

**FOR THE RENEWAL OF THE COLLECTIVE AGREEMENT  
EXPIRED ON JANUARY 26, 2025**

**BETWEEN**



**(C.O.B. as BLUE LINE TAXI)**

**(COLLECTIVELY REFERRED TO AS THE “COMPANY”,  
MEMBERS OF THE OWNERS GROUP  
{COLLECTIVELY REFERRED TO AS THE “OWNERS GROUP”})**

**AND**



**ITEMS AGREED TO DURING BARGAINING**



## ARTICLE 6: UNION SECURITY

6.04 The Company shall collect all dues, initiation fees, and/or assessments and submit a cheque made payable to the Union. **The Company shall have a cheque ready for the Union no later than the 29th, day of each month.** Drivers commencing employment after the 15th day of the month shall be listed separately for the following month.

## ARTICLE 9: DISCIPLINE AND DISCHARGE

~~9.08 No driver shall be booked off the computer, have dispatch services curtailed or suspended without just cause prior to the completion of their shift except where:~~

- ~~i. The driver has not fulfilled his monetary obligations to the Owners Group or the Union.~~
- ~~ii. The taxicabs that are owned by Members of the Owners Group are required for garage service.~~
- ~~iii. The taxicab is dirty, either inside or outside or both (car wash).~~
- ~~iv. The driver has stolen a fare, in accordance with schedule E.~~
- ~~v. The driver is not properly dressed, or~~
- ~~vi. The driver is intoxicated or on illegal drugs.~~

## ARTICLE 12: DISPATCH

12.07 The Company shall ensure that all requests for taxicab service, ~~save and except requests for non-metered service,~~ are dispatched through the computerized dispatch system of Blue Line Taxi Ottawa Division, and shall only be dispatched to Ottawa licensed Blue Line taxicabs in an equitable manner as determined by the terms of this agreement.

~~The Company agrees to supply the Union a list of hire cars and information regarding method of assignment of such cars.~~

12.26 (a) The Company shall assign a **Supervisor** to be available to deal with the following:

[...]

12.28 a) A passenger van / **full size SUV** is a vehicle that can accommodate up to six (6) passengers including the driver. A passenger van request is different from an "accessible van" request in that it does not take electric and non-collapsible manual wheelchair, or medical conditions that would prohibit the customer from entering a typical sedan/van, where such request is specifically made by the customer. Request(s) for a passenger van / **full size SUV** from Blue Line shall be dispatched to Blue Line drivers and not dispatched to other fleets if there is an available passenger van / **full size SUV** for hire at the time.

12.29 A Committee from the Company and Blue Line unit shall meet ~~during the first six (6) months, after ratification,~~ to discuss and make suggestions with respect to issues and glitches experienced by the drivers for the enhancement of customer service. The committee will also discuss the possibility of applying promotions and discounts for Blue Line app customers.

12.31 ~~Upon Ratification,~~ The Company agrees to apply for a modification to the Dispatch system to be able to charge for cancellations and/or incorrect pick-up addresses, by those customers using the App, except for Account Fares.

### ARTICLE 13: DISPATCH

13.01 [...]

~~e) The Company will accommodate specific requests from the Union to increase or decrease the current limits on the number of cars able to book on any stand where possible within the present system as configured.~~

[...]

f) Any driver caught with a second meter in the vehicle shall be terminated from the Company with such termination being deemed **for** cause.

13.03 Drivers will no longer be placed in the first available position in the priority queue where they:

[...]

iii. Attributed fares will be limited to the following:

1. Animals: except service animals.

a. Dog-large animal **(D)**

[...]

13.04 In the event of a failure or malfunction of the computerized dispatch system, within ten (10) minutes, fares available shall be made known to drivers through **“Telegram” or any other compatible available software** subject to the driver providing a proper cell phone number in compliance with 12.25. Failure of the drivers to do so shall indemnify the Company of liability to the driver per 13.02.

13.15 [...]

b) Accessible Vehicle Dispatch

5. If a driver of an accessible taxicab who has accepted an accessible fare and who requests to be covered, if such request is granted by Ziptrack, the driver shall be booked off the Ziptrack system for **one (1) hour**.

[...]

10. An accessible driver doing ParaTranspo work shall not be allowed to book into the dispatch system during his scheduled hours of ParaTranspo operation **except where s/he has a period of unscheduled work not less than one (1) hour. When directed to do so by the Dispatcher.**

[...]

11. The Company shall not permit any ParaTranspo drivers to book regular taxi fare(s), until he/she finishes their last ParaTranspo assigned fare except **when directed by the dispatcher.**

[...]

14. **The driver of an accessible taxicab that rejects or is deemed to have rejected an accessible fare shall be booked off the dispatch system until the accessible fare is accepted and/or serviced.**

## ARTICLE 15: TECHNOLOGICAL CHANGE

**15.04 All Ex-Airport drivers' seniority must be registered with the Union and appear on the union dues list.**

## ARTICLE 16: SENIORITY

16.05 [...]

- c) Drivers on layoff should provide a telephone number **and email** where they could be reached and notify the Company and the Union of any changes.

16.06 A driver injured or ill should notify the individual member of the Owners Group and the Union within two (2) weeks of his absence and should arrange to provide a detailed medical certificate as evidence of injury or illness and an estimated time of return signed by a doctor in order to preserve his seniority. Only an employee returning from an absence of **twelve (12) months** or less due to injury or illness shall be returned to his previous vehicle provided that said vehicle is still working as a taxicab, if it is not, he shall be returned to another vehicle on the same shift he had prior to his injury or illness.

A driver replacing another driver who is on sick leave shall be notified of his status by the Owners Group and the Owners Group shall notify the Union of all details.

In the event a Member of the Owners Group requires a replacement driver, it shall hire on the following basis:

- (a) From among laid off drivers of the particular member in reverse order of lay off.
- (b) From among laid off drivers operating under the Blue Line roof sign in reverse order of lay off.

16.08 A driver's association with the Company shall be deemed terminated and he shall lose all seniority and shall be struck from the seniority list if he:

- (a) Knowingly provides the Company with false information under Article 16.04 ~~or 16.09~~,  
[...]

#### **ARTICLE 18: SAFETY AND HEALTH**

18.02 The safety committee shall discuss the implementation of a safety course. The committee shall also be mandated to investigate safety solutions with the committee's recommendations to be presented to the Company ~~within one hundred and twenty (120) days of ratification of this agreement.~~

18.04 The Company and the Owners Group shall supply only safe and roadworthy rental taxicabs, and the equipment contained therein, and the rental taxicabs themselves shall be maintained in good working order. Each rental taxicab shall meet the mechanical fitness standards as defined in Provincial legislation.

~~The Owners Group shall supply their rental taxicabs with shields or equivalent amount for a proven safety device, at the discretion of the driver, upon request from the driver(s) [in case of dispute between drivers, the night driver shall decide, and the Member of the Owners Group should make suitable arrangements.~~

#### **ARTICLE 20: STATUTORY HOLIDAYS**

20.01 The Owners Group agrees to grant the following statutory holidays to employees with more than one (1) year of continuous unbroken service, except for approved leave and bonafied absence due to illness, with the individual member of the Owners Group:

[...]

~~Within sixty (60) days of the ratification of this Collective Agreement or thirty (30) days from the first anniversary of his date of hire, any driver wishing to substitute his personal religious holidays for any of the above listed statutory holidays, must provide in writing the names and dates of his personal religious holidays to the Company, and such shall be binding for the duration of this Collective Agreement.~~

[...]

## **ARTICLE 21: TIME OFF**

21.03 The Parties agree that roof signs, taxi license plate, computer equipment (Tablet), and all other items **must** remain with the Company during the single plate owner and single plate lessees' time off.

21.06 The Parties agree that rental vehicles, roof signs, licenses and all other items **must** remain with the Company during a rental driver's time off.

### **21.13 Time Off Requests for Para Transport Drivers**

- 1. Drivers who are part of the Para Transpo fleet must obtain prior approval from the Para Division for all time off requests.**
- 2. The maximum number of drivers eligible for time off at any given time will be determined based on the availability of assigned Para work.**
- 3. Time off requests will be processed on a first-come, first-served basis, subject to the operational needs of the Para Division, the need to maintain adequate coverage, and the obligation to fulfill the contract with the City of Ottawa.**

## **ARTICLE 22: TAXI PACKAGE**

22.02 For Company rental vehicles only, the Company shall provide at no extra cost above those listed in 27.02 (c), ~~(d), e, & (f)~~, insurance coverage with collision provision deductible not exceeding \$1,000.00 or the cost of repairs whichever is less, for each at fault accident.

## **ARTICLE 24: PLATE LEASING AND PLATE SALES**

24.03 Any Member of the Owners Group owning four (4) plates or less, regardless of the roof sign under which they operate, may choose to put one (1) of his plates on a taxicab vehicle and work on said plate as the principal driver, by displacing the most junior lessee with one hundred and eighty (180) days written notice. This procedure will be allowed once during the term of this Collective Agreement. The Member of the Owners Group shall give the displaced lessee a shift. If said plate becomes available to be leased, it will be given back to the displaced lessee.

The entitlement under this clause does not apply to Members of the Owners Group who currently drive a taxicab or drove a taxicab during 1999 regardless of the roof sign. This clause does not apply to persons who become Members of the Owners Group on or after the date of ratification of this Collective Agreement **January 27, 2022**.

## ARTICLE 27: RENTAL CHARGES AND TERM OF AGREEMENT

27.01 This agreement shall take effect upon the date of ~~award~~ **ratification** and shall be binding upon both parties for thirty-six months following the date of ratification and shall continue for annual periods, unless either party gives at least ninety (90) days' notice that it wishes to amend this agreement.

## ARTICLE 28: GENERAL

28.18 ~~Within one month of ratification of this agreement,~~ All Blue Line customer receipts shall include the following: We provide battery boost for \$25.00. As a condition of providing boosts, a driver shall be required to execute the following: Drivers' Indemnification for Doing Boost.

[...]

## SCHEDULE "B": EXISTING CUSTOMS, RIGHTS AND PRIVILEGES

[...]

2. Insurance premiums shall be payable **monthly**.

[...]

## LETTER OF UNDERSTANDING #3

The parties agree that the Company, for the life of this Collective Agreement, shall have **all its staff employees** properly trained in dealing with its customers in a professional and respectful manner.

[...]



## HOUSEKEEPING

Articles 12 and 13 are both titled Dispatch. Move all language from existing Article 13 under Article 12, and re-number accordingly.

## ARTICLE 4: MANAGEMENT RIGHTS

4.12 It is understood and agreed that it is the mutual desire of each of the parties to maintain and promote an experienced fleet of drivers in the Ottawa Division of Blue Line Taxi and to accomplish this objective, it is agreed that the following provisions and fee schedule shall apply:

All prospective drivers must:

- a) Comply with Article 16.04,
- b) i) Pass such additional training and testing, including but not limited to accessibility understanding as may be prescribed from time to time by Coventry Connections, the City of Ottawa, the Province of Ontario and/or the Federal Government.

**(ii) Where a taxi driver is proven to have provided inadequate service during the course of their obligatory duties, the driver shall be required to attend a mandatory one-day customer service training session. The training will be organized and provided by the Company, and the driver must complete the training within thirty (30) days of being notified of the requirement.**

**Failure to attend and complete the training within the specified time frame may result in disciplinary action, up to and including suspension from the Company Dispatch System until the training is completed.**

[...]

## ARTICLE 12: DISPATCH

12.03 All calls, trips or parcels placed through the Blue Line Taxi Ottawa Division, originating outside the City of Ottawa, shall be dispatched using a combination of:

- i. Closest Vehicle (CVD/Proximity) and
- ii. Longest wait in zone

and must be accepted by all drivers. Exceptions will be made for animals except service animals, non-collapsible wheelchairs/mobility devices, parcels, boost, and large trunk requests.

All APP **and Web** fares will be dispatched by CVD/Proximity.

All Calls placed for 'Bus Stop pick-ups' shall be dispatched by proximity within sixty (60) days from ratification.

~~It is agreed that the Company will endeavor to grant 'no show(s) at bus stop(s) after thirty (30) seconds of the drivers' request.~~

**All addresses currently listed as sub-zones, except current Company concessions, will be dispatched as straight calls.**

- 12.08 Any requests for non-metered service or other special services **received through the telephone number 613-238-1111, APP calls, web calls, SMS calls, Facebook, IVR** shall be distributed in a fair and just manner to cars and drivers **of Blue Line Taxi.**

## **ARTICLE 28: GENERAL**

- 28.18 ~~Within one month of ratification of this agreement,~~ All Blue Line customer receipts shall include the following: We provide battery boost for ~~\$25.00~~ **\$35.00**. As a condition of providing boosts, a driver shall be required to execute the following: Drivers' Indemnification for Doing Boost.

[...]

*The Company agree that the phrase "plus airport fees when applicable" will be added on the next order of receipt cards.*

## **ARTICLE 30: ADVERTISING**

- 30.02 The Company, Union and drivers shall be permitted to seek advertising to be placed on or in taxicabs. The parties shall discuss each advertising contract obtained to facilitate the procedure for the placement of the advertising. The Company and the Union shall have the final approval for all such advertising. Each account holder shall have the option to participate in such advertising. The net (after all expenses have been paid) revenues earned shall be distributed as follows:

- (i) Ninety percent (90%) to the account holder who owns the car
- (ii) Ten percent (10) % to the Company.

~~If the Union is successful in procuring a contract for the purchase and implementation of Global Positioning Systems in each taxicab, and the Union is successful in procuring advertising contracts to pay for these systems, the above distribution of advertising revenues shall not apply until the systems have been paid for.~~

## **SCHEDULE "C": RULES AND REGULATIONS**

- 3.3 No complaining to customers about short fares or time calls. Drivers refusing and/or complaining to customers about short fares, will be subject to the following penalties:

- **As per Article 12.19**

[...]

- 7.6 ~~All new radio and meter~~ **All equipment owned by the Company** must be approved by the Company prior to installation to ensure equipment is compatible with computer dispatch system.

## **PARA DRIVER BOOKLET**

### SECTION 1: BLUE LINE PARA ROTATION GUIDELINES

#### 1.4 DRIVER POOL ORGANIZATION

- c) Multi-Plate Owner Access: Accessible plates owned by multi-plate owners, as outlined in "Schedule A – The Owners Group," shall have access for Para work based on an established ratio of **90%** for full-time Para work and up to **75%** for backup Para work on a four-week rotation basis.

#### 1.5 ATTENDANCE AT THE DRAW

- a) All qualified drivers whose turn it is to work **five days** must attend the draw, based on the number of runs available at the time of the draw.

### SECTION 3: RULES AND REGULATIONS GOVERNING PARA WORK

#### C. VEHICLE

- a) **All vehicles used for providing Para Transpo service must be approved by the Company and meet minimum size requirements. Vehicles must be equipped with functioning heating and air conditioning systems and must be scent-free to remain in service.**
- b) **Accessible vans equipped with side wheelchair loaders are not deemed acceptable for operating Para Transpo services. Drivers utilizing such vehicles will not be permitted to serve Para clients or participate in the Para Transpo service provided by the Company. All accessible vehicles must meet the standards and specifications set by the Company to ensure compliance with service requirements and client safety.**

[...]

- j) **All drivers are required to purchase, at their own expense, a Company-approved Para Transpo roof sign to operate under the service.**

#### E. COMPLAINTS

- f) **The City of Ottawa reserves the right to remove a driver from providing Para Transpo services during the course of an investigation or as a result of its findings. The City may also request additional training for a driver when deemed necessary.**

F. SCHEDULE

g) **Drivers, who are deemed to be working the Full-Time Para rotation, commit to working from 6am to 6pm. Any driver who does not complete or return their assigned route without just cause shall be subject to accelerated discipline.**

[...]

j) The driver shall be paid **\$9** for an in-town