



Media Release: Friday, August 7, 2015, 4:30 p.m.

## **Regional Municipality of Waterloo**

### **Licensing and Hearings Committee**

(All Members of Council are Invited to Attend)

### **Agenda**

Tuesday, August 11, 2015

12:15 p.m. (Approximately)

Regional Council Chamber

150 Frederick Street, Kitchener, Ontario

- 
1. **Motion To Reconvene Into Open Session**
  2. **Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act**
  3. **Reports – Planning, Development, and Legislative Services**
  - 3.1 **PDL-CAS-15-08, Taxi By-law Review (For information)** 3
  4. **Other Business**
  5. **Adjourn**





Report: PDL-CAS-15-08

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

---

**To:** Chair J. Mitchell and Members of the Licensing and Hearings Committee

**Date:** August 11, 2015

**File Code:** C13-30

**Subject:** Taxi By-law Review

---

**Recommendation:**

For information

**Summary:**

This report provides background information on the draft Taxi By-law and association public consultation plan.

**Report:**

In April 2015, the Licensing and Hearings Committee received a report on the Taxi By-law review. The purpose of the report was to outline the objectives, phasing, review process, and major milestones. The project was broken into 4 phases: research and development, public engagement and consultation, formal engagement and passage of the By-law, and implementation. This report was received for information at the meeting and the review process commenced.

The intended purpose of the By-law is to enhance consumer protection, safety and security through a streamlined by-law and fee structure that governs all “vehicles for hire”. There are several areas of the by-laws that are being reviewed including:

- Regulation versus deregulation, including who should be regulated and what should be regulated;
- Methodologies for providing vehicle for hire services (Broker based vs. Owner based);
- Licensing requirements with the industry (Broker, Owner and Driver);

- The use of technology in providing the service (cameras, GPS);
- Identify emerging trends within the industry (call processes); and
- Modernization of the By-law.

### **Draft By-law**

Staff have completed their research and development and have a draft By-law. This By-law is being released publicly on August 10, 2015. The intent of the draft By-law is to provide focus for the community consultation. The By-law is not final and there are several areas within it that are expected to generate conversation. Below is a list of the major changes proposed to the By-law. A more detailed comparison is available in Appendix 'A'.

#### Major changes:

- All “vehicles for hire” are to be regulated regardless of how they receive or broker their calls.
- Existing By-laws for Special Transportation, Limousine and Taxi are being combined into one By-law.
- Vehicles will fall into one of 2 categories – Taxi or Auxiliary Taxi. Taxis are vehicles with meters, Auxiliary Taxis have no meters e.g. Uber vehicles, limousines and special transportation vehicles.
- There is a licence cap on Taxi Owner Licences (384 licenses). New licences will be issued via lottery. Licenses will be issued to individuals and not a brokerage.
- The definition of Broker has changed. There will no longer be a requirement for a Broker to have 10 Owner Licences.
- Licences will be required for Brokers, Owners and Drivers. The requirements are generally the same for the 2 categories.
- All drivers will require a vulnerable sector screen, drivers abstract review, Ontario driver’s licence, English language requirement, sponsorship by an owner.
- All owners will need to install GPS and a Close Circuit Recording System (CCVS). Drivers will need to ensure they are operating when they are driving.
- Vehicles can be owned by an individual or a Corporation. This was not the case in the past.
- All vehicles will need \$2 million in commercial liability insurance.
- The Region has the right to inspect vehicles and drivers.
- The hearing process for drivers/owners will remain the same.

### **Public Consultation**

The By-law will have 2 stages of public consultation.

## **Phase 1: Informal Consultation**

Staff want to hear from municipalities, organizations, current licence holders, potential service providers, experts, stakeholders, users and concerned citizens about the existing taxi regulations and the proposed By-law. We are looking for feedback on the following themes:

- Satisfaction with the current system of licensing and regulating the industry, including limitations within the current system.
- The Region's role be with respect to the regulating the industry.
- Specific regulations related to taxi licence caps, setting of fare rates.
- Protecting passenger safety – safe car and good drivers.
- General comments about the proposed By-law.

Staff will be holding consultation with a number of groups during this phase. The chart attached as Appendix 'B' shows the meetings that will occur. A social media campaign will also be utilized to get people involved. There will be online questionnaires and a detailed workbook. A copy of the draft By-law will be released on Monday, August 10, 2015.

It is anticipated that the phase 1 consultation will end October 2.

## **Phase 2 – Formal Consultation**

Following the close out of Phase 1, staff will review and evaluate the feedback provided. Staff will then redraft the By-law for Phase 2.

Formal notice will be provided for Formal Public Meetings. These meetings will be held in the traditional way with the registration of delegations. The Licensing and Hearings Committee will hold these meetings, however all members of Council will be invited to attend. It is not known at this time whether more than one meeting will be required.

## **Corporate Strategic Plan:**

The By-law 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:**

There is no financial impact at this time.

## **Other Department Consultations/Concurrence:**

Transportation and Environmental Services – GRT, will be consulted during the phase 1 consultation.

The Legal Services Division within Planning, Development and Legislative Services, assisted in the development of the draft By-law. They will continue to be consulted through out the consultation process.

**Attachments**

Appendix 'A': By-law Requirements Comparison Chart

Appendix 'B': Consultation Timing

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

**Approved By:** Kris Fletcher, Director, Council & Administrative Services/Clerk

### Appendix 'A' – Comparison of By-law Requirements

Description	Taxi	Auxiliary Taxi
<b>General</b>		
Hail or flag stops	Yes	No
Online or telephone pre book service	Yes	Yes
Use a Taxi cab stand	Yes	No
Require a plate to identify the vehicle	Yes	Yes
Carry commercial vehicle liability insurance of \$2 million	Yes	Yes
Operate without a Broker	No	Yes in certain instances
Caps on the number of licences available	Yes	No
New licences will be issues via lottery (formerly rotation)	Yes	No
<b>Drivers</b>		
Drivers require: Ontario Driver's licence, Driver's abstract, English language requirement	Yes	Yes
Drivers require vulnerable sector screen	Yes	Yes
Drivers must be sponsored by owner	Yes	Yes
Sensitivity Training	Yes	Yes
Must report charges or convictions to the Region	Yes	Yes
Limits on how long a driver may drive per day without a rest period – suggesting 10 hours	Yes	Yes
General regulations can't do the following: use of profanity, block sidewalk or highway, blow a horn, idle longer than 10 minutes, take passengers without seat belts, smoke or permit passenger to smoke, consume or be under the influence of alcohol or controlled substances, charge a higher fee for persons with disabilities	yes	yes

<b>Description</b>	<b>Taxi</b>	<b>Auxiliary Taxi</b>
Renewals required on birthdate annually	Yes	Yes
<b>Owners of vehicles</b>		
Licence required	Yes	Yes
Vehicle information required – ownership, make, model, vehicle plate, safety, insurance	Yes	Yes
Plate identification required	Yes	Yes
Keep the vehicle; clean, in good repair, free body damage, mechanically safe, snow tires in winter	Yes	Yes
Vehicle can be owned by Corporation	Yes	Yes
Roof top sign provisions	Yes	No
Door signage provisions with Broker name	Yes	No
Provide in the vehicle closed circuit television system, global positions system that tracks movements, dispatch system that allow communication between driver and broker	Yes	Yes
Owners to train drivers	Yes	Yes
Maintain records on trip and trip information	Yes	Yes
Report driver contraventions re: charges, convictions, suspensions, cancellation of insurance to Region	Yes	Yes
Licence Renewal on birthdate or Jan. if owned by Corporation	Yes	Yes
<b>Brokers</b>		
Broker required	Yes	No
Brokers licence – names, addresses, directors,	Yes	Yes
Have a digital dispatch system	Yes	Yes
Telephone number, email address, website for customer use	Yes	Yes
Maintain information regarding trips for 6 month	Yes	Yes



<b>Description</b>	<b>Taxi</b>	<b>Auxiliary Taxi</b>
Report contraventions, convictions, charges, accidents to the Region	Yes	Yes
Renewal in January annually	Yes	Yes
<b>Inspections</b>		
Vehicles	Yes	Yes
Record of trips	Yes	Yes
CCTS, GPS systems	Yes	Yes
Meters	Yes	No
<b>Fares</b>		
Maximum fares are to be established for initial meter fare, per kilometre rate and waiting time  These fees were previously set as minimums.	Yes	No
Surcharging available	No	Yes
<b>Accessibility</b>		
7% of the fleet by 2017 must be accessible	Yes	No
10% of the fleet by 2022 must be accessible	Yes	No

## Appendix 'B': Consultation Timing

## Public Consultation Plan - Taxi By-law Review

## Phase 1 - Informal Consultation

Stakeholders	Individual Invited	Notice Link	Date Notice Sent	Date of Meeting	Meeting Location	Time of Meeting	Notes
Stakeholder - "Vehicle for Hire" Industry	<a href="#">DOCS_ADMIN-#1938568-DRAFT TAXI BYLAW STAKEHOLDERS NOTICES</a>	<a href="#">DOCS_ADMIN-#1934424-Community Consultation Letter re Taxi Bylaw Review 2015</a>	31/Jul/2015	13/Aug/2015	150 Frederick Street, room Council Chambers	5:00 pm to 8:00 pm	Meeting will be facilitated by third party- formal presentation of the by-law
Stakeholder Meeting- Transportation Planning, Public Transit, Airport, Legal, Local Municipalities				17/Aug/2015	150 Frederick Street, room TBD	1:00 pm to 3:00 pm	Meeting will be facilitated by staff
Stakeholder Meeting - Persons with Disabilities				20/Aug/2015	150 Frederick Street, room 110	1:00 pm to 4:00 pm	GRAAC meeting - staff in attendance
Public Information Centre #1				26/Aug/2015	99 Regina Street, room TBD	5:00 pm to 8:00 pm	Drop in style - staff will be in attendance
Public Information Centre #2				09/Sep/2015	150 Main Street, room TBD	5:00 pm to 8:00 pm	Drop in style - staff will be in attendance
Stakeholder Meeting- Hospitals/Schools/Hospitality/Business				16/Sep/2015	150 Frederick Street, room TBD	1:00 pm to 3:00 pm	Meeting will be facilitated by staff
Public Information Centre #3				23/Sep/2015	150 Frederick Street, room TBD	5:00 pm to 8:00 pm	Drop in style - staff will be in attendance

## Phase 2 - Formal Consultation

Notice Link	Date Notice Sent	Date of Meeting	Meeting Location	Notes
		TBD		