near Term	• Commissioners / Ridout Intersection Design • Downtown Construction Mitigation • Adelaide Street Underpass Design Consultation • Wavell / Brydges Bike Lane Design

Roads and Transportation

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

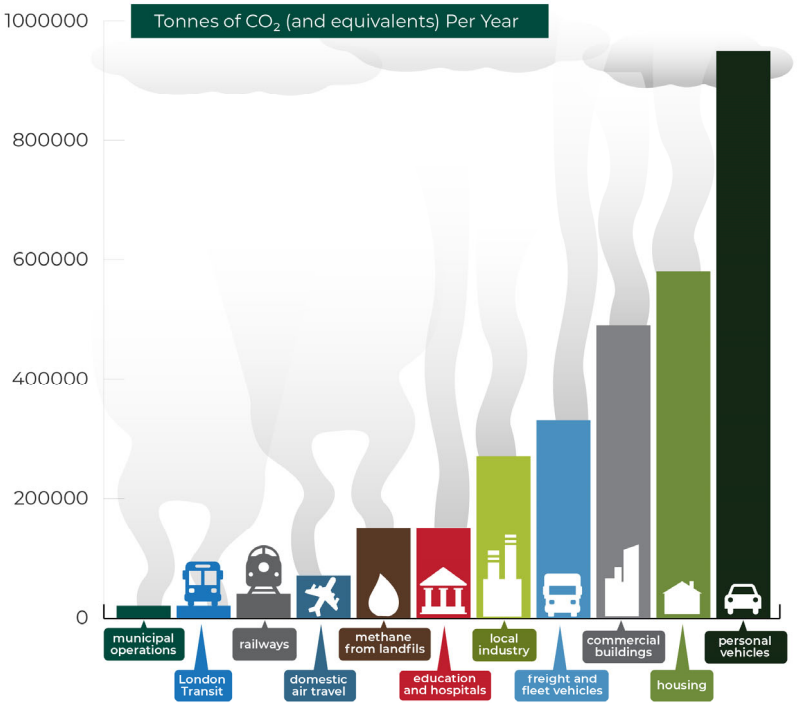
Timing	Item

Later in 2021	• New Master Plan
	• Other Projects such as:
	  • Queens Avenue Bike Lane
	  • Bradley Avenue Bike Paths
	  • Central Avenue Bike Lanes
	  • East London Link and Wellington Gateway (Major Projects Office)
	  • Wharncliffe Road South Improvements
	  • Fanshawe Park Road / Richmond Street Intersection
	  • Southdale Road West Improvements
	• Vision Zero Road Safety Initiatives

Environment, Fleet and Solid Waste

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

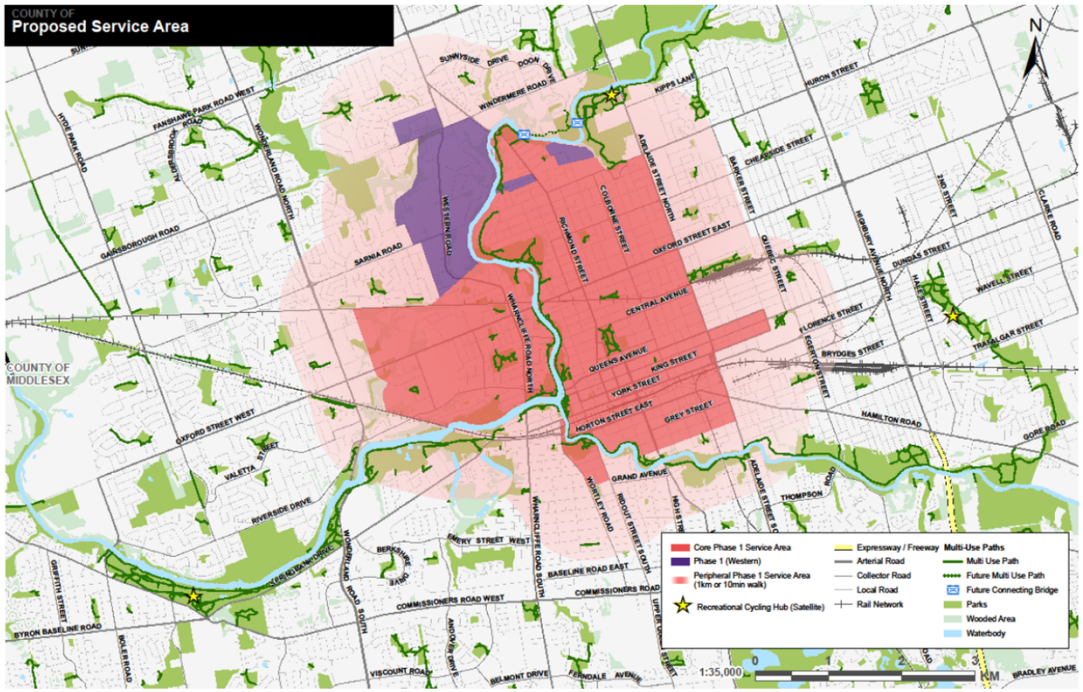


Total greenhouse gas emissions from London have decreased compared to the "peak" in 2007. In 2019, greenhouse gas emissions were 21 percent lower than 2007.

Environment, Fleet and Solid Waste

Revised Micromobility (bikes & e-scooters) RFP

- Engage with partners on allowing e-scooters in London Q1/Q2 2021
- Reissue RFP late Q1/Q2 2021
- Subject to Council approval, launch some services in fall 2021



Environment, Fleet and Solid Waste

TMA Feasibility Study

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

Business Travel Wise Program

- Commute Ontario and London next steps
- COVID update to 2020 work - learnings

Environment, Fleet and Solid Waste

Neighbourhood Bike Parking Guidelines

- Guidance on implementation of bike parking in municipal rights-of-way (ROW) with a focus on areas near transit:
  - Preferred bike rack styles
  - Recommended site planning
- For use by City staff and contractors
- CAC and others input Q1/early Q2 2021
- Finalized Q2 2021

Environment, Fleet and Solid Waste

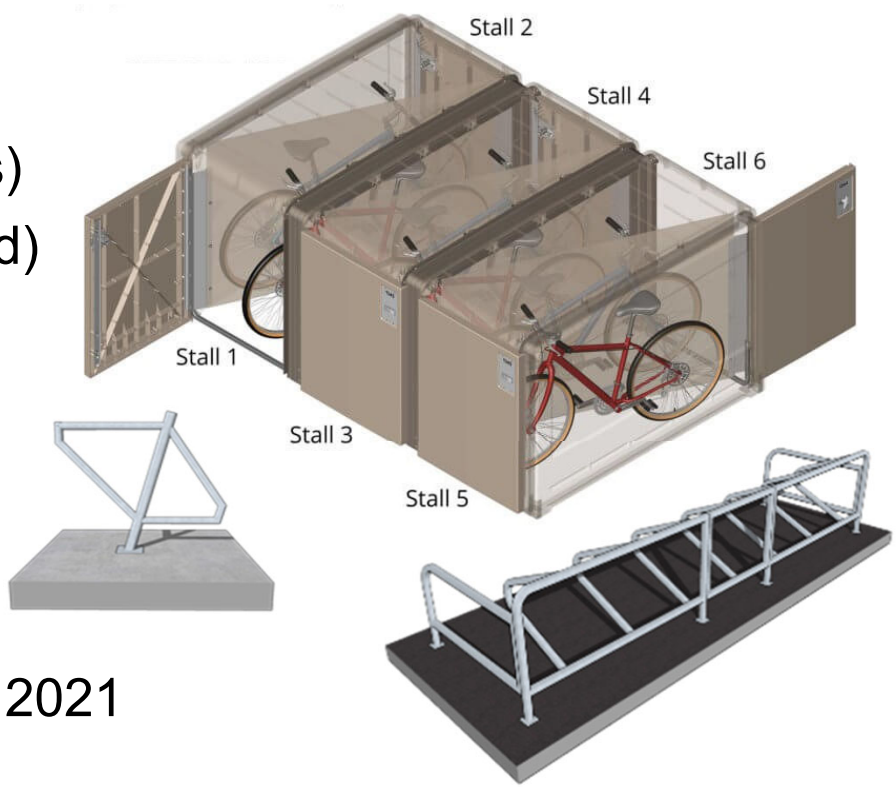
Increased Bike Parking

Downtown/Near Downtown

- Bike lockers (Pilot Project – 3 locations)
- 2 Bike corrals (locations not determined)

Public ROW

- Business Bike Rack Program
- TeMo Bike Post
- CAC and public input on locations



Draft and Finalize Bike Parking Plan Q4 2021

Environment, Fleet and Solid Waste

Cycling Performance Measures

- Develop list of London measures and tracking process
- Partner input including CAC, Q2 2021
- Finalize Q3 2021

Environment, Fleet & Solid Waste

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

Timing	Item	CAC Meeting
Q1/Q2	• CEAP – current materials on website • E-Scooter engagement • Neighbourhood Bike Parking Guidelines	March 17 March 17 or April 21 March 17 or April 21
Later in 2021	• Cycling input for TMA • Outcome of bike and e-scooter share systems RFP (for Council approval and next steps) • Bike parking public ROW locations - Draft & Final Bike Parking Plan • Cycling performance measures	
As needed	• Other CAC items as they arise	

Questions?

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 <u>Not</u> 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
Cycling 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 Cycling Advisory Committee reports to the Municipal Council through the Civic Works Committee. The Cycling Advisory Committee (CAC) will advise and support City Council in the implementation of the City's Bicycle Master Plan (BMP); the cycling component of the Transportation Master Plan (TMP)*; the cycling component of the Active Transportation and Transportation Demand Management; and the cycling component of the London RoadSafety Strategy (LRSS) program by:

- reviewing the following for conformity with the objectives of effective cycling planning:
    - the role of cycling in transportation master planning studies and implementation projects carried out for the City of London;
    - the long term capital plans for bicycle infrastructure and facilities;
    - area planning studies, secondary plans and Official Plan reviews.
- publicizing the benefits and importance of the initiatives designed to achieve the objectives of the BMP, TMP and LRSS;
- assisting in the development of new cycling policies, strategies and programs;
- encouraging public participation in the initiatives designed to achieve the objectives of the BMP, TMP and LRSS;
- advising on measures required to implement the City's commitment to cycling;
- recommending and advising on new cycling initiatives in the context of available approved budgets and under future potential budget allocations; and
- assisting in monitoring the effectiveness of cycling facilities and support programs.

(*Note: All other functions of transportation are handled by the Transportation Advisory Committee.)

Composition

Voting Members

Eleven members consisting of:

- Two members-at-large, both of whom regularly utilize cycling as a mode of transportation in London
- One representative from each of the following with an interest in cycling:
    - Transportation Advisory Committee
    - Advisory Committee on the Environment
    - London Middlesex Road Safety Committee
    - London Cycle Link
    - Thames Region Ecological Association
    - A Cycling Club with membership in the Ontario Cycling Association
    - Urban League of London
    - Chamber of Commerce with an interest in transportation demand management
    - London Development Institute

Non-Voting Resource Group

One or more representatives from the staff of the following service areas/organizations may 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 regularly utilize cycling as a mode of transportation in London may be appointed as a member-at-large. Other members shall be chosen for their special expertise, experience, dedication and commitment to the mandate of the Committee and 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.