



## REGIONAL MUNICIPALITY OF WATERLOO LICENSING AND RETAIL COMMITTEE AGENDA

Wednesday, June 6, 2012  
6:30 p.m.  
Room 218  
150 Frederick Street, Kitchener, Ontario

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1. **DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT**
  2. **DELEGATIONS**
    - a) [Terry Kirby](#), Co-op Manager, City Cabs re: CR-CLK-LIC-12-005, Request from City Cabs for Additional Accessible Taxi-Cab License
  3. **REPORTS – Corporate Resources**
    - a) [CR-CLK-LIC-12-005](#), Request from City Cabs for Additional Accessible Taxi-Cab License 1
  4. **INFORMATION/CORRESPONDENCE**
  5. **OTHER BUSINESS**
  6. **NEXT MEETING – to be announced**
  7. **ADJOURN**



**REGION OF WATERLOO**

**CORPORATE RESOURCES  
Council and Administrative Services  
Licensing and Enforcement Services**

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**TO:** Chair G. Lorentz and Members of the Licensing and Retail Committee

**DATE:** June 6, 2012 **FILE CODE:** L18-30

**SUBJECT: REQUEST FROM CITY CABS FOR ADDITIONAL ACCESSIBLE TAXI-CAB LICENCE**

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**RECOMMENDATION:**

THAT the Regional Municipality of Waterloo provide notice in accordance with the Notice Policy to amend Taxi-cab Meter By-law 04-069 as amended, to increase the number of Accessible Taxi-cab Owner licences from fifteen (15) to sixteen (16);

AND THAT Taxi Brokers be advised that it is the Region's intent to award this additional license to City Cabs - 421532 Ontario Limited, of Kitchener, Ontario to meet their immediate need.

**SUMMARY:**

City Cabs (421532 Ontario Limited) appeared before the Licensing and Retail Committee on May 8, 2012, requesting it be permitted to purchase another Accessible Taxi-cab Owner Licence. The By-law currently limits the number of Accessible Taxi-cabs in the Region to fifteen (15) licences. At the meeting, Mr. Terry Kirby of City Cabs presented to Councillors a written business case to support their request. Staff is supporting this request and notice will be given so the matter can be dealt with at the June 27, 2012 Council meeting.

**REPORT:**

After reviewing the business report from City Cabs, staff is recommending that the By-law be amended and City Cabs be granted an additional Accessible Taxi-cab Owner's Licence. City Cabs asked that Committee deal with this issue ahead of school commencing in September 2012. In order to meet this immediate need and timing, staff is proposing a 2 stage process. Stage 1 will deal with the immediate need of City Cabs. Stage 2 will deal with the establishment of an Accessible Taxi-cab selection process. Stage 2 will not be undertaken until the fall of 2012 as more information becomes available. Public Notice will be required for both stages.

Currently, the By-law permits fifteen (15) Accessible Taxi-cab licences. Unlike the awarding process for additional Regular Taxi-cabs, the By-law does not provide for an additional Accessible Taxi-cab selection process. In the past, it has been a "*first-come, first served basis*" for Accessible Taxi-cabs.

Other Ontario municipalities were consulted about accessible taxi-cabs. The number of licensed Accessible Taxi-cabs varied greatly from community to community. As an example, the City of Ottawa had twice the number of Accessible Taxi-cabs than Toronto.

The matter of determining the Accessible Taxi-cabs' fleet size to meet the Transportation Regulation of the *Accessibility for Ontarians with Disabilities Act* will be the subject of further meetings between Regional staff, the Grand River Accessibility Advisory Committee (GRAAC) and the Taxi Association with a final recommendation to be reported in late fall of 2012. Other municipalities throughout

Ontario are currently undertaking similar determinations. This will also result in a permanent process for awarding Accessible Taxi-cabs in the future. This process will not meet the timing requested by City Cabs so the alternative 2 stages are being recommended to Committee.

**CORPORATE STRATEGIC PLAN:**

While not meeting a specific area of the Corporate Strategic Plan, this by-law meets the required purposes of the general licensing powers afforded to municipalities by the *Municipal Statute Law Amendment Act, 2006*: health, safety and well being of persons, protection of persons and property, including consumer protection.

**FINANCIAL IMPLICATIONS:**

There will be a nominal increase in licensing fees revenues which will finance additional administration, inspections and enforcement activities.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

The Region's accessibility advisor was consulted in the development of this report.

**ATTACHMENTS**

Appendix "A" – City Cab's request letter

**PREPARED BY:** *M. (Marty) Sawdon*, Administrator, Licensing and Enforcement Services

**APPROVED BY:** *K. Fletcher*, Director - Council & Administrative Services / Regional Clerk

May 8, 2012



***Always there for you.***

Committee Members:

Thank you for including us on your agenda. I am Terry Kirby, Coop Manager from City Cabs Kitchener. We are applying for an exemption to the current quota of wheelchair accessible licenses.

We strongly feel that we need one more van in order to meet the needs of our mobility challenged customers. We have had to turn down several wheelchair calls from the school Transportation Service of Waterloo Region and Mobility Plus. The School Board experiences increased need for vans throughout the year. Sometimes, it is a temporary situation when a student has an accident or breaks a leg or new students come into the region. Our contact with the School Transportation Service requires us to be able to meet their needs.

As the population ages in Waterloo Region, the demands on Mobility Plus also increase. They are aware that we currently only have three vans and try to schedule accordingly. However, conflicts occur due to demands during peak times in the morning, afternoon and evenings. This is when people are going to work, school and appointments. Our vans get busy and are spread out across the region. When one becomes available, we are forced to chase it long distances to serve our customers.

City Cabs also has a contract with the Workplace Safety and Insurance Board. Their clients also need a wheelchair van to take them to therapy or doctor's appointments in Toronto and London. Many times the van must wait for them and return them to home. This ties up a van for several hours and really leaves us short-handed in town. This can severely tax our commitment to provide good service to our other customers. Since start up eighteen months ago, we are experiencing a large amount of repeat business from private wheelchair customers. They tell us that they are very happy to have another company to choose, since the previous situation was a monopoly and led to complacency.

Our three vans are leased to City Cabs owners. This ensures that we have experienced, committed operators. Only drivers with a minimum of 250 hours of work history can qualify to operate a van. Every driver gets thorough training in safe operation of the vehicle and secure harnessing of the wheelchair. We have not had any reported incidents regarding our vans.

Currently our vans are scheduled for 120 hours work per week each. Another van would allow us to cover more hours of the day. We could offer service later into the evenings when kidney dialysis patients are being released from hospital and need a ride home. There are times when Mobility Plus trucks break down and the system gets busy during bad weather. They need our help.

Having less wheelchair accessible vehicles than the other taxi companies clearly puts us at a disadvantage. We feel that with the addition of one more vehicle, we can meet the needs of this essential service.

Thank you for your consideration,

Terry Kirby

City Cabs Coop Manager