



Media Release: Friday, April 10, 2015, 4:30 p.m.

**Regional Municipality of Waterloo**  
**Licensing and Hearings Committee**

**Agenda**

Wednesday, April 15, 2015

3:00 p.m.

Room 110

150 Frederick Street, Kitchener, Ontario

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- 1. Election Of Chair**
- 2. Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act**
- 3. Delegations**
  - a) Sue Morgan, Resident re: Uber
  - b) Peter Neufeld, President, Waterloo Region Taxi Association re: Taxi Industry in Waterloo Region
- 4. Reports – Planning, Development, and Legislative Services**
  - a) [PDL-CAS-15-03](#), Taxi Vehicles By-law Review
- 5. Other Business**
- 6. Adjourn**

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Report: PDL-CAS-15-03

**Region of Waterloo**  
**Planning, Development and Legislative Services**  
**Council and Administrative Services**

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**To:** Members of the Licensing and Hearings Committee

**Date:** April 15, 2015

**File Code:** L18-30

**Subject:** Taxi Vehicles By-law Review

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**Recommendation:**

For information.

**Summary:**

The Region of Waterloo regulates the taxi industry through legislative powers granted in the Municipal Act. The main purpose is to provide consumer protection, safety and security by regulating the industry and providing licensing and inspection.

The Region of Waterloo began regulating the taxi industry on January 09, 1973.

The Region has three taxi by-laws:

- Taxi-Cab Meter By-law
- Limousine Taxi-Cab By-law
- Special Transportation Taxi-Cab By-law

The last major review of the by-laws was in 2004.

In September 2014 Licensing and Retail Committee agreed to review the three taxi-cab by-laws.

**Report:**

Background

The taxi-cab by-laws contain similar requirements for owners, drivers, vehicles and reporting requirements.

Combining the by-laws would streamline processes and eliminate the need for reviewing and amending three by-laws and fee schedules. It would be consistent with current business practices conducted in other municipalities throughout Ontario and will provide for the ability to address future and emerging industry issues.

The Region issued the following taxi licences for 2014:

<b>Licence Type</b>	<b>Number</b>
Taxi-Cab Broker	5
Regular Taxi-Cab Owner	336
Accessible Taxi-Cab Owner	21
Taxi-Cab Driver	659
Regular Taxi-Cab Vehicle	348
Accessible Taxi-Cab Vehicle	21
Limousine Taxi-Cab Owner	16
Limousine Taxi-Cab Driver	49
Limousine Taxi-Cab Vehicle	38
Special Transportation Service Taxi-Cab Owner	1
Special Transportation Service Taxi-Cab Driver	1
Special Transportation Service Taxi-Cab Vehicle	1

### **Purpose**

The purpose of this review is to enhance consumer protection, safety and security through a streamlined by-law and fee schedule that governs "Vehicles for Hire".

It will also take the following issues into consideration:

- Methodologies for providing vehicle for hire services (Broker based vs Owner based)
- Licensing requirements within the industry (Broker, Owner, Driver)
- The use of technology in providing the service (cameras, GPS)
- Identify emerging trends within the industry (internet based dispatching, license

ratios vs time based arrival)

The combined by-law will enhance license requirements and restrictions on obtaining licenses and provide clear language on inspections, security, safety, technology, industry classifications and revoking and re-instatement of licenses so all industries are regulated similarly.

The new by-law will also provide for a formal complaints procedure and ensure accountability and reporting is clearly established.

### **By-law Review Phases**

There will be four phases for this review with each phase having clearly identified milestone dates leading to the proposed implementation date of January 01, 2016.

#### **Phase I – Research and Development**                      February to April 2015

This phase provides for research, review and development of a draft by-law by staff. There will be an opportunity to address and review emerging trends and issues such as:

- Internet based vehicle for hire taxi services (e.g. UBER, LYFT)
- Specialized vehicle for hire services that provide vehicle shuttles and shuttles for elderly to go shopping (e.g. Driver's Seat)
- Private medical transportation to and from hospitals
- Technology requirements such as GPS locators
- Safety equipment such as in-vehicle cameras and emergency strobes
- Reporting of offences (criminal, provincial or municipal) whether investigated, charged or convicted
- Inspection frequencies
- Insurance requirements
- Driver, Owner, Broker conduct
- License guidelines vs license standards
- Restricting, revoking and denying license issuance
- Snow tires
- Fully decaled and identified taxi vehicles
- Defined roles and responsibilities for Drivers, Owners and Brokers
- Taxi Brokerage model
- Taxi-Cab Owner Licence Leasing
- Taxi Owner License ratio (regular and accessible combined)
- Licensing fees

This list is a small example of some of the major issues and emerging trends within the taxi or vehicle for hire industry.

**Phase II – Public Engagement & Consultation**

May to September 2015

In this phase external stakeholders, industry members and the public will be consulted and will be provided an opportunity to comment and provide input before a final draft by-law is developed for review and approval. Public/Community engagement will include specific outreach to identified community groups.

These groups include:

- Student Unions for Waterloo and Laurier Universities and Conestoga College
- Public and Separate School Boards
- Parent/Teacher groups and associations
- Local business associations
- Retiree groups and associations
- AODA working groups and associations
- MADD
- Specialized care homes and facilities
- Local Municipalities
- Protection and advocacy groups and associations
- Grand River Transit Mobility Plus and Kiwanis Transit
- Waterloo Regional Airport
- Insurance Bureau of Canada/Insurance Brokers
- Technology advocates
- Waterloo Regional Police
- Major event organizers (e.g. Oktoberfest, Big Music Fest)
- Transportation service providers
- Social Services organizations
- Hotel, motel and hospitality industries
- Ministry of Transportation

By engaging the public and community through formal and informal discussions and information exchange, the groups will be able to voice local and global concerns impacting the community.

**Phase III – Passage of the By-law**

August to October 2015

This phase allows staff to include comments and ideas from Phase II into the by-law recommendations.

The formal Public Consultation/Information sessions required under the Region's Notice Policy will take place during this phase. These comments will be used in the preparation of the by-law.

The final recommendations will be presented to Committee in a report for review and

approval.

#### **Phase IV – Implementation**

November 2015 to February, 2016

This phase identifies actions such as training and communications that must occur before the expected implementation date of the revised by-law.

The training will include:

- Licensing and Enforcement Services staff
- Waterloo Regional Police
- Other Regional staff
- The taxi industry

The communications rollout will include:

- Revised By-law public information campaign and key messaging
- Local Media information and key messaging
- Public and community groups and organizations
- Taxi Industry
- Local Municipalities

#### **By-law Review Milestones**

The following table outlines expected key milestone dates:

<b>Milestone</b>	<b>Action</b>	<b>Planned Date</b>
Phase I	Draft By-law Completed	April 2015
Phase II	Public/Community Engagement Sessions	May, June, July 2015
Phase III	Formal Public Consultation Meeting	Late August to Early Sept 2015
	Report to Licensing and Hearings Committee	Late Sept 2015
	Final By-law Approval	October 2015
Phase IV	Communications Rollout	November 2015
	Staff Training	November 2015
	By-law Implementation	January 2016
	Short Form Wordings and Set Fine Schedule	February 2016

## Roles and Responsibilities

### Licensing and Hearings Committee Members

- Will provide direction to staff through formal and informal meetings
- Will be invited to attend community engagement sessions
- Will attend the formal public consultation/information session
- Will provide final decision on staff recommendations and recommend approval to Council

### Project Team Members

The team consists of the Manager Licensing and Enforcement Services (project lead), Legal Services and the Regional Clerk

- Ensure Key Milestone dates are met
- Schedule applicable meetings with community groups
- Coordinate public consultation
- Schedule Committee meetings both formal and informal when required
- Develop draft by-law based on findings
- Make recommendations to Licensing and Hearings Committee
- Coordinate communications and training

### Corporate Strategic Plan:

This review follows the 2011-2014 Corporate Strategic Plan objective to “Ensure Regional programs and services are efficient and effective and demonstrate accountability to the public”.

### Financial Implications:

No financial impact at this time. This will be reassessed when the by-law nears completion.

### Other Department Consultations/Concurrence:

Legal Services has been consulted and is participating with the review.

### Attachments

Nil

**Prepared By:** Angelo Apfelbaum, Manager, Licensing and Enforcement Services

**Approved By:** Kris Fletcher, Director, Council and Administrative Services