

City of Mississauga Corporate Report



Date: November 15, 2021

To: Chair and Members of General Committee

From: Geoff Wright, P.Eng, MBA, Commissioner of
Transportation and Works

Originator's files:

Meeting date:
December 1, 2021

Subject

Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy

Recommendation

That the Corporate policy and procedure attached as Appendix 1 to the report from the Commissioner of Transportation and Works, dated November 15, 2021 and entitled "Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy", be approved.

Executive Summary

- Telematics/Global Positioning System (GPS) devices are installed in over 850 City owned, leased or contracted on-road vehicles and off-road equipment.
- These devices report to an enterprise software solution that is capable of tracking, storing and reporting the locations, movements and actions of the City's fleet in real-time.
- The City of Mississauga has been using this type of technology for more than 10 years and does not have a Corporate policy to govern the installation and operation of devices; or, the collection, custody, control, access and retention of information gathered from the system.
- The implementation of a Corporate policy will provide consistent direction on access to, and use of, the information gathered. It may also help to address potential implications for employment relations/labour relations and manage privacy risks as the program grows.
- Vehicles and equipment operated by Mississauga Fire and Emergency Services, and MiWay, are excluded from this policy.

Background

The City's Corporate fleet Telematics (TMX) system includes devices physically installed in vehicles and equipment that collect GPS data (including location, position and heading) and TMX data (including speed, RPM and kilometers travelled) and transmits that data over the wireless communications network to an enterprise software solution, where it is processed and can be viewed in a web-based portal.

TMX was first introduced to the City over 10 years ago to determine, which roads had been serviced during winter operations and to provide a method for members of Council, residents and staff to see the progress of work through a mobile application. Since then, many other Divisions have added TMX to their equipment to meet a variety of business needs.

In 2014, as more Fleet vehicles and equipment installed TMX devices, divisions were responsible for creating their own standard operating procedures specific to their use of the system. The City does not currently have a Corporate policy in place that governs the overall collection, access or use of the TMX system and related data.

Present Status

Today, there are approximately 525 City-owned vehicles and pieces of equipment, and 325 contractor-owned vehicles and pieces of equipment that are equipped with TMX devices across 18 service areas. These include:

- Animal Services
- Survey and Inspections
- Maintenance Standards and Permits
- Facilities and Property Management
- Library and Material Handling
- Municipal Parking
- Security Operations and MiWay Transit Security (4)
- Recreation
- Culture
- Works Operations
- Signs and Pavement Markings
- Operations Program Coordination
- Traffic Management
- Courier
- Fleet Services
- Parks Operations
- Forestry Operations
- Parking Enforcement

It is expected that as the TMX Program grows, the entire Corporate fleet (1,500 vehicles and pieces of equipment) will eventually be equipped with TMX devices.

Comments

An overarching policy will provide a framework for the City's TMX Program and ensure that there is a consistent understanding of what the TMX system is, who has access to it and how the information that is collected can be used. Division-specific standard operating procedures, if required, will focus on operationalizing the principles of the policy according to unique business needs.

The policy includes details of accountability for all parties involved in the TMX Program and ensures a mutual understanding of responsibility. These parties include:

- Divisional Directors
- Fleet Services
- Managers/Supervisors
- Employees with Access to the TMX/GPS Systems
- Vehicle and Equipment Operators

Privacy and Data Collection

The policy provides clear guidance on the type of information that may be collected for vehicles and equipment, as well as the use and disclosure of such data. It also limits who will have access to the data and addresses unauthorized access, use and/or disclosure of information.

In the event that data access is required by an entity not already authorized, a request must be completed and submitted to the applicable director, who may consult with Legal Services. If data is provided, the following information will be logged for audit purposes:

- The date and time at which the data was requested and provided;
- The identification of the party who requested the System data;
- The director approving the provision of System data;
- The reason for sharing System data;
- The extent of the data that was shared; and,
- Provisions for the return of the data and/or its destruction.

Benchmarking

TMX policies are growing in popularity across many sectors. Staff researched and reviewed TMX policies from the following private and public sector organizations during the policy development process:

- Bell Canada;
- City of Vancouver; and,
- Toronto District School Board

The review found that as TMX expanded to cover a variety of operations, there was a growing need to provide guidance, consistency and clarity across the organization. This resulted in policies being developed, implemented, and monitored for effectiveness.

Exclusions to the Policy

Mississauga Fire and Emergency Services, and MiWay, both use stand-alone TMX solutions that are unrelated to the Corporate fleet system and gather data for different purposes. After considering these differences, and in consultation with these groups, it was agreed that they should be excluded from the Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy.

Strategic Plan

The Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy is aligned with the Green Strategic Pillar. In particular, to *“lead and promote the utilization of technologies and tactics to conserve energy and water, reduce emissions and waste, improve our air quality, and protect our natural environment”*.

The drive for carbon neutral transportation for City operations depends on a strong TMX Program guided by a consistent policy framework so that the data can inform positive, incremental change in the City’s fleet. Specifically, to track vehicle performance, efficiently manage fleet assets and reduce greenhouse gas emissions.

Engagement and Collaboration

Staff collaborated with Labour Relations, Records Management, and the Access and Privacy Officer in completing the draft policy. In addition, a draft policy was circulated for review to teams that have vehicles and/or pieces of equipment with a TMX device, or where the division had expressed interest in the TMX system.

Financial Impact

There is no financial impacts resulting from the recommendations in this report for the proposed implementation of the Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy.

Conclusion

The implementation of this policy will improve data security and provide a consistent framework for the Corporate fleet’s TMX Program. The policy will ensure proper governance of the program, establish clear levels of accountability and address the use and disclosure of information. This policy can inform division-specific standard operating procedures while ensuring that risk is managed across divisions.

Attachments

Appendix 1: Use of Telematics/Global Positioning Systems in Fleet Vehicles/Equipment Policy



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