

## **Promoting Safe Operation of Fleet Vehicles on City Streets**

**Date:** March 9, 2022  
**To:** Infrastructure and Environment Committee  
**From:** General Manager, Fleet Services Division  
**Wards:** All

### **SUMMARY**

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The purpose of this report is to provide an update to the Infrastructure and Environment Committee (IEC) regarding the number of automated enforcement devices including Automated Speed Enforcement (ASE) and Red Light Camera (RLC) violations issued to City of Toronto vehicles, in addition to providing the information requested by the IEC on January 11, 2022.

Fleet Services provides the City of Toronto with comprehensive, efficient and responsive asset management to support the delivery of public programs and services. In addition to acquiring and maintaining vehicles, we train, upgrade and monitor over 11,000 operators of City vehicles and equipment.

Our services include:

- Establishing guidelines for safe driver operations
- Ensuring safe fleet operations through equipment operator and related training
- Ensuring compliance with the provisions of the Highway Traffic Act

As part of its ongoing mandate to promote safe operation of fleet assets and a reduction of infractions by City Staff, Fleet Services, in partnership with City Divisions and Agencies, has been implementing the following measures:

- Quarterly communication of vehicle infraction volumes, employee fine recoveries, and trends, by City Division
- Semi-annual engagement of Division heads to review trends and implement proactive measures to promote safe driving behaviours
- Updates to Fleet Safety policies to incorporate protocols and enforcement guidelines relating to ASE infractions that reflect severity/frequency of offences
- Centralization of employee fine recoveries with various payment options

## **RECOMMENDATIONS**

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The General Manager, Fleet Services, recommends that:

1. The Infrastructure and Environment Committee receive this report for information.

## **FINANCIAL IMPACT**

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There is no immediate financial impact to the City resulting from this report.

The Chief Financial Officer and Treasurer have reviewed this report and agree with the financial impact information.

## **DECISION HISTORY**

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At its meeting on January 11, 2022, the Infrastructure and Environment Committee directed staff to report back at its March 2022 Committee meeting on [IE27.15 Agenda Item](#)

## **COMMENTS**

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### **Safe Vehicle Operation**

Fleet Services, as the steward of fleet assets for the City, has a responsibility to ensure the safe operation of the entire fleet. Its primary focus is ensuring City drivers operate vehicles in a manner that keeps drivers, pedestrians and other road users safe from harm. This is achieved through driver training and the application of fleet safety policies that govern the use of City vehicles.

All new City drivers receive training and testing in order to obtain City driving privileges. Driver training and behaviour-based programs are regularly updated to address current trends (collisions, traffic infractions, etc.) as well as the design and operation of specialized equipment (e.g., plows, front-end loaders, refuse trucks), which many licensed drivers have not had experience operating. This is achieved through specific and thorough training and testing. Additional training is scheduled regularly to help drivers/operators to continue carrying out their work in a safe, lawful and efficient manner. We also provide awareness campaigns, tailboard talks and tailored training to keep the City's mandate of safe operation front and center.

An example of a specific training program developed and provided in collaboration with Solid Waste Management Services (SWMS) is the Keele Valley Driver Training Centre, [Promoting Safe Operation of Fleet Vehicles on City Streets]

a dedicated facility for new SWMS drivers. New collection truck operators are put through a specialized onboarding course. This centre was designed to help drivers deal with the challenging and unique situations that City streets present.

### Automated Enforcement Device Tickets

All drivers of the City fleet must comply with the Highway Traffic Act and related statutes, regulations and City by-laws, including the City's parking by-laws, while driving for business and while driving City-owned, leased or rented vehicles/equipment. Drivers are responsible for charges related to pay parking, RLC or ASE tickets issued to the City's fleet.

The tables below provide summaries of ASE and RLC tickets issued from July 2020 - December 2021:

Table 1a. ASE Infractions by Division and Unit Type

Division / Agency	Light Duty	Light Duty %	Medium Duty	Medium Duty %	Heavy Duty	Heavy Duty %	Grand Total	Grand Total %	OnRoad Fleet Size	OnRoad Fleet Size %
City Clerk's Office	3	0.8					3	0.7	9	0.3
Corporate Real Estate Management	11	2.8					11	2.4	154	4.3
Eco. Devt. & Culture	1	0.3					1	0.2	7	0.2
Engineering & Constr. Services	4	1.0					4	0.9	64	1.8
Fleet Services	3	0.8	1	3.0			4	0.9	132	3.7
Municipal Licensing & Stds	44	11.2					44	9.6	220	6.1
Parks, Forestry & Recreation	66	16.8	8	24.2	1	3.2	75	16.4	704	19.6
Purchasing And Materials Mgmt.			2	6.1			2	0.4	7	0.2
Shelter, Sup., & Housing Admin	2	0.5					2	0.4	9	0.3
Solid Waste Management	42	10.7	1	3.0	26	83.9	69	15.1	558	15.6
Technology Services	1	0.3					1	0.2	3	0.1
Toronto Building	6	1.5					6	1.3	26	0.7
Toronto Housing Company	90	23.0					90	19.7	207	5.8
Toronto Public Library	1	0.3				0.0	1	0.2	56	1.6
Toronto Water	62	15.8	9	27.3	3	9.7	74	16.2	731	20.4
Transportation Services	56	14.3	12	36.4	1	3.2	69	15.1	640	17.8
<b>Grand Total</b>	<b>392</b>	<b>100.0</b>	<b>33</b>	<b>100.0</b>	<b>31</b>	<b>100.0</b>	<b>456</b>	<b>100.0</b>	<b>3586</b>	<b>100.0</b>

Table 1b. RLC Infractions by Division by Unit

Division / Agency	Light Duty	Light Duty %	Medium Duty	Medium Duty %	Heavy Duty	Heavy Duty %	Grand Total	Grand Total %	OnRoad Fleet Size	OnRoad Fleet Size %
City Clerk's Office	1	1.1					1	0.8	9	0.3
Corporate Real Estate Management	6	6.3					6	4.7	154	4.3
Eco. Devt. & Culture	1	1.1					1	0.8	7	0.2
Engineering & Constr. Services	1	1.1					1	0.8	64	1.8
Municipal Licensing & Stds	10	10.5					10	7.8	220	6.1
Parks, Forestry & Recreation	14	14.7	3	15.8			17	13.2	704	19.6
Purchasing And Materials Mgmt.			1	5.3			1	0.8	7	0.2
Shelter, Sup., & Housing Admin	1	1.1					1	0.8	9	0.3
Solid Waste Management	11	11.6	4	21.1	9	60.0	24	18.6	558	15.6
Toronto Housing Company	15	15.8					15	11.6	207	5.8
Toronto Public Library	1	1.1					1	0.8	56	1.6
Toronto Water	13	13.7	6	31.6	3	20.0	22	17.1	731	20.4
Transportation Services	21	22.1	5	26.3	3	20.0	29	22.5	640	17.8
<b>Grand Total</b>	<b>95</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>	<b>15</b>	<b>100.0</b>	<b>129</b>	<b>100.0</b>	<b>3586</b>	<b>100.0</b>

Table 2a. ASE TOP 10 Wards and Locations

Top 10 Wards	Count of ASE
21	51
24	43
5	42
25	38
17	36
19	31
20	20
9	18
6	16
22	16

Top 10 Locations	Count of ASE
Ellesmere Rd. W/B East of Mondeo Dr.	48
Sheppard Ave. E. W/B West of Don Mills Rd.	33
Victoria Park Ave. S/B South of Tiago Ave.	28
Birchmount Rd. N/B North of Kingston Rd.	18
Scarborough Golf Club Rd. N/B North of Lawrence Ave. E.	17
Jane St. N/B North of Lambton Ave.	16
Caledonia Rd. S/B North of Rogers Rd.	15
Greenwood Ave. S/B South of Glebeholme Blvd.	14
Kingston Rd. W/B Near Heyworth Cres.	12
Birchmount Rd. S/B South of Huntingwood Dr.	11

Table 2b. RLC TOP 10 Wards and Locations

Top 10 Wards	Count of RLC
10	19
13	12
4	10
5	9
2	8
21	6
23	6
8	6
20	5
6	5

Top 10 Locations	Count of RLC
Lake Shore Blvd. and York St.	7
Lake Shore Blvd. and Jameson Ave.	5
Richmond St. and Parliament St.	4
Finch Ave. and Gordon Baker Rd. / HWY 404 N Ramp	3
Sheppard Ave. and Malvern St. / Progress Ave.	3
Lawrence Ave. and Marlee Ave.	3
Burnhamthorpe Rd. and The East Mall	3
Lake Shore Blvd. and Spadina Ave. / Lower Spadina Ave.	3
Keele St. and Wilson Ave.	3
Adelaide St. and Parliament St.	3

## **Consequences of Traffic Violations**

Fleet Services' primary responsibility is the safe operation of City vehicles. It monitors vehicle infractions and notifies Divisions responsible for these infractions so that action can be taken. Once notified, that Division informs the driver of the violation and initiates the process to recover the cost of the violation from the driver who is personally responsible as per the Toronto Fleet Safety – Policies and Procedures (section 5.2 Driver Responsibilities - please refer to "Policy for Paying Speeding Tickets" below).

Fleet Services records infractions, updates and reviews driver records, and takes necessary actions such as: (1) remedial driver training in order to improve driver behaviour (i.e. Defensive Driving or Professional Driver Improvement courses); and/or (2) permit suspension.

Fleet Safety works with Divisions to implement necessary actions based on: (1) each particular circumstance, (2) the driver's record (i.e. whether they are a repeat offender), and (3) the severity of the offence. Data is collected and analyzed to determine training requirements City-wide, based on vehicle operations and infractions.

## **Policy for Paying Infractions related to use of Fleet Assets**

Fleet Services policies govern the use of its vehicles including the safe operation of fleet assets and the employee's responsibilities as they relate to automated enforcement equipment.

The City of Toronto Fleet Safety – Policies and Procedures (section 5.2 Driver Responsibilities) establishes that:

"The driver is responsible for all charges (i.e., parking, red light camera, speeding, towing, and impoundment charges) resulting from failure to comply with the Highway Traffic Act (HTA) and its regulations, local municipal by-laws and Criminal Code of Canada (CCC) infractions where they pertain to vehicle/equipment operation. Unpaid violations are subject to late fees and re-licensing denial. The total of the penalties, original violation costs, late fee and services fee will be directed to the initial driver/operator."

For additional information see policy:

[http://insideto.toronto.ca/fleet/policies/tickets\\_city\\_vehicles\\_policy.htm](http://insideto.toronto.ca/fleet/policies/tickets_city_vehicles_policy.htm)

## **Summary**

In partnership with Divisions and Agencies, Fleet Services monitors the performance of City drivers. A process to recover funds for both ASE and RLC tickets is in place and implemented for all violations. In each instance, City of Toronto drivers are held accountable and receive additional training or other measures depending on the circumstances. By working together with Divisions and staff operating City vehicles to deliver services, we are effectively ensuring accountability by each individual.

Our main goal is to continually improve driving behaviour and promote a culture of compliance with all regulations to make roads safer for City operators and the public.  
[Promoting Safe Operation of Fleet Vehicles on City Streets]

Fleet Services is currently installing integrated vehicle telematics devices on City vehicles and equipment. Telematics will allow us to collect and analyze key vehicle operation information which will enable us to identify areas of concern and address them through targeted training, leading to improved driver performance, improved service delivery, and financial savings.

## **CONTACT**

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## **SIGNATURE**

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