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Criteria for Vehicle for Hire Training, City of Toronto

The requirements listed below represent the basic understandings a vehicle-for-hire driver should have to operate safely in the City of Toronto. The requirements include elements from federal and provincial laws and regulations, city bylaws and also industry best practices.

Driver safety training for vehicle-for-hire drivers is in addition to other safety initiatives such as requirements for additional years of driver experience, 'watch for bikes' stickers, secure mounting mechanisms for electronic devices, criminal record and judicial matters checks and weekly screening of driver abstracts.

*For those sections identified with a (**P**) the City recommends that these practical elements of the curriculum be delivered and/or tested through in-car training, video or simulations on-line.*

Part A: Business Requirements

1.1 **Business address**
    1.1.1   Mailing address, website, email and main contact person

1.2 **Business certification or registration (could include applicable accreditations from MTO and other regulatory agencies)**
    1.2.1   Applicants may include, community colleges, professional training schools, private training colleges/schools or consultants

1.3 **References (at least 2 references to previous adult training delivery)**
    1.3.1   References must show a history of teaching and learning for adults

1.4 **Instructor attached to the training (instructor credentials and/or certifications)**
    1.4.1   Example of instructors must show a history and/or qualifications of on-line learning, adult education, and/ or driver training education

1.5 **Record keeping**
    1.5.1   Describe how completion data will be shared and through what systems
    1.5.2   Demonstrate example of consent to share educational records with the City of Toronto and/or Taxicab Brokerages and PTCs

1.6 **Evaluations**
    1.6.1   Demonstrate how and at which points throughout the training students will be evaluated. Note: passing grade must be 70%.

1.7 **Instructor to student ratio**
    1.7.1   Advise of instructor to student ratio based on mode of delivery

1.8 **Mode of delivery**
    1.8.1   Delivery models may include one or a combination of approaches: classroom, in-car, online

Part B: Curriculum requirements

1.0   Transporting Passengers in a Safe Manner (P)
1.1   Safe driving behaviours, including safe pick-ups and drop-offs
    1.1.1   Explain how to use vision effectively and demonstrate the 5 key elements:
- looking far ahead (20-30 seconds ahead)
- being aware of your surroundings (360°)
- keeping eyes scanning (every 2 seconds)
- managing the 5 risk areas around the vehicle (space)
- being visible to others (lights, horn, signals etc.)

    1.1.2   Explain and demonstrate how to communicate effectively with other road users
    1.1.3   Explain and demonstrate how to determine low and high risk for passenger pickup and drop off areas
    1.1.4   Explain and demonstrate safe stopping speeds and distances from other vehicles
    1.1.5   Explain and demonstrate how to minimize disruption in traffic flow (parking)

1.2   Sharing the road with vulnerable road users
    1.2.1   Define the difference between a crossover and a crosswalk
    1.2.2   Explain how leading pedestrian interval and leading bicycle interval signals work
    1.2.3   Explain and demonstrate safe responses to slow-moving road users
    1.2.4   Explain how to respond to emergency vehicles

1.3   Driving at night and in bad weather
    1.3.1   Explain methods of responding to adverse conditions such as snow, rain, glare, washed-out roads
    1.3.2   Define vehicle equipment requirements for winter conditions
    1.3.3   Define the requirements for reporting collisions

1.4   Distracted driving
    1.4.1   Define distracted driving as per the Highway Traffic Act , including fines and demerit points
    1.4.2   Explain how to safely manage electronic devices such as cell phones, GPS

2.0   Driving in an Urban Setting (P)
2.1   Cycle Tracks and Bike Lanes
    2.1.1   Explain and demonstrate how to share the road with cyclists on or in bicycle lanes, cycle tracks, bicycle boxes, sharrows and non-marked roads, loading/unloading in/adjacent to bike lanes
    2.1.2   Define the legal and safety issues when opening doors in live lanes - HTA S-165 (1) and demerit points. Explain options such as the "Dutch Reach"
    2.1.3   Explain and demonstrate when and how to pass cyclists safely
    2.1.4   Explain and demonstrate how to position for turns with cyclists

2.2 Unique Streets

2.2.1 Explain how to manage some of our more unique streets, such as, but not limited to, King St., Jarvis St., St. Clair West, Spadina Ave., Eglinton Ave.

2.3 Sharing the road with the TTC

2.3.1 Explain and demonstrate how to manage passing street cars when doors are open, closed and transit islands

2.3.2 Explain and demonstrate sharing the road as it pertains to pedestrians crossing the road, standing on the sidewalk or walking on the roadway, when accessing the TTC

2.3.3 Explain and demonstrate proper safety procedures for stopped buses that are picking up and dropping off passengers

2.3.4 Explain and demonstrate proper precautions with buses merging back into traffic after dropping off passengers

3.0 Providing Service to Accessible Users

3.1 Disability awareness

3.1.1 Define and explain the definition of disability, including visible and non-visible disabilities

3.1.2 Describe unconscious bias and stereotypes

3.1.3 Review the AODA and requirements for service providers

3.2 Service Provision – Mobility and Non-mobility Disabilities

3.2.1 Identify common mobility devices and how they are used

3.2.2 Review requirements for transporting customers with service animals and assistive devices

3.2.3 Review emergency procedures

3.2.4 Describe consequences of human rights violations

4.0 Anti-racism and Discrimination

4.1 What is discrimination?

4.1.1 Define discrimination, including reference to Canadian Human Rights Act and Ontario Human Rights Code and identify all the grounds for discrimination under the Ontario Human Rights Code

4.1.2 Describe potential impacts of personal biases on service provision

4.1.3 Define discrimination in customer service environment i.e. professional obligations around serving diverse customers without discrimination

4.2 Types of Harassment

4.2.1 Define types of harassment under the Ontario Human Rights Code, showing examples of harassment in the workplace

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4.3   Understanding Equity and Inclusion

    4.3.1   Define and describe equity and inclusion

    4.3.2   Describe the benefits of diversity and inclusion

4.4   Addressing Unwelcome Behaviour

    4.4.1   Explain and describe conflict management techniques

    4.4.2   Explain managing customer expectations and best practices in service communication

5.0   Legal Requirements

5.1   Compliance with the Highway Traffic Act and National Safety Code

    5.1.2   Define and explain legal requirements surrounding driving a vehicle-for-hire, including but not limited to Reg. 613 Seatbelt Assemblies.

5.2   Rights and Responsibilities under the Ontario Human Rights Code

5.3   Offences and Charges under Chapter 546

    5.3.1   Review Toronto Municipal Code Chapter 546, clearly outlining all requirements under the Code