



Media Release: Immediate

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

Wednesday, June 8, 2016

**Closed Session 3:00 p.m.**

**Waterloo County Room**

Regular Meeting 3:30 p.m.

Regional Council Chamber

150 Frederick Street, Kitchener, Ontario

---

\*Denotes Item(s) Not Part of Original Agenda

---

**1. Motion to Go Into Closed Session**

That a closed meeting of the Licensing and Hearings Committee be held on Wednesday, June 8, 2016 at 3:00 p.m. in the Waterloo County Room in accordance with Section 239 of the “Municipal Act, 2001”, for the purposes of considering the following subject matters:

- a) receiving of advice subject to solicitor-client privilege related to a legal matter

**2. Motion to Reconvene Into Open Session**

**3. Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act**

**4. Delegations**

- 4.1 Robert Stephens

- 
- 4.2 Terry Kirby, City Cabs
  - 4.3 Chris Schafer, Uber Canada
  - 4.4 Prem Guruajan, RideCo
  - \* 4.5 Michael Druker, TriTAG
  - \* 4.6 Tiho Popovic, City Cabs
  - \* 4.7 Zoran Bobic
  - \* 4.8 Peter Neufeld, Waterloo Taxi
  - \* 4.9 Tony Rodrigues, Waterloo Taxi
  - \* 4.10 Bill Chester, Golden Triangle Taxi
- 5. Reports – Planning, Development, and Legislative Services**
- 5.1 **PDL-CAS-16-09**, Taxi By-law Review – Detailed Regulations 3
- Available Online for Reference - **PDL-CAS-16-08**, Taxi By-law Review:  
Phase II Key Policy Questions (Approved on April 20, 2016)
- Recommendation:**
- See pages 3-8
- 5. Information/Correspondence**
- 6. Other Business**
- 7. Adjourn**



Report: PDL-CAS-16-09

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

---

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

**Date:** June 8, 2016                      **File Code:** C13-30

**Subject:** **Taxi By-law Review – Detailed Regulations**

---

**Recommendation:**

That the Regional Municipality of Waterloo direct staff to prepare a final by-law for taxis and taxi type services to include the following detailed regulations as described in Report PDL-CAS-16-09, dated June 8, 2016.

**Designation of Brokers to provide licenses on the Region's behalf**

- 1) That the new by-law allow brokers to be designated in order to undertake the issuing of licences of drivers/vehicles in accordance with the criteria set out in Schedule 'A' of this report.

**Taxi Ratios**

- 2) That a new traditional taxi license ratio of 1:1500 be used to calculate the total number of licences available for the new by-law; and that following the calculation, the number calculated be placed in the by-law resulting in a freeze to the number of licences.
- 3) That the new licences, that become available at that time, be evenly split between accessible licences and regular licences; and
- 4) That the regular licences be distributed over 2 years, and
- 5) That the licence limits be reviewed again in 2018.

**Fares – Traditional Taxi**

- 6) That traditional taxis charge the existing Council approved Taxi- Tariff/Rate when a customer either street hails or uses a taxi cab stand; and
- 7) That traditional taxi brokers be allowed to offer rates at a discount from the

- regulated rates if the passenger books the trip through the taxicab broker including street hails, taxi cab stand, telephone calls and web service where:
- a) The taxi meter can display the applicable rate to be charged for the trip;
  - b) The broker has set and posted its rates and/or discounts for taxis; and
  - c) The rate charged does not exceed the maximum fare as calculated by the meter at the regulated rates.
- 8) That traditional taxi brokers be allowed to set their own fares for application based services, telephone service and web service, when the broker can demonstrate to the satisfaction of the Regional Clerk the following:
- a) Clear and transparent communication on the amount to be charged; and
  - b) Ensure a record is maintained that the passenger accepted the rate prior to the trip commencing; and
  - c) Provide a print or electronic receipt to the passenger at the conclusion of every trip. The receipt must include: all rates, fees and/or surcharges for the trip; total amount paid; date and time of the trip; location at which the passenger was picked up and location to which the passenger was driven; driver name and taxicab number; and total time and distance of the trip; and
  - d) There be no difference in the fare charged to a person with a disability in accordance with the Accessibility for Ontarian's with Disability Act (AODA)
- 9) That traditional taxi brokers be allowed to set their own fares when a contract for service is established and the fares are established as part of the contract.

### **Fares – Auxiliary Taxis**

- 10) That the auxiliary taxis be allowed to set their own fares for pre arranged or application based services:
- a) when a contract for services is established and the fares are established as part of the contract and this is communicated to the passenger;
  - b) when rides are procured through a prearranged app that meets the following criteria:
    - i) Clear and transparent communication on the amount to be charged; and
    - ii) Ensure a record is maintained that the passenger accepted the rate prior to the trip commencing; and
    - iii) Provide a print or electronic receipt to the passenger at the conclusion of every trip. The receipt must include: all rates, fees and/or surcharges for the trip; total amount paid; date and time of the trip; location at which the passenger was picked up and location to which the passenger was driven; driver name and provincial licence plate number; and total time and distance of the trip; and

- iv) There be no difference in the fare charged to a person with a disability in accordance with the Accessibility for Ontarian's with Disability Act (AODA).

### **Auxiliary taxis are prohibited from hailing flagging or using taxi stands**

- 11) That the auxiliary taxis are prohibited from hailing, flagging, soliciting rides or using taxi stands.

### **Accessible Service**

- 12) That the current accessibility ratio, requiring 7% of the existing taxi fleet be accessible by 2017 be maintained and that the ratio be reviewed again in 2018
- 13) That a flat fee of \$50.00 per vehicle be charged when accessible vehicles are not provided and that this fee be reviewed in early 2018 after one full year of operation.
- 14) That the Director, Council and Administrative Services work with the Region's Accessibility staff from Citizen Service, the Grand River Accessibility Advisory Committee, GRT Mobility Plus, and other internal and external stakeholders to develop an approach/process with respect to how new fees generated through accessibility fees could be used to offset costs for a number of programs supporting accessible transportation including but not limited to enhancing the Region's taxi script program, and report back to Committee and Council with the recommended approach.

### **Cameras and Applications**

- 15) That cameras be required in all traditional taxis until traditional taxi services can provide an application service that meets the following criteria:
  - a) The driver and driver information including picture is made available to the passenger,
  - b) The license plate number, make, model and colour of the vehicle is provided to the passenger,
  - c) The application provides real-time GPS information to the passenger and Broker,
  - d) The trip information is displayed on both the driver's and passenger's devices,
  - e) A system that provides real time feedback that can be responded to 24/7,
  - f) There is an ability to forward passenger route information to a 3<sup>rd</sup> party,
  - g) Data in the hands of the broker is documented and can be provided to police.
- 16) That auxiliary taxis not be required to have cameras provided that the

application based system meets the following criteria:

- a) The driver and driver information including picture is made available to the passenger,
  - b) The license plate number, make, model and colour of the vehicle is provided to the passenger,
  - c) The application provides real-time GPS information to the passenger and Broker,
  - d) The trip information is displayed on both the driver's and passenger's devices,
  - e) A system that provides real time feedback that can be responded to 24/7,
  - f) There is an ability to forward passenger route information to a 3rd party,
  - g) Data in the hands of the broker is documented and can be provided to police.
- 17) And that auxiliary taxis not be required to have cameras when there is a pre-booked or contractual arrangement for service that identifies the company and driver.

#### **Driver Requirements**

- 18) That all drivers provide the following documentation before a license can be issued:
- a) Driver full name, address, telephone number and date of birth,
  - b) Police Criminal Background Check,
  - c) Class G Ontario Driver's Licence with two years driving experience,
  - d) Current Driver's Abstract, and
  - e) Before the licensed is issued the applicant must meet the criteria set out in Schedule 'A' of this report.
  - f) All drivers be required to submit the above information annually.

#### **Vehicle Requirements**

- 19) That all owners/drivers of vehicles provide the following documentation;
- a) Vehicle registration including licence plate number, make and model of the vehicle and vehicle age,
  - b) Certificate of insurance,
  - c) A Motor Vehicle Inspection Certificate (MVIC), as issued by a licensed in good standing motor vehicle repair facility, if the vehicle is 3 years of age or has more than 75,000 km.
- 20) That vehicles are required to have an MVIC certificate issued annually after the vehicle reaches 3 years of age or has 75,000 km until the vehicle reaches 10 years of age and then the vehicle is required to have an MVIC

certificate issued two times per year.

### **Vehicle Identification**

- 21) That traditional taxis that accept hailing, flagging, or using taxi stands or telephone service be required to have a top sign.
- 22) That all vehicles be required to display license information and broker identification to passengers, and Broker information will be no smaller than 900cm<sup>2</sup>.

### **Insurance Requirements**

- 23) That all drivers and vehicles have automobile liability insurance with limits of not less than \$2,000,000 inclusive per occurrence for driving and/or carrying of passengers for a compensation.
- 24) That all brokers be required to have insurance levels of \$5,000,000 commercial general liability business insurance.

### **Training**

- 25) That brokers be responsible for establishing training for their drivers and that accessibility training be mandated for any driver that provides service in an accessible vehicle

### **Licence Fees**

- 26) That the approach of establishing tiered fees based on number of vehicles and flat rates used in establishing fees set out in Schedule 'B' be approved in principle and that Schedule 'B' be used as a guideline for discussions with stakeholders.

### **Enforcement/Administration**

- 27) That all taxi and taxi type services be required to comply with the Region's administration requirements, including data/information sharing and enforcement requirements with respect to the by-law and as outlined in this report.

### **Review Study**

- 28) That Committee agree in principle to undertake a 2 phase study to review market conditions and impact to citizens and visitors.

**Summary:**

The Region of Waterloo is in the final stages of its' Taxi By-law review. With the emergence of new ride services, associated technology advancement and other considerations (e.g. incidents of breaches of public safety), the Region of Waterloo and many other municipalities across Canada are in the midst of comprehensive policy and regulatory reviews.

The Region, as the regulator, is faced with the challenge of recognizing that new technologies and associated companies are here to stay while at the same time continuing to acknowledge that taxis are a critical part of the public transportation network. The public wants both options - they want choice. This leaves the regulator to determine the appropriate amount of regulation required to provide public safety, accessibility and consumer protection. The By-law review has provided an opportunity for the regulator to think creatively in finding manageable, innovative solutions to a complex issue.

In April, Council provided direction on a policy framework on 7 key issues. While not all these policies were fully resolved in April, the direction provided created the opportunity to begin discussion about detailed regulations that are needed for the by-law. Regional staff has assembled twenty-eight (28) recommendations on several topics. These recommendations will assist the Licensing and Hearings Committee and ultimately Regional Council in moving closer to a finalized by-law and the subsequent implementation of the by-law. There are items in this report that will require further monitoring and revision as the market continues to evolve. Proposed next steps are also included in this report.

**Report:**

The Region has been part of a small number of municipalities in Ontario attempting to find a balanced solution between existing and new ride services. There are also many other municipalities looking to the Region with anticipation as we move forward to finalize the by-law. In many areas, the Region has limited experience to draw from and this has at times made the work on the by-law review challenging. Many of the proposals/recommendations contained in the report will need to be reviewed in the future as we gain experience in how the by-law is working. This report identifies those areas that will need further review.

**Previous decisions of Council**

On April 20, 2016 Council passed the following recommendations:

That the Regional Municipality of Waterloo direct staff to prepare a by-law for taxis and taxi-type services based on the recommended policy framework, as described in Report

No. PDL–CAS-16-08, dated April 20, 2016, and including the following key elements:

1. That the Region continue to regulate taxi and taxi-type services in Waterloo Region;
2. That the current taxi, limousine and special transportation by-laws be opened and amended accordingly to allow non-traditional taxis to be licensed and regulated;
3. That the new by-law be based on a hybrid model that combines both the traditional and broker models;
4. That limits on licenses for traditional taxis will be reconsidered and perhaps phased out with ratios to be examined and that limits not be imposed on new entrants established under the hybrid model;
5. That fares be set for taxis that provide a “hail” service/taxi stand service, but do not impose a fee for pre-booked services;
6. That staff review and modify as necessary the current rate/ratio for existing accessible vehicles and continue to explore opportunities for imposing additional fees and surcharges on those operations that do not meet or will not meet Regionally imposed accessible vehicle rate/ratios, provided that there be no diminishment of service for passengers requiring accessible service.;
7. That the Region request the Province of Ontario to adopt legislative changes that would allow municipalities to impose fees and surcharges on Private Transportation Companies;
8. And that staff apply the guiding principles of public safety, accessibility and consumer protection, including a level playing field, modernizing and simplifying regulation and innovation (as described in this report) in preparing the detailed regulations for a new by-law.

**Stakeholder meetings were held with 4 separate groups and further discussion were held with other municipalities and the insurance industry**

Following the Council meeting, staff met with four (4) stakeholder groups (taxi industry, limousine industry, other transportation providers and Uber) to discuss the development of the detailed regulations. Staff also had several discussions with other municipalities and the insurance industry in order to build a better understanding on what is transpiring. During the stakeholder discussions, staff focused on the following fourteen (14) items: the application of the hybrid model, existing taxi license limits, application of fares, accessible service, in vehicle cameras, level and type of driver screening, vehicle requirements, vehicle identification, payment options, license types, insurance requirements, required training, complaint resolutions process and the establishment of fees based on the number of vehicles to be licensed. As a result of these meetings recommendations have been formulated on each topic and they are outlined below.

**Application of a Hybrid Model – Traditional licence issuance will continue but will**

**allow the Regional Clerk the authority to designate this responsibility**

Under a hybrid model, brokers could be delegated responsibility to issue licences. Using the proposed driver criteria, brokers would review each driver/vehicle to ensure the criteria could be met before issuing a licence. App based companies, such as Uber, are in favour of such an approach in order to facilitate seamless “on boarding” of drivers. In this situation, data would be transferred to the Region when licences were issued. Compliance checks would then be undertaken to ensure those drivers/vehicles do in fact meet the criteria. The taxi industry is currently not in favour of such an approach and wishes to stay with the current process of having drivers and vehicle owners come to the office in order to purchase a licence. This situation is workable although the current licensing staff complement cannot be redeployed for other activities such as audit/compliance review. The limousine industry has a relatively small number of licenced vehicles and drivers as compared to others and is currently considering how they may transfer data.

**Recommendation:** That the new by-law allow brokers to be designated in order to undertake the issuing of licences of drivers/vehicles in accordance with the criteria set out in Schedule ‘A’ of this report.

**Change the Existing Ratio to 1:1500 and freeze that limit for 2 years**

During the discussions on April 20, concern was expressed about the staff’s proposal to phase out the existing taxi ratio that places limits on the number of vehicle/owner licences available. Staff still believes that limiting the number of owner/vehicles restricts competition by creating a closed market for new entrants and causes problems for existing licence holders who wish to grow their business. Staff still questions whether regulating the number of licences should be the role of the Region or if competition/consumer choice should define the market. Staff also recognized that the taxi industry has faced unprecedented change and that the existing taxi industry is important to the Region.

The establishment of an auxiliary class for new entrants will allow new app based companies under a defined set of rules. The auxiliary class will not have limits on the number of licences available. The auxiliary class will also include limousines and other vehicles and no licence limits will be placed on these vehicle types.

For the existing taxi industry, staff believes a compromise is required that takes into consideration the current changes and also allows the industry some time to adjust to these changes. The current ratio in the taxi by-law is 1:1650. Staff are proposing that the ratio be changed to include accessible vehicles into the ratio and establish this revised ratio at 1:1500. This would make 11 new licenses available in the market. Under the proposed by-law new licences would be issued by lottery. Currently licences are issued based on rotation to the existing brokers. The existing by-law also requires

that a broker have a minimum of 10 owner licences. The proposed by-law does not place any limits on the number of vehicles required to form a brokerage. The existing taxi industry will have concern about this proposal.

Staff and the taxi industry have not reached an agreement on two (2) key components of this new ratio:

- How and when should the new licences be released, and
- When this new ratio should be reviewed.

As noted by the Taxi Alliance there is “ferocious competition” between the existing taxi companies and there is not always equal agreement on the issues. On the issue of ratios, the Taxi Alliance has asked that the proposed ratio be frozen for five (5) years and that the new licenses are introduced over a 3-5 year period.

Staff does not support the freezing of the number licenses for 5 years. Staff believes that this is too long a period to go without further review. Staff is proposing that the licence limits be reviewed again in 2018. This provides enough opportunity to see the impacts on the community/industry and allow for any adjustments on a number of issues outlined in this report. Staff also want to ensure that there is continuity in the decision making process and a 2 year review would provide the existing Council an opportunity to resolve any outstanding issues ahead of the next municipal election.

With respect to the 11 new licences, staff believes there are some options currently available. The new licences could be used for accessible service or they could be split between accessible services and regular licenses. If the licences are for accessible service, these licences could move the Region closer to the 2022 requirement (10% of the taxi fleet is to be accessible fleet by 2022). These accessible licences could be released immediately and this would allow the industry to acquire them when the need is available. If the licences are split between accessible and regular licences, the accessible licences could be made immediately and the regular licences could be phased in over 2 years. If Committee supports this approach staff would recommend that 12 licences be made available, six (6) licences to be used for accessible services and 6 regular licences to be released over 2 years. Alternatively the regular licences could be made available now and not phased in. Committee should be aware that the demand for accessible owner/vehicle licences is not the same as regular licences. Generally there is an understanding that the existing accessible licences are not being fully utilized and that vehicles used for accessible services are often used for other services. Conversely, the taxi industry always picks up a regular license when it is available. Additional vehicles are put on the road by a broker with limited evaluation of true need since there is always a concern about the competitive advantage between the existing brokers.

The recommendation below is a compromise on the licence limits. If for some reason

the current competitors in the auxiliary class do not materialize, staff will move quickly to ask Council to undertake a demand management review of licence limits.

**Recommendation:** That a new traditional taxi license ratio of 1:1500 be used to calculate the total number of licences available for the new by-law; and that following the calculation, the number calculated be placed in the by-law resulting in a freeze to the number of licences.

That the new licences, that become available at that time, be evenly split between accessible licences and regular licences; and

That the regular licences be distributed over 2 years, and

That the licence limits be reviewed again in 2018.

**Application of set fares – Traditional Taxis charge the Council approved Taxi-Cab Tariff for hail/flag and taxi stand service; A more flexible fare for traditional taxi for pre-booked/application services when criteria are met; No setting of fares for the auxiliary class.**

On April 20<sup>th</sup> Council agreed to apply the current taxi tariff/rate for hail/flag and taxi stand service and allow all traditional and non traditional taxis the ability to set fares for pre-booked service. In meeting with the existing taxi industry, the industry asked that staff consider the following: setting of a fare for telephone service, set a minimum fare of \$3.50 for both traditional taxis and app based companies, consider setting a maximum fare, and regardless of the previous decision of Council that app based companies have the same rate structure as taxis. These concerns were not unanimous among the existing brokers.

Staff continues to support the original position put forward to Council for the reasons outlined in the original report. Staff also can understand that there may be some real concerns on how telephone booking will actually/practically work, especially with meters in taxis that can't be changed easily or instantly. This could result in confusion for existing taxi customers. Given that traditional taxi services are often booked via the telephone staff would agree that traditional taxis be allowed to use the existing fare structure with applicable discounts. This would be similar to what was adopted by the City of Toronto.

Staff would continue to encourage the industry to review how application services could be used in a telephone environment to pre-book a ride where a cost estimate could be provided.

Staff does not intend to change the current regulated fare structure. A copy of the existing regulated fare is attached a Schedule 'C'.

**Recommendation:** That traditional taxis charge the existing Council approved Taxi-Tariff/Rate when a customer either street hails or uses a taxi cab stand; and

That traditional taxi brokers be allowed to offer rates at a discount from the regulated rates if the passenger books the trip through the taxicab broker including street hails, taxi cab stand, telephone calls and web service where:

- a) The taxi meter can display the applicable rate to be charged for the trip;
- b) The broker has set and posted its rates and/or discounts for taxis; and
- c) The rate charged does not exceed the maximum fare as calculated by the meter at the regulated rates.

That traditional taxi brokers be allowed to set their own fares for application based services, telephone service and web service, when the broker can demonstrate to the satisfaction of the Regional Clerk the following:

- a) Clear and transparent communication on the amount to be charged; and
- b) Ensure a record is maintained that the passenger accepted the rate prior to the trip commencing; and
- c) Provide a print or electronic receipt to the passenger at the conclusion of every trip. The receipt must include: all rates, fees and/or surcharges for the trip; total amount paid; date and time of the trip; location at which the passenger was picked up and location to which the passenger was driven; driver name and taxicab number; and total time and distance of the trip; and
- d) There be no difference in the fare charged to a person with a disability in accordance with the Accessibility for Ontarian's with Disability Act (AODA)

That traditional taxi brokers be allowed to set their own fares when a contract for services is established and the fares are established as part of the contract.

Staff continues to support that the auxiliary taxi class including application based service, limousine service, and other taxi type services e.g Drivers Seat, shuttle services, be allowed to establish their own fares. Service in the auxiliary class is prearranged or app based. The auxiliary class would not be allowed to hail/flag or operate at a taxi stand.

**Recommendation:** That the auxiliary taxis be allowed to set their own fares for pre arranged or application based services;

- a) when a contract for services is established and the fares are established as part of the contract and this is communicated to the passenger;
- b) when rides are procured through a prearranged app that meets the following criteria:
  - i. Clear and transparent communication on the amount to be charged;

- and
- ii. Ensure a record is maintained that the passenger accepted the rate prior to the trip commencing; and
  - iii. Provide a print or electronic receipt to the passenger at the conclusion of every trip. The receipt must include: all rates, fees and/or surcharges for the trip; total amount paid; date and time of the trip; location at which the passenger was picked up and location to which the passenger was driven; driver name and provincial license plate number; and total time and distance of the trip; and
  - iv. There be no difference in the fare charged to a person with a disability in accordance with the Accessibility for Ontarians with Disability Act (AODA)

That the auxiliary taxis are prohibited from hailing, flagging, soliciting rides or using taxi stands.

**Accessible Service; Retain the 7% fleet requirement and make all brokers pay a fee when the target is not met**

In accordance with Council's direction, staff has reviewed the accessibility ratios. Currently taxis are required to make 7% of their fleet accessible by 2017 and 10% of their fleet is required to be accessible by 2022. The taxi industry is very close to achieving the 7% target. There have been concerns however that the existing ratio may be too high since the vehicles are not fully utilized. In the past however accessible vehicles have been used for other purposes and there has never been a restriction in place that these vehicles can't be used to transport other passengers. Staff also recognizes that to convert a vehicle is an expensive undertaking. There is some concern from the taxi owners/brokers that the existing accessible vehicle shares can't be sold. This concern maybe the result of; having the share value too high for the existing accessible vehicles given today's market, lack of demand for service that results in the vehicle not achieving enough fares to make it profitable or any combination of these factors or other factors not considered in this report. Customers who utilize accessible vehicles would like more vehicles to ensure service is more convenient to their needs. Staff understands this concern as the same principles apply to users of GRT Mobility Plus/Kiwanis Transit. Often during peak running periods the demand for service can't be met. Some of the existing taxi brokers have also recognized customer concerns and have suggested that they may want to increase the number of accessible vehicles available in order to provide a better service. Perhaps there is away for the Brokers to consider a cooperative approach for the dispatching of accessible vehicles that would benefit all customers. Staff would encourage a continued dialogue on this topic and would be willing to participate in these discussions if asked by the Brokers. Given this information, staff is reluctant to change the original arrangement of 7% agreed to by the Grand River Accessibility Advisory Committee

2120362

(GRAAC). There has been a review of the accessible population information. Given current information, the 7% target appears to be a realistic/manageable target. Perhaps the 10% target is too aggressive at this time even though there is an aging population. Currently there is a Canadian census underway that will provide the Region with additional information to consider. As well, staff wants to review several of the proposals contained in this report in 2018 and would add the accessibility ratio to this list.

**Recommendation:** That the current accessibility ratio, requiring 7% of the existing taxi fleet be accessible by 2017 be maintained and that the ratio be reviewed again in 2018.

Currently limousines do not pay an accessibility fee and are not required to provide accessible vehicles. App based companies like Uber are not providing accessible services at this time. Both limousines and Uber will be in the new Auxiliary Taxi class. In the previous Council resolution, authority has been given to charge a fee to those companies that don't provide a service or can't meet the 7% fleet requirement. In reviewing this issue staff is prepared to recommend fees as outlined in Schedule 'B'. These fees will require that brokers pay an annual \$50.00 flat fee for each vehicle license. This type of fee arrangement could generate approximately \$50,000 towards a fund. An alternative to a "per vehicle" fee may be a "per trip" fee however it is difficult to determine how much money would be generated given the lack of experience. There are many municipalities that are in flux on this issue. Edmonton established a fee of \$20,000 to be paid by Uber, Toronto is requiring Private Transportation Companies (PTCs) provide accessible vehicles when there are more than 500 vehicles, Ottawa is still in negotiations.

**Recommendation:** That a flat fee of \$50.00 per vehicle be charged when accessible vehicles are not be provided and that this fee be reviewed in 2018 after one full year of operation.

The above recommendation will establish a pool of money to be utilized by the Region in enhancing accessible services. Like the Region, Edmonton and Ottawa are still trying to determine the best use of the funds. Ottawa has agreed to the development of a working group that will look into fund disbursement with the potential of using the money to offset Ottawa's taxi coupon system. Ottawa's coupon system is similar to our taxi script system.

**Recommendation:** That the Director, Council and Administrative Services work with the Region's Accessibility staff from Citizen Service, the Grand River Accessibility Advisory Committee, GRT Mobility Plus, and other internal and external stakeholders to develop an approach/process with respect to how new fees generated through accessibility fees could be used to offset costs for a number of programs supporting accessible transportation including but not limited to enhancing the Region's taxi script

program, and report back to Committee and Council with the recommended approach.

As outlined in previous reports, additional accessibility features should be considered by traditional taxi companies. Traditional meters are changing and many new meters provide for large scale digital readouts, better colour contrast and audible meters. These types of meters will provide individuals with hearing and vision impairments greater access to the information currently contained on a meter. Hand held devices already provide accessible features that can be utilized by customers on their own personal device. The Region's Accessibility Advisory Committee (GRAAC) did request that the Region consider accessible meters in the new by-law. Staff is not recommending that regulations be included at this time but we will continue to monitor this situation.

**Cameras vs Apps – Cameras are required in traditional taxis unless there is a prearranged app based service that meets certain criteria. Auxiliary taxis are allowed to operate without a camera when an app based service meets certain criteria or when there is a prearranged contractual service.**

The issue of cameras remains outstanding. Staff continue to support their previous position that cameras are only required when the passenger and the driver can't be identified or are not known to each other. This would include hail/flag rides, taxi stand pickups and perhaps telephone calls for service. Staff's original position is outlined in Report PDL-CAS-18-08, dated April 20, 2016 and sent with Committee's electronic package.

The traditional taxi industry believes all vehicles should have cameras. The Limousine industry is opposed to the use of cameras for privacy reasons and the type of pre-booked service arrangements made directly with their clientele, Uber is not supportive of the installation of cameras because of the strength of their current app based service and because the cost of cameras may be cost prohibitive for part time drivers.

Staff also recognizes that not all applications are created equally. Staff do believe however that application based services can provide a similar level of security as a camera when that application provides the following functionality:

- The driver and driver information including picture is made available to the passenger,
- The license plate number, make, model and colour of the vehicle is provided to the passenger,
- The application provides real-time GPS information to the passenger and Broker,
- The trip information is displayed on both the driver's and passenger's devices,
- A system that provides real time feedback that can be responded to 24/7,
- There is an ability to forward passenger route information to a 3<sup>rd</sup> party,

- Data in the hands of the broker is documented and can be provided to police.

Staff also believes that other taxi type services such as limousine may be harmed by the requirement for cameras. Limousines have never been required to have cameras nor have there been any complaints of sexual assault or charges laid against their drivers. Limousine service is usually arranged by contract and the company is well known to the purchaser of such service.

Nothing in the proposed regulations would prevent any broker or company from installing cameras as a safety measure for their drivers.

**Recommendation:** That cameras be required in all traditional taxis until traditional taxi services can provide an application service that meets the following criteria:

- The driver and driver information including picture is made available to the passenger,
- The license plate number, make, model and colour of the vehicle is provided to the passenger,
- The application provides real-time GPS information to the passenger and Broker,
- The trip information is displayed on both the driver's and passenger's devices,
- A system that provides real time feedback that can be responded to 24/7,
- There is an ability to forward passenger route information to a 3<sup>rd</sup> party,
- Data in the hands of the broker is documented and can be provided to police.

**Recommendation:** That auxiliary taxis not be required to have cameras provided that the application based system meets the following criteria:

- The driver and driver information including picture is made available to the passenger,
- The license plate number, make, model and colour of the vehicle is provided to the passenger,
- The application provides real-time GPS information to the passenger and Broker,
- The trip information is displayed on both the driver's and passenger's devices,
- A system that provides real time feedback that can be responded to 24/7,
- There is an ability to forward passenger route information to a 3<sup>rd</sup> party,
- Data in the hands of the broker is documented and can be provided to police

And that auxiliary taxis not be required to have cameras when there is a pre-booked or contractual arrangement for service that identifies the company and driver.

### **Level and type of driver screening is to be the same for all drivers**

In order to maintain passenger safety, the same criteria will be used when issuing a drivers license.

The general passengers that use taxi services are not deemed a vulnerable sector and as such the Region can only request that a Police Criminal Background Check be provided. This service is an in-depth process conducted by police and it provides current and past criminal convictions dating back 20+ years that can be reviewed against established screening criteria.

The screening criteria has been updated to include restrictions on court or police issued Probation Orders, Peace Bonds or other similar orders, criminal convictions involving court imposed incarceration, impaired driving, careless driving, Driver's License suspension and other Highway Traffic Act offences. The criteria has two parts, one for Drivers and one for Brokers.

The Region only screens based on conviction and in conjunction with the established screening criteria will ensure only qualified candidates can obtain a Taxi Driver License.

The Police Criminal Background Check can only be requested by the applicant at the designated police facility and a fee must be paid. The process can take from a few days to several weeks depending on many factors or if the applicant requires finger prints to be taken. Once the check is completed the document can only be released to the applicant who in turn can release it to their employer or as part of a license application for review.

Applicants cannot currently apply for a Police Criminal Records Check on-line. Once this service is available an applicant will still have to attend in person if finger prints are required or if picking up the document.

The Brokers may require Police Vulnerable Sector Screens, as part of contractual obligations, for drivers that provide school service or service for GRT Mobility Plus. This type of check is not required nor recommended for Region Licensing requirements.

UBER has advised that they prefer third party background checks that are sent directly to UBER. Uber is not in favour of police supplied background checks as they take longer and require the applicant to pick them up then forward them to UBER. Staff have determined that a police supplied Criminal Background Check is a more in-depth process and provides better information and UBER will need to adjust their process to accommodate this requirement. Staff understand that third party background checks will not capture information dating back 20+ years.

**Recommendation:** That all drivers provide the following documentation:

- a) Driver full name, address, telephone number and date of birth,
- b) Police Criminal Background Check,
- c) Class G Ontario Driver's Licence with two years driving experience,
- d) Current Driver's Abstract, and

- e) Before the license is issued the applicant must meet the criteria set out in Schedule 'A' of this report.

And that drivers be required to submit this information annually.

### **Vehicle requirements will be the same for all vehicles**

There is currently no age restriction on vehicles and staff is not proposing that an age restriction be applied. Staff also agree that different criteria should be applied to new vehicles. Staff are recommending, that an annual vehicle inspection will not be required until the car either reaches 75,000 km or 3 years of age which ever comes first.

**Recommendation:** That all owners/drivers of vehicles provide the following documentation;

- a) Vehicle registration including licence plate number, make and model of the vehicle and vehicle age,
- b) Certificate of insurance,
- c) A Motor Vehicle Inspection Certificate (MVIC), as issued by a licensed "in good standing" motor vehicle repair facility, if the vehicle is 3 years of age or has more than 75,000 km.
- d) And that vehicles are required to have an MVIC certificate issued annually after the vehicle reaches 3 years of age or has 75,000 km until the vehicle reaches 10 years of age and then the vehicle is required to have an MVIC certificate issued two times per year.

### **Vehicle identification required for all vehicles (e.g. car markings, top signs)**

During the stakeholder meetings, staff did have discussions about vehicle identification. Staff intend to reduce the current regulations for traditional cabs and are recommending that all other vehicles have some form of identification. Staff believe that all vehicles should be identified for passengers and for enforcement purposes. Uber is opposed to the marking of vehicles and have expressed concern that drivers that have been taken off the application may continue to utilize Uber identifiers or that rogue drivers may use their information falsely. Staff is not requiring in the new by-law that any broker information be permanently affixed to a vehicle. Staff believe such broker and licence information can be provided by magnetic decal, sticker or other similar process.

**Recommendation:** That traditional taxis that accept hailing, flagging, or using taxi stands, telephone service, or web service be required to have a top sign that contains the vehicle number.

That all vehicles be required to display license information and broker identification to passengers, and Broker information will be no smaller than 900 cm<sup>2</sup>.

**No regulations are being established for payment options**

The Region has never regulated payment options. Currently traditional taxis take cash, credit card, debit card, and establishes accounts. App based companies such as Uber rely on electronically arranged payment options. Limousines arrange their service via a contract and generally allow a number of payment options. Staff is not proposing that any regulations be developed for any payment method. Staff would however encourage taxi brokers to consider changes in business processes that would reduce the amount of cash on board any traditional taxi. This does not mean that cash fares should be eliminated, just that it is the broker's responsibility to measure the theft risk to drivers.

**Part time and peak period licenses to be made available through the establishment of a 3 month rate.**

There are times when a broker may wish to bring on additional drivers for a period of time. Taxi brokers and Limousine brokers believe this type of licence may be beneficial even if only used for a probationary period. Staff intends to establish a 90 day license fee that would allow short term license. More information about this proposal can be found in the fees below.

**Insurance requirements to be the same for traditional taxis and auxiliary taxis**

Public safety makes it essential that all vehicles/drivers must have clear proof of suitable insurance approved by the Financial Services Commission of Ontario(FSCO). Currently insurance for the app based company Uber can be provided by AVIVA. There are however limitations with this insurance as it is only available for drivers who operate less than 20 hours a week. This imposes an enforcement challenge. Intact Insurance however currently has a product before FSCO that would change the definition of fleet insurance and allow Intact to provide insurance for app based drivers from the time the ride is booked until the passenger is delivered. FSCO has not yet approved the product however City of Toronto staff and Intact believe the coverage will be made available by the middle of July.

The traditional taxi industry believes that app based companies should be required to provide the same insurance that they currently purchase. The insurance industry views this issue differently and has established different types of policies given the circumstances. Generally traditional taxis place their vehicles on the road 24/7. This is not the same as limousine companies or app based companies. Staff has encouraged the Taxi Alliance to advocate for their own changes to insurance.

**Recommendation:** That all drivers and vehicles have automobile liability insurance with limits of not less than \$2,000,000 inclusive per occurrence for driving and/or carrying of passengers for a compensation.

That all brokers be required to have insurance levels of \$5,000,000 commercial general liability business insurance.

### **Training will become a broker responsibility; Mandatory training will be required for accessible vehicle drivers**

Unlike other jurisdictions, the Region generally has not mandated training or provided training. Toronto and Ottawa have recently abandoned mandated training provided by the city. The Region currently has had an English language requirement for drivers and GRT staff do provide accessibility training. The Region is also aware that all brokers provide their own training to their drivers.

Drivers will require training however staff believes it is important that the broker determine the type of training and the frequency of training. Training should emphasize customer service and key legal and human rights issues. This type of training is constantly evolving and is different with different service providers. Training is also evolving and online training programs can often be purchased off the shelf and adapted to an individual broker needs. It is understood that traditional taxis and auxiliary taxis will still require some basic training on the use of GPS systems as well as the driving fundamentals of their particular business model and rules of the services with which they are affiliated, as well as the importance of customer service.

Accessibility training however requires “in person” training. There are requirements for the services provided to persons with a particular circumstances and technical issues, such as properly securing a wheelchair. Currently brokers have made arrangements with GRT/Mobility Plus to provide this level of training.

Staff is not recommending that any training be mandatory except for accessibility training required for accessible vehicle drivers. This also means that the current English language requirement will be removed from the new by-law.

**Recommendation:** That brokers be responsible for establishing training for their drivers and that accessibility training be mandated for any driver that provides service in an accessible vehicle.

### **Complaint resolution processes will remain the same**

Complaints that are made about the taxi industry are currently handled in the following way:

- Complaints made to the Region either through the call centre or directly to Licensing and Enforcement are logged as part of an intake process,
- Once the information is reviewed by enforcement staff a call is placed to the broker for an explanation and to understand the nature of the event,
- The broker is provided an opportunity to review the complaint with drivers/owners

and corrective action may be taken by the broker,

- If the broker does not respond or if the situation is serious enough that the Region must take action an investigation will be commenced,
- If the matter is serious and criminal charges may be warranted Waterloo Regional Police will be contacted and the complainant will also be encouraged to contact police directly.
- The investigation of matters may result in charges being laid, or that licences are place on probation, suspended or revoked.

Generally the complainant is not identified to the Broker unless the identification is required in order to resolve the complaint. Licensing and Enforcement staff will follow up with the complainant about any resolution or actions taken.

The brokers also have established complaint processes. Generally if the complaint is not successfully resolved by the broker, calls are escalated to the Region.

Staff is not proposing that any changes be made to the existing complaint process.

### **License fees charged to license holders**

The attached draft Licence Fee Schedule (Schedule 'B') was not release during recent stakeholder meetings. The concept of tiered fees was discussed however the fees have only been released with this report. Staff is not recommending that the fees be approved at this time but is seeking approval on the proposed fee structure. The intent of this process is to allow the whole industry an opportunity to provide the Region with some further feedback on the actual fees proposed. The fee schedule will be brought back for approval with the by-law in August.

In trying to establish a new fees schedule staff reviewed the current schedule and began a process of determining factors to be considered to address traditional taxis and Auxiliary Taxis. The fees and charges would be reviewed in one year to ensure they correctly cover administrative and staffing costs.

Staff propose to provide license fees for traditional taxis(Metered on the schedule) and Auxiliary Taxis wherein Broker Fees are based on the number of vehicles in the fleet. This fee schedule would be split into two sections; fees for Brokers with less than 200 vehicles and Brokers that have more than 200 vehicles. The fees contained in the 2 sections contain both These fees are outlined in Schedule "B" attached to this report .

The first section of Schedule 'B' addresses Brokers that have less than 200 fleet vehicles and would have two options available:

- a) Brokers that opted to have licenses issued at the Region Licensing Office and would pay higher fees for Owner/Vehicle Licenses and Driver Licenses to offset staffing and administrative costs.

- b) Brokers that opted to issue the licenses on the Region's behalf, collect the fees and remit the fees to the Region would pay reduced fees for Owner/Vehicle Licenses and Driver Licenses.

The first section (page 26) would also include fees such as late renewal, re-instatement of suspended licenses, 90 day Driver's License, etc. among other fees to address issues that were not addressed in the previous fee schedule.

Brokers that could not provide Accessible Taxi vehicles would pay a \$50 per vehicle fee to be directed into an Accessible fund.

It is anticipated that existing Taxi Brokers and Limousine Brokers may choose to use the first section of the schedule.

The second section (page 27) addresses Brokers that have fleet sizes in excess of 200 vehicles. Brokers with this size of fleet would be required to issue licenses and remit payment and information to the Region when a license is issued. This schedule has a higher Broker fee, a flat rate per vehicle Owner/Vehicle License based on number of vehicles and a \$10 Driver License fee.

It is anticipated that Uber would fit into the 2<sup>nd</sup> section of the Schedule.

Both schedules also include no fees for Vehicle Owners that have accessible taxis or Drivers that want to upgrade to accessible licenses.

The fees outlined in Schedule 'B' were developed using current information on the Region's costs to operate the program. Staff did review what other municipalities are doing with respect to fees.

**Recommendation:** That the approach of establishing tiered fees based on number of vehicles and flat rates used in establishing fees set out in Schedule 'B' be approved in principle and that Schedule 'B' be used as a guideline for discussions with stakeholders.

### **Enforcement**

The Municipal Act, 2001 authorizes a municipality to specify in a by-law that a contravention of a by-law is an offence. The existing Taxi, Limousine and Special Transportation by-law create offences for breaches of the requirements of the by-law. Staff recommends that a similar approach be taken with respect to the establishment of a new by-law. By-law offences are addressed by the issuance of a provincial offence notice (PON) provided under the Provincial Offences Act. The Act sets out processes for the processing and related proceeding in respect of PONs. The accused has the option of paying the set fine specified on the PON, or plead not guilty and proceed to a trial before the Provincial Offences Court. Under the current system fines are currently limited to no more than \$1,000.

Provisions are also available under Section 429 of the Municipal Act, 2001 that authorize a municipality to establish a municipal system of fines for offences under a by-law. Under this municipal system, the municipality may establish a minimum fine for an offence of not more than \$500 and a maximum fine not to exceed \$100,000 as has the case in the previous by-laws. Offences under a municipal system of fines are processed by way of "laying an information" before a Justice of the Peace and fines can be imposed to the applicable statutory maximum. Staff will establish a fine system under the new Taxi By-law that will apply to traditional taxis, auxiliary taxis including app based companies, limousines and other taxi type services.

Staff expects that the overall effort to administer and enforce the new by-law will be intensive to ensure appropriate compliance with the new regulations. The proposed regulations in a hybrid model would make it the company's responsibility to maintain an up to date register of affiliated drivers as well as proof of drivers' driving records, police records checks and insurance. Staff would review compliance by way of spot audits, cross-checks with the licensed company and field inspection to enforce activities such as street hailing and vehicle requirements.

Staff also encountered some difficulty in receiving data from traditional brokers throughout this by-law review process. The receipt of accurate trip data is essential to understanding service needs, utilization of vehicles, and financial impacts. As an example, during the by-law review, anecdotal information and trip information from one company was used to determine the utilization of the accessible fleet. The reasons for the lack of data could include; lack of system or systems that don't accurately provide data, data not being collected that meets the Region's needs, discomfort in providing trip data because of mistrust/competition between companies and the Region.

In order to facilitate administrative and enforcement activities, staff recommends that all companies be required to maintain detailed data on rides and accessible rides. This way the Region can verify trends, monitor existing ratios and ensure auxiliary app based companies can verify proceeds with respect to license fees and accessibility contributions. Staff also needs data from any broker who is designated under the hybrid model in order to cross reference information against driver's records to ensure that all driver safety information is being maintained as required.

The Region will require that all required records must be available to the Region in a timely manner. These detailed recommendations will be worked into the final version of the new by-law.

Changes will also be required to the Region's in house processes. Staff is currently purchasing a new computer system that will provide more robust and reliable data and information. Staff will also need to transition to a process that allows for compliance checking while still maintaining traditional licence renewals and applications(over the

counter). Enforcement practices will need to be reviewed to ensure appropriate spot checking and oversight. Management staff intends to maximize the use of existing resources and review requirements for a one year period so that any additional resourcing may be contemplated for the 2018 budget. There is no request for additional staff at this time.

**Recommendation:** That all taxi and taxi type services be required to comply with the Region's administration requirements, including data/information sharing and enforcement requirements with respect to the by-law and as outlined in this report.

## **2 Phase Study to evaluate market conditions and their impact to citizens and visitors**

Staff is concerned that there currently is not have enough concrete information to fully evaluate the current processes and related impacts. The taxi industry has been able to provide some data but it is not consistent across all companies. As well, staff readily admits that they are not experts in undertaking a formal study. The City of Ottawa hired several consultants that provided the municipality with advice and an independent analysis of current market conditions and impacts citizens and visitors. The City of Toronto staff has been directed to undertake a supply and demand study that assesses and measures the economic impacts between service providers.

In order to undertake a study of any kind there needs to be a 3rd party consultant. This consultant would establish some baseline information on the current economic conditions and the impact to citizens and visitors and then repeat the study in early 2018 to measure the change. Staff believe this study should look at the demand for service, vehicles available, trip information, competition, licence limits etc. Staff have not finalized any details on such a study but will provide more details and a summary by August. Staff is looking for support in principle to undertake such a study.

**Recommendation:** That Committee agree in principle to undertake a 2 phase study to review market conditions and impact to citizens and visitors.

### **Clarity on Other Issues**

For clarification, the following will not be included in the by-law

- a) limiting the number of licences an individual can hold
- b) limiting who can bid on Regional contracts for service

The by-law will allow License holders to incorporate.

The by-law will regulate pick ups and drop offs within the Region's boundaries, consistent with the existing by-law.

### **Next Steps**

2120362

Committee decisions made at the meeting on June 8, will move the Region another step closer in finalizing the by-law. Following the decision of Committee there will be a number of items that will need to be undertaken before the by-law is passed and implementation is commenced.

- a) Finalization and passage of the by-law and Implementation date - Staff has been working on a by-law over the past several months and will need to take into consideration how the decisions made by Committee will be worked into the by-law. Staff will also need to have further discussions with stakeholders in regards to the proposed fees. Given the work that is required, staff does not believe that the by-law will be available for passage before the August Council meeting. An implementation date of Oct 1, 2016 has been targeted. Following the passage of the by-law a new fine schedule will need to be developed and submitted to the Province for approval.
- b) Computer System - A new licensing computer system is required. Staff have been utilizing an Access data base to hold licensing information. This data base is currently at capacity and fails regularly and there is concern historic data may be lost. Staff has known for some time that the data base will need to be replaced and started taking steps in 2015 to find a manageable solution. The Amanda software platform has been purchased. This is a common licensing platform utilized by several municipalities. Staff is currently in negotiations to finalize a contract with a vendor to provide assistance with implementation, training and data conversion. If these negotiations are successful staff will be undertaking data transfer from the old system into the new system over the summer. The new system will be better able to handle data transfer from Brokers who choose to issue licences on the Region's behalf.
- c) Insurance - Staff will continue to monitor progress on insurance. As noted in this report, FSCO is still evaluating and making a decision on Intact's fleet policy. It is anticipated that this decision will occur in mid July.
- d) Accessibility - Staff will continue to have discussions with municipalities about the use of funds raised for the accessibility fund. Staff will start work on the development of a working committee to discuss the use of these funds.
- e) Enforcement/Administrative processes – Staff will be modifying the current administrative processes to meet the requirements of the new by-law. This will include the development of new on-line forms, web information and the streamlining of some processes. Staff will also develop a plan to move enforcement staff away from a process of mandatory inspections to a more dynamic compliance checking and auditing process. This process will include increasing spot checks during peak driving times.
- f) Study - Staff will begin to gather information on the development of a 2 phase study and have some discussions about details that may go into an RFP. The details will be shared with the Committee/Councillors probably at the same time

the by-law is brought forward in August.

**Corporate Strategic Plan:**

The taxi by-law review is included in the Corporate Strategic Plan and was also identified in the Region's Service Review.

**Financial Implications:**

The Region currently receives approximately \$180,000 annually in revenue from taxi licences. These funds are used to offset the expenditures that occur for licensing and enforcing the current by-laws. While it is anticipated that additional funds will be received under the proposed new fees some of the money received will need to be used to offset anticipated additional costs e.g. computer system changes, study on impacts to citizens. Staff is currently not considering the hiring of staff however there will be a change in how staff is deployed and this will result in shift premiums and potentially overtime that currently has not been included in the budget. Given the evolving nature of the taxi industry and the need to re-evaluate licence fees within one year of implementation, caution needs to be taken in anticipating actual revenues. Staff will continue to monitor both expenditures and revenues in anticipation of budget preparations for 2017 and 2018.

**Other Department Consultations/Concurrence:**

Throughout this process staff has discussed issues with a variety of different departments in order to understand the accessible services provided. Staff will continue these consultations as the Region moves forward with implementation.

**Attachments**

Schedule A – Screening Criteria

Schedule B – Proposed Licence Fees

Schedule C – Existing Fares/Tariffs to be charged

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

**Kris Fletcher**, Director, Council and Administrative Services/Regional Clerk

**Approved By: Rob Horne**, Commissioner, Planning, Development and Legislative Services

## **Schedule 'A' Screening Criteria**

### **Taxi Driver Licence Screening Criteria**

An application for or renewal of a Taxi Vehicle Owner's Licence or Taxi Driver's Licence shall be denied, except where a pardon has been granted, where the individual or applicant has:

1. An Undertaking, Recognizance, Peace Bond, Probation Order or other court or police issued document where the conditions prohibit the applicant from acting as a Taxi Vehicle Owner or performing the functions of a Taxi Driver; or
2. Been found guilty and convicted of any criminal offence, in the preceding 20 years, where the term of incarceration imposed exceeded 10 years; or
3. Been found guilty and convicted of any criminal offence, in the preceding 10 years, where the term of incarceration imposed was between 2 and 10 years; or
4. Been found guilty and convicted of any criminal offence, in the preceding 5 years, where the term of incarceration imposed was less than 2 years; or
5. Been found guilty of any of the following offences, in the preceding 5 years:
  - a) Careless Driving;
  - b) Impaired Driving;
  - c) Racing or Stunt Driving;
  - d) Exceeding the Speed Limit by 50 km/hour or more; or
6. Accumulated 6 or more demerit points or 3 or more convictions on his or her driving record abstract within 3 years of application; or
7. Had their Driver's Licence, issued in any province or territory, suspended within 1 year of application.

### **Taxi Broker Licence Screening Criteria**

An application for or renewal of a Taxi Broker's shall be denied, except where a pardon has been granted, where the applicant has:

1. Been found guilty of any criminal offence, in the preceding 20 years, where a term of incarceration exceeded 10 years; or
2. Been found guilty of any criminal offence, in the preceding 10 years, where a term of incarceration was between 2 and 10 years; or
3. Been found guilty of any criminal offence, in the preceding 5 years, where a term of incarceration was less than 2 years.

## Schedule 'B' Proposed Licence Fees

### Draft

#### Fees for Companies with 200 or Less Vehicles Operating Through a Broker

Type of Licence	New Application	Annual Renewal
<b>Taxi-cab Broker Fees</b>		
Taxi-cab Broker Fleet Size		
1 to 50	\$150	\$150
51 to 100	\$210	\$210
101 to 150	\$400	\$400
151 to 200	\$800	\$800
Fee in Lieu of Accessible Service	\$50 per vehicle	\$50 per vehicle
Reinstatement of Suspended Taxi-cab Broker Licence	\$45	N/A
Replacement Taxi-cab Broker Licence	\$45	N/A
<b>Taxi-cab Owner/Vehicle Fees</b>		
Taxi-cab Owner/Vehicle Licence- Metered Taxi	\$600	\$300
Taxi-cab Owner/Vehicle Licence- Metered Taxi – Broker Issued	\$400	\$200
Taxi-cab Owner/Vehicle Licence – Auxiliary Taxi	\$200	\$100
Taxi-cab Owner/Vehicle Licence – Auxiliary Taxi – Broker Issued	\$150	\$75
Taxi-cab Owner/Vehicle Licence – Accessible	\$0	\$0
90 Day Taxi-cab Owner/Vehicle Licence	\$100	\$100
Spare Vehicle – Metered Taxi	\$200	\$100
Spare Vehicle – Metered Taxi – Broker Issued	\$150	\$75
Pro-Rated Fee – Owner	\$70 – per month	N/A
Pro-Rated Fee – Owner – Broker Issued	\$35 – per month	N/A
Late Renewal Fee – Owner	N/A	\$100

Reinstatement of Suspended Taxi-cab Owner/Vehicle Licence	\$45	N/A
Replacement Taxi-cab Owner/Vehicle Licence	\$45	N/A
Transfer of Sponsor – Taxi-cab Owner/Vehicle	\$45	N/A
Additional Sponsor – Taxi-cab Owner/Vehicle	\$45	N/A
<b>Taxi-cab Drivers Fees</b>		
Taxi-cab Driver Licence	\$150	\$100
Taxi-cab Driver Licence – Broker Issued	\$120	\$75
Taxi-cab Driver Licence Upgrade to Accessible	\$0	N/A
90 Day Taxi-cab Driver Licence	\$45	\$45
Pro-Rated Fee – Taxi-cab Driver	\$15 – per month	N/A
Pro-Rated Fee – Taxi-cab Driver – Broker Issued	\$10 – per month	N/A
Late Renewal Fee – Taxi-cab Driver	N/A	\$45
Reinstatement of Suspended Taxi-cab Driver Licence	\$45	N/A
Replacement Taxi-Cab Driver Licence	\$45	N/A
Transfer of Sponsor – Taxi-cab Driver	\$45	N/A
Additional Sponsor – Taxi-cab Driver	\$45	N/A
<b>Taxi-cab Meter Fees</b>		
Taxi Meter Test and Seal	\$45	N/A
Taxi Meter Re-Test and Seal	\$45	N/A
<b>Taxi-cab Permit/Plate Fees</b>		
Vehicle Permit/Plate	TBD	N/A
Replacement Vehicle Permit/Plate	TBD	N/A

**Fees for Companies with 201 or More Vehicles Operating Through a Broker**

<b>Type of Licence</b>	<b>New Application</b>	<b>Annual Renewal</b>
<b>Taxi-cab Broker Fees</b>		
Taxi-cab Broker Fleet Size		
201 to 500 vehicles	\$4000	\$4000
501 to 1000 vehicles	\$8000	\$8000
1001 or greater vehicles	\$16,000	\$16,000
Fee in Lieu of Accessible Service	\$50 per vehicle	\$50 per vehicle
Reinstatement of Suspended Taxi-cab Broker Licence	\$45	N/A
Replacement Taxi-cab Broker Licence	\$45	N/A
<b>Taxi-cab Owner/Vehicle Fees</b>		
Taxi-cab Owner/Vehicle Fee Based on Broker Fleet Size		
201 to 500 vehicles	\$200 per vehicle	\$200 per vehicle
501 to 1000 vehicles	\$150 per vehicle	\$150 per vehicle
1001 or greater vehicles	\$100 per vehicle	\$100 per vehicle
90 Day Taxi-cab Owner/Vehicle Licence	\$100	\$100
Reinstatement of Suspended Taxi-cab Owner/Vehicle Licence	\$45	N/A
Replacement Taxi-cab Owner/Vehicle Licence	\$45	N/A
Transfer of Sponsor – Taxi-cab Owner/Vehicle	\$45	N/A
Additional Sponsor – Taxi-cab Owner/Vehicle	\$45	N/A
<b>Taxi-cab Driver Fees</b>		
Taxi-cab Driver Licence	\$10	\$10
90 Day Taxi-cab Driver Licence	\$45	\$45

Reinstatement of Suspended Taxi-cab Driver Licence	\$45	N/A
Replacement Taxi-Cab Driver Licence	\$45	N/A
Transfer of Sponsor – Taxi-cab Driver	\$45	N/A
Additional Sponsor – Taxi-cab Driver	\$45	N/A
<b>Taxi-cab Meter Fees</b>		
Taxi Meter Test and Seal	\$45	N/A
Taxi Meter Re-Test and Seal	\$45	N/A
<b>Taxi-cab Permit/Plate Fees</b>		
Vehicle Permit/Plate	TBD	N/A
Replacement Vehicle Permit/Plate	TBD	N/A

**Schedule 'C'****Existing Taxi Rates/Tariffs**

\$3.50 - initial meter fare

\$2.10 – per kilometre

\$31.20 – per hour waiting/contract

HST included in fares.