APPENDIX G

Vehicles for Hire

Stakeholder Engagement Report

Prepared by the City of Winnipeg

November 2017

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Acknowledgement

Thank you to all the stakeholders who participated in the vehicles for hire stakeholder engagement process. Thank you for being candid about your concerns and for offering your thoughtful ideas and solutions. Without your willingness to be involved, stakeholder engagement would not be possible.

1.0 Introduction

The Province of Manitoba (the Province) put forward legislation in Bill 30 – *The Local Vehicles for hire Act*, which proposed to see the regulation of vehicles for hire be transferred from the Province of Manitoba to the City of Winnipeg (the City) on February 28, 2018. As a result, the City began the steps necessary to draft a new Vehicles for hire By-law.

The City intends to modernize and streamline the regulation of the vehicles for hire industry through a new by-law, so the residents of Winnipeg and visitors will receive vehicle-for-hire services with minimum standards in place for passenger safety, driver safety, consumer protection, and accessibility. The City is planning for the new Vehicles for hire By-law to include taxicabs, limousines, executive cars, accessible transport vehicles, and Private Transportation Providers (PTPs; formerly identified as Transportation Network Companies or 'TNC' in engagement materials) like Uber and Lyft.

From September to November 2017, the City invited stakeholders to stakeholder engagement sessions to hear from those who are involved in the industry. Stakeholders were contacted directly by the Taxicab Board or by the Office of Public Engagement and invited to focus group sessions and stakeholder meetings.

Since targeted stakeholder engagement concluded in November 2017, the feedback contained in this report is being considered during the development of an administrative report and draft by-law to be submitted to Executive Policy Committee and Council for approval in late Fall/Winter 2017/2018.

2.0 Approach

Stakeholder engagement for the purpose of collecting feedback for by-law development took place from September 14 to November 14, 2017. Stakeholder engagement was the focus of this engagement process in order to gather detailed feedback from those who will be most affected by the potential transition of regulation of vehicles for hire from the Province to the City and a new Vehicles for hire By-law. Focus groups were used to gather feedback from those with similar interests through a small group discussion and stakeholder meetings were held with stakeholders whose feedback was more specific in nature. Stakeholder focus groups and meetings were intended to gather feedback for the development of the by-law. Ongoing communication with stakeholders would be important to further refine vehicles for hire processes following Council approval and implementation.

MNP LLP previously carried out a comprehensive overview of the vehicle-for-hire industry in Winnipeg at the request of the Province, which was completed in December 2016 and is publicly available on the Province's website. Public and stakeholder consultation was conducted as part of the study. MNP LLP surveyed 9,215 consumers online and 500 consumers in a telephone survey as part of the Winnipeg Taxicab Services Review, prepared for the Province of Manitoba and released in December, 2016. Report findings indicated "the public feels more supply is needed, particularly during winter months, peak periods of the day/evening, and after special events." Due to the high response rate, recentness of the study, and clarity around public perception and desires, the City's process focused on stakeholder engagement in an effort to avoid redundancy and duplication.

MNP LLP was contracted by the City in August 2017 as a consultant to assist with reviewing existing regulations, comparing existing and proposed regulations to other jurisdictions, and making policy recommendations. MNP LLP also provided their expertise during stakeholder engagement focus group sessions and meetings by providing designated subject matter expert(s) for those sessions and meetings.

Due to time constraints, this approach was limited in flexibility with regards to scheduling. Timeline limitations also prevented the distribution of meeting agendas to focus group participants ahead of time, which meant participants could not formulate their responses to discussion topics in advance of participating. Several participants noted that they did not appreciate arriving at a meeting to discussion questions they had not seen beforehand. In response to this, focus group participants were provided questions electronically following focus groups to allow an opportunity to provide further comment once they had a chance to process the information and questions. Timeline constraints also limited the number of focus group sessions that could be held. Offering more than one date and time for focus groups may have allowed for higher levels of participation.

3.0 Engagement Activities

Stakeholder engagement activities were conducted in fall of 2017 to gather input on the considerations made by the City in preparation for the potential transfer of regulation of vehicles for hire from the Province to the City and the development of a Vehicles for hire By-law and. Stakeholder engagement consisted of four activities: focus group sessions, stakeholder meetings, and encouraging and collecting written feedback submissions, and a vehicles for hire working group. A bilingual Vehicles for hire By-law webpage (winnipeg.ca/vehiclesforhire) was launched on September 18, 2017 to provide a central location for vehicles for hire information and updates. Stakeholders were provided with a handout (Appendix A) to provide a background and introduction to the Vehicles for hire By-law development process. Table 1 summarizes each stakeholder engagement activity and associated participation level.

Timeframe	Activity	Participation level
Sept 14 – Sept 26	Focus group sessions	7 sessions – approximately 142 attendees
Sept 14 – Nov 2	Stakeholder meetings	16 meetings with representatives from 16 organizations, 36 participants
Sept 14 – Oct 13	Written feedback submissions	94 survey submissions from taxicab drivers and owners and 10 email submissions
Nov 14	Working group session	10 representatives invited, 9 attended

Table 1 Stakeholder engagement activities

3.1 Focus Group Sessions

Seven stakeholder focus group sessions were held between September 14 and September 26, 2017. Table 2 outlines the details of the focus group sessions. Focus group sessions were held for groups with similar interests to come together and have a shared discussion around their concerns and input about vehicles for hire.

Four focus groups were held with representatives from the existing vehicles for hire industry in Winnipeg. A taxicab drivers focus groups was held with taxicab drivers only, taxicab owners were invited to a separate focus group for those who own taxicabs, and a separate meeting with held with representatives from dispatch companies. In addition, a focus group was held with limousine owners. Some participants representing dispatch companies and limousine owners also attended the taxicab owner focus group because invitations were distributed to all those with an existing business owners license.

Focus groups for non-industry groups were held with equitability groups, accessibility groups and related industries. Equitability groups were identified as groups who may have a particular interest in consumer

protection and passenger safety. Accessibility groups were those who speak from the perspective of those with accessibility needs and accessible vehicle owners. Lastly, related industries were those who are within an industry with a connection to the taxicab industry.

Focus group participants were provided with a discussion guide specific to the issues affecting that group (Appendix B) in addition to the stakeholder handout. Discussion was not limited to the discussion guide. Participants were expressly invited to offer input on any additional areas of interest, and often, discussion with stakeholders in focus group sessions provided insights into issues not captured in the discussion guide.

A total of 1,759 stakeholders were invited to the seven focus group sessions and approximately 142 stakeholders attended the sessions. The approximate number of attendees is based on those who signed in at the focus group sessions.

Invitations to the driver, and owner focus groups were distributed by the Taxicab Board (TCB) to those in their database with an email address at the request of the City of Winnipeg. The TCB also posted the focus group session information in their office and asked that dispatchers post the information in their offices as well. All other session invitations were distributed by the City of Winnipeg.

The driver and owner focus group sessions had a high response rate and unfortunately, not all those who expressed interest in attending could be accommodated due to limited venue capacity.

Focus Group	Invitations email date	Number of stakeholders invited	Date of session	Time	Location	Partic-ipation
Accessibility	01-Sep-2017	9	22-Sep-2017	10 a.m. – 12 p.m.	Millennium Library	7
Dispatchers*	01-Sep-2017 01-Sep-2017	3 N/A	20-Sep-2017 26-Sep-2017	10 a.m. – 12 p.m. 1 p.m. – 3 p.m.	Millennium Library	2 6
Drivers	01-Sep-2017	1600	18-Sep-2017	6:30 p.m. – 8:30p.m.	Millennium Library	69
Equitability	01-Sep-2017	9	20-Sep-2017	1 p.m. – 3 p.m.	Indian and Metis Friendship Centre	2
Limousines	01-Sep-2017	4	26-Sep-2017	1 p.m. – 3 p.m.	Millennium Library	9
Owners	01-Sep-2017	131	25-Sep-2017	6:30 p.m. -8:30p.m.	Millennium Library	50
Related Industries	01-Sep-2017	3	22-Sep-2017	1 p.m. – 3 p.m.	Millennium Library	3

Table 2 Focus group session details

*Dispatcher representatives attended the limousine focus group session to allow for additional discussion, so the limousine focus group was split into two tables: one limousine focus group and one dispatcher focus group.

Meeting minutes from the focus group sessions were compiled and distributed to participants to inform each participant of what was heard and provide an opportunity to comment and add to the meeting minutes. Table 3 provides dates of minute distribution. One week was provided to participants to submit their comments and additions to focus group meeting minutes.

Focus Group	Date of notes distribution	Require response by:
Accessibility	16-Oct-2017	23-Oct-2017

Dispatchers	16-Oct-2017	23-Oct-2017
Drivers	16-Oct-2017	23-Oct-2017
Equitability	16-Oct-2017	23-Oct-2017
Limousines	16-Oct-2017	23-Oct-2017
Owners	16-Oct-2017	23-Oct-2017
Related Industries	16-Oct-2017	23-Oct-2017

Table 3 Focus group notes distribution information

3.2 Stakeholder Meetings

Stakeholder meetings were held with thirteen organizations that were identified as directly connected to the existing system with the TCB and would provide specific feedback best suited to a one-on-one setting. Due to time constraints, not all stakeholders with an interest in the taxicab industry were met with during this process. This stakeholder engagement process was intended to inform the development of a Vehicles for hire By-law and an ongoing discussion with stakeholders is important to ensure feedback is continually being incorporated when refining processes. Table 4 provides details on the stakeholder meetings that were held during the stakeholder engagement process.

Representatives from identified organizations were contacted directly when a direct contact was known or provided by the TCB. Invitations were sent to general organization emails when a direct contact could not be identified. Several organizations contacted the City directly to set up meetings.

The City provided a stakeholder meeting agenda at each stakeholder meeting with questions specific to that stakeholder in order to build a better understanding of the vehicles for hire industry and related organizations or systems. Stakeholder meetings also allowed stakeholders a chance to discuss their priorities and raise concerns or questions that were not included on the agenda. Notes from meetings were distributed to stakeholders afterwards to provide an opportunity to review what we heard in the meeting and make corrections or additions. Notes are summarized in section 4.2 and have not been appended to this report due to the confidential nature of the one-on-one conversations that were held.

Organization	Type of Organization	Date of session	Time	Location
Disabilities Issues Office	Government of Manitoba	18-Sep-2017	11 a.m. – 12:30 p.m.	MNP LLP Office
Green Action Centre	Environmental non-profit	26-Oct-2017	9 a.m. – 10 a.m.	EcoCentre
Ikwe Women Helping Women	Not-for-profit safe ride provider	10-Oct-2017	10:30 a.m. - 11:30 a.m.	City of Winnipeg
Independent Living Resource Centre	Training provider	27-Sep-2017	1:30 p.m. – 2:30 p.m.	MNP LLP Office
Manitoba Public Insurance	Crown Corporation	04-Oct-2017	1:30 p.m. – 2:30 p.m.	City of Winnipeg
Oshki Annishinabe Nigaaniwak partners	Partner organizations	01-Nov-2017	11:30 p.m. – 12:30 p.m.	Ma Mawi Wi Chi Itata Centre
Small Owners/Operators Coalition	Representative of small taxicab owners and operators	27-Nov-2017	2:30 p.m. – 3:30 p.m.	City of Winnipeg
St. Amant Centre	Taxicab contract and account holder	29-Sep-2017	10:30 a.m. – 11:30 a.m.	MNP LLP Office
St. James – Assiniboia School Division	Training provider	27-Sep-2017	11 a.m. – 12 p.m.	MNP LLP Office

Sunshine Limo and Transit Service	Accessible service provider	21-Nov-2017	10 a.m. – 11 a.m.	City of Winnipeg
Taxicab Board Members and Administration	Province of Manitoba	16-Aug-2017	1 p.m. – 3 p.m.	City of Winnipeg
Uber Canada	Transportation network company	27-Sep-2017	10 a.m. – 11 a.m.	Teleconference
Wheelchair Service of Manitoba and Vital Transit	Handi-cab van company owners	01-Nov-2017	3 p.m. – 4 p.m.	City of Winnipeg
Winnipeg Airport Authority	Taxicab contract holder	02-Oct-2017	10 a.m. – 11 a.m.	James Richardson International Airport
Winnipeg Community Taxi Coalition	Representative of Duffy's and Unicity Taxi	20-Nov-2017 27-Nov-2017	9 a.m. – 9:30 a.m. 2:30 p.m. – 3:30 p.m.	City of Winnipeg
Winnipeg Regional Health Authority	Taxicab contract and account holder	02-Oct-2017	11:30 a.m. – 12:30 p.m.	MNP Office

Table 4 Stakeholder session meeting details

3.3 Written Feedback Submissions

The City received a high response rate to both the taxicab owner and taxicab driver focus group sessions. Due to venue capacity limits, not all those who expressed an interest in attending could be accommodated. As such, those who could not be accommodated were invited to submit written feedback. Written feedback was also invited from those who attended the focus group sessions. A Survey Monkey link was provided to those who attended and those who could not attend. The survey contained the questions asked during the focus group session. The City received 78 written responses from taxicab drivers and 16 written responses from taxicab owners. In addition, 10 emails containing feedback were sent to the City.

3.4 Working Group session

Invitations to a working group session were distributed to a representative from each focus group session in addition to one PTP representative, one environmental organization representative, and one Indigenous organization representative. Ten stakeholder representatives were invited to gather a cross-section of vehicles for hire stakeholders to work through some of the feedback that was heard through focus group and stakeholder meeting sessions and nine stakeholder representatives attended. The list of groups invited and their method of choosing were:

1. Winnipeg Community Taxi Coalition – spokesperson asked to select one representative
2. Taxicab driver representative – chosen at random from focus group participants
3. Taxicab owner representative – chosen at random from focus group participants
4. Limousine owner representative – chosen at random from focus group participants
5. Accessibility group representative – Access Advisory Committee (represented in focus group) asked to select one representative
6. Equitability group representative – Winnipeg Safe City Initiative (represented in focus group) asked to select one representative
7. Related industry group representative – chosen at random from focus group participants
8. Transportation Network Company representative – stakeholder meeting participant
9. Indigenous partners representative – Aboriginal Council of Winnipeg asked to select one representative
10. Environmental group representative – stakeholder meeting participant

Working group session invitations were distributed on Friday, November 3, 2017, and the session was held on Tuesday, November 14, 2017 from 12:30 p.m. to 3 p.m. at the Susan A. Thompson Building (510 Main Street). A sample email invitation and working group agenda is in Appendix E. Invitees were asked that only one representative from each group attend the meeting to ensure all participants could be given the opportunity to participate at the session. Following the working group session, notes were distributed to participants on November 15, 2017, and participants were asked to provide revisions or additions to the notes before November 22, 2017.

4.0 Feedback

Results from the focus group sessions, stakeholder meetings, and written feedback are presented in the following sections. Key feedback and notes are highlighted in each section to provide a general sense of the input received. For a complete understanding of the feedback received, refer to full session notes in the appendices. Throughout the stakeholder engagement process, notes were taken and those notes were referred to when finding common values and common ground amongst stakeholder groups. Conversations with stakeholders also led to other connections and introductions to other stakeholder groups to meet with.

4.1 Focus Group Sessions

The notes below are a snapshot of what we heard from stakeholders at the stakeholder focus group sessions. Focus group session participants offered a wide array of perspectives and opinions, and the notes presented are not intended to reflect majority viewpoints or consensus. The common ground value discussed among all stakeholders was safety and the importance of ensuring safety in the vehicles for hire industry. There were several instances in which focus group session participants offered conflicting points of view, contributing to further discussion and debate and offering insight into the complexity of issues surrounding vehicles for hire. Complete meeting minutes from the focus group sessions are included in Appendix C.

4.1.1 Taxicab drivers

Taxicab drivers at the taxicab driver focus group expressed an interest in a significant change to the current system and noted their concerns around labour issues, safety, and taxicab ownership. Taxicab drivers had several suggestions to improve safety measures and some of the issues they encounter with fare evasion. Fare rates were also discussed and there was general support for the use of the Taxicab Cost Index (TCI) as an indicator for fare changes. The taxicab driver focus group began with drivers voicing their concern that there was representation from dispatchers in the room and they did not feel comfortable. Those who would not identify as a taxicab driver were asked to take part in a separate discussion outside the room where the driver focus group was taking place. Focus group participants noted they feared repercussions of voicing their opinion about the industry.

- Passengers should be required to pay before the trip.
- Drivers are paying too much to owners – vehicle lease price should be standardized and regulated.
- Labour related concerns around owners are exploiting drivers through high rental rates, fines and penalties to drivers. Drivers often work many hours per day, many days in a row and are not making a living wage.
- Proper information should be included in the cab (like a passenger/driver bill of rights and other passenger requirements).
- Better response times from police are necessary for everyone's safety.
- Audio recording with the video camera could assist with addressing payment disputes.

- Charges should be laid for those who do not pay taxicab fare.
- There should not be a demerit limit implemented for licensing.
- There should be a flat rate from one City to another (such as Winnipeg to Brandon) and that flat rate should reflect the cost of the return trip because drivers cannot pick up fares outside of Winnipeg.
- The TCI should account for missed fares from those who did not pay (about $50 per night).
- Taxicab licenses should be limited to one per person.
- The licenses should be awarded based on experience, rather than a lottery.

4.1.2 Taxicab dispatchers

Taxicab dispatchers noted their interest in fairness with the potential introduction of PTPs. Dispatchers noted the need to consider damages to the taxicab industry during the introduction of PTPs to the Winnipeg market and their interest in capping the number of PTPs available in order to ensure the taxicab industry can survive with PTP competition.

- Surge pricing should be controlled to protect consumers.
- The City should regulate the supply of PTPs with a cap on the number of licenses.
- It would be unrealistic to expect dispatch companies to have an operator record and report complaints because there are so many minor complaints. It may be possible if complaints could be received by email or online.
- Training is valuable, and should continue as is. Accessibility training for standard cabs would be better as a module in the general training instead of separately (no value for standard cabs/ limos). Difficult for dispatcher to deliver standardized training. Training is important for passenger safety.
- Insurance is a significant cost for taxicabs ($10-12,000 per year). This creates an unfair disadvantage compared to PTPs.
- Criminal record checks / all required driver information challenging – multiple stops, balancing lead time / date window to renewal date. Better if City could administer.
- Dispatch companies have own thresholds for driver safety ratings – after which they watch for improvement. Difficult to fix limit to suspend, as new drivers start at zero and could quickly drop.
- TCI concept makes sense.
- PTPs should have same rules, enforcement. Unfair if only taxicabs are subject to enforcement.
- Industry will be significantly damaged during transition. Impact only visible after 1-2 years.

4.1.3 Taxicab owners

Taxicab owners were clear about their interest in a fair system that does not allow PTPs to take over the vehicles for hire industry. Owners expressed their concerns with the impact on the value of their taxicab vehicle license and that the value of the license should be protected or compensation should be distributed. Taxicab owners also noted that taxicab vehicle owners are local business owners and their community-mindedness should be accounted for and appreciated during by-law development. In terms of process, taxicab owners expressed the need to have their voices included at all stages in transition of regulation.

- Compensation for those whose licenses have lost value. Retirement investment is at risk because of lost value. Taxicab Board (TCB) condoned transfer price. Fund through fees from new licenses.
- Fairness for the taxicab industry with the introduction of PTPs, particularly where drives cost.
- Insurance is a significant cost for taxicabs ($10-12,000 per year). This creates an unfair disadvantage compared to PTPs.

- Cap on total number of PTPs.
- Licenses that were transferable should stay transferable and those that were not should stay non-transferable. Maybe new licenses could become transferable after 5-10 yrs.
- An advisory committee with someone from industry would be beneficial. [to solve problems, design new system]
- PTP vehicles should have shields, cameras and strobe lights. Audio recording important next step.
- There should be a minimum fare for both PTPs and limousines.
- Taxicabs should be able to use diamond lanes during rush hour.
- Unable to get timely response from police when in distress (2-3 hours to respond).
- Place obligations on industry (24 hours, equipment, no refusals, fares) – obligation to protect in return.
- Should retain maximum vehicle age, apply also to PTPs.
- Accessible service needs different model (salaried drivers), subsidized. Umbrella organization
- Give accessibility licenses to big dispatch companies – can handle.

4.1.4 Equitability groups

The equitability focus group was not well attended so connections that were made with those in attendance led to follow up with groups for one-on-one stakeholder meetings. The meeting focused on ensuring safety for those who use vehicles for hire services by a centralized complaint system and training, not just for those with passengers, but for all those involved in the regulation of the industry.

- Use 311 to centralize the complaint system.
- Complaint reporting through text message.
- More information needs to be provided on what is acceptable and not acceptable in a vehicle-for-hire, either inside the vehicle or on the app.
- Klinic Community Health Centre does training in sexual violence.
- Training is currently given to community groups, workplaces and other organizations.
- Klinic will tailor training to specific group's needs.

4.1.5 Accessibility groups and accessible taxicab owners

Representatives from accessibility interest groups and accessible taxicab owners were invited to the same focus group meeting to discuss their perspectives. The group was in favour of keeping customer service regulations in place because of a lack of choice with accessible vehicles. Driver certification in securement as also noted as a key step towards passenger safety in accessible vehicles.

- Vehicle standard needs be a 5th category for regulation.
    - This would include the cleanliness and condition of vehicles.
- The current number of accessible vehicles do not meet current demand.
- The small companies need to be consolidated under a single management.
- There should be incentive for non-ambulatory vehicles.
- Drivers can refuse to provide rides for safety but this is being misused to refuse rides to people with disabilities.
- Taxicabs should not be allowed to use diamond lanes.
- All taxis need to be accessible because it will work for everyone.
- At minimum you need 25% to 30% accessible taxicabs – the current ratio is 20% which is too low to service the existing population.

- Maintenance and use of securement devices is an issue, creating safety concerns for passengers.
- Drivers are not certified in securement.
- English language skills are also an important for training.

4.1.6 Related industries

Related industries noted the need for choice for consumers but also cautioned that equal, minimum standards are important for everyone in the vehicles for hire industry and that fairness should be accounted for.

- Tourists should have options**.**
- Support for the introduction of PTPs.
- Caution regarding the sharing economy and the need to regulate those who operate under a sharing service as their full time job. Equal regulations should be applied to ensure safety of consumers.
- Caps on pricing for consumer protection.
- Application-based system for complaints would work well.

4.1.7 Limousine owners

Limousine owners had differing opinions on how limousines would be categorized under the new regulatory system, but clearly expressed their interest in protecting their business from the introduction of PTPs. Limousine owners noted the importance of a relationship with vehicles for hire enforcement to work together to ensure limousine owners operating without a license can be identified and caught. Participants expressed an interest in transferring limousine licenses with the rest of their business.

- Limos should not be in the same category as PTPs, although one participant noted they are very similar.
- Number of passengers should define a limousine (11).
- Relationship with enforcement is important to protect businesses and consumers.
- Could report infractions via a closed password website.
- License should be transferable to be able to sell entire business.
- Driver safety rating shouldn't matter.
- 100% accessibility should not apply to limousines and executive cars. Need is filled with one owner currently.

4.2 Stakeholder Meetings

The notes below are key themes from stakeholder meetings and do not represent specific viewpoints from any of the stakeholders involved in stakeholder meetings. Due to the one-on-one nature of stakeholder meetings, meeting minutes have not been included with this report. Several stakeholders also made submissions of their research and supporting documentation in addition to their corrections and additions to meeting minutes. Meeting minutes and submissions will be used during by-law development and to ensure the City is aware of stakeholder concerns and feedback going forward.

Trainers:

- Training is critical and the current training has been modified to include cultural awareness and enhanced accessibility training.
- Training providers have received positive feedback on training.
- Training can be adapted to a new regulatory system and to meet changing needs of customers.

Contract Holders:

- Contract holders may require training specific to their business needs.
- If customer service regulations (e.g. cleanliness of vehicle, appearance of vehicle) are not included in the new by-law, some people with limited choice (accessible vehicles) may not have their customer service needs met.
- Some customer service regulations may be needed to protect those who may not be able to advocate for themselves.
- Availability during peak times is an issue for some high-taxicab users.
- Contract holders try to include provisions in their contracts for customer service standards but they are challenging to enforce due to lack of choice.
- Contract holders and account holders have experienced challenges with ensuring safety and security of passengers.

General:

- 100% accessible vehicles should be the long-term goal and if accessibility needs are met, all needs will be met.
- Support for the introduction of PTPs to increase choice for customers.
- A centralized complaint system would be beneficial.
- Stakeholders appreciate the opportunity to provide input and would like to be kept informed throughout the process.

4.3 Written Feedback Submissions

Written feedback was invited from focus group session attendees and stakeholder meeting participants by circulating discussion questions following the sessions. Stakeholders were informed that if they have feedback to share in addition to what was shared at the sessions, they could provide written feedback electronically.

4.3.1 Focus group question responses

Drivers and owners were sent an online survey link to the questions asked in the driver and owner focus group sessions. Much of the written feedback was consistent with the discussion at the focus group sessions. The sections below highlight key points from drivers and owners written feedback submissions in response to focus group questions. Quotes are meant to provide examples of the overarching themes. Verbatim responses from drivers and owners are included in Appendix D.

Discussion Guide Question:
The City plans for the policies and regulations in the new Vehicles for hire By-law to have four objectives, and to set and maintain minimum standards for:
1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection; and
4. Accessibility.

Are there other categories of regulation the City should consider?

The feedback received in response to this question was mostly suggestions for policies or regulations that would be categorized under the four objectives outlined in the question. Responses with regards to camera and audio recording in taxicabs, and accessibility provisions.

Drivers	Owners
Customer Service, Fluent English Communication	*Insurance and vehicle safety.*

like any other professional, clean appearance and no more than 6 hours behind the wheel. *Cabs must be prepaid.* *Driver payment protection.*	*Safety of transfers of monies from passenger or consumer to driver or taxicab company.* *Equal treatment for all.*

Discussion Guide Question:
Is the current training valuable to you as a driver? Do you have any suggestions for improving the current training?

Drivers	Owners
There should be focus on communication skills. *Experienced drivers do not need any training. Trainings only for new drivers.* *Compulsory language benchmark minimum 5.*	*Disability and professional driver and language training is must.* *Yes current training is very valuable. All drivers benefit from it.*

Discussion Guide Question:
The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard. What types of offenses would indicate a driver has not been driving safely and cannot have their license renewed?

Drivers	Owners
Drivers spend long hours on the road. It should not be more strict. *The offenses like impaired driving and more speeding tickets would indicate a driver has not been driving safely. Otherwise the driving safety rating requirement should keep same as it is MPI does have. It's more risk of collisions when you are on road for all day long or whole night.* *Drivers driving carelessly and if the driver has more than one accident, their license should not be removed.*	*More than 3 incidents in the past year.* *That will lead to shortage of drivers, the City should consult labour laws.*

Discussion Guide Question:

The City is considering removing the minimum taxicab fare and including a maximum fare only. The Taxicab Cost Index may be used to determine the maximum fare and if the fare should change.

The Taxicab Cost Index uses data to determine how the cost of operating a taxi changes from year to year and can help determine if metered rates should be adjusted. The taxi cost index includes four components: wages, taxi insurance, fuel, and the consumer price index.
Based on the financial information submitted to MNP in 2015, the average cost of operating a taxi is made up of the following percentages:

- Wages – 30%
- Fuel and Insurance– 32%
- Consumer Price Index (changes in price of consumer goods) – 38%

What do you think the impacts of having no minimum fare will be?

Drivers	Owners
We have lots very small fares like $5. If there would be no minimum fare then drivers cannot make living. *Less revenue but more customers.* *On short travels it's not going to benefit the driver. He will have less money and has to get in the queue again for his turn.*	*More competition. Uber and Lyft will have an unfair advantage. Unicity and Duffy's will not be able to compete. This is a biased policy.* *Fiasco. Driver and customer disputes.*

Discussion Guide Question:
Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?

Drivers	Owners
No. Maintenance expenses are also there. Cab company fees are also there. *It's better to ask business license holders about it. Driver doesn't pay insurance.*	*Insurance and repairs take more than 50%.* *Don't know what the taxicab cost index is for others. I know what it is for me.*

Discussion Guide Question:
Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?

Drivers	Owners
Car maintenance cost should be added in index also. *Bring Uber and create competition. Price problem will be solved.*	*It's fair.* *Not really. Because it depends how many for hire vehicles you intend to provide. The more you provide the higher the rate would have to be, as we would have to distribute the available business amongst a unanimous amount of vehicles.*

Discussion Guide Question:

What are the most important elements that make you feel safe as a driver?

Drivers	Owners
According to me drivers should be unionized. And there should be action taken against the person who assaults the driver. *Windshield should not cover only driver seat, actually driver seat and beside driver seat on the front side there should be windshield, so half portion in the cab should be protect by windshield, camera, and strobe light.*	*Insurance, cameras, and transparency.* *The way we talk with the customers.*

Discussion Guide Question:
What do you think of safety features like cameras, shields, and strobe lights?

Drivers	Owners
These things are safety features for driver but we need more and more safety features.	*Insurance, cameras and transparency.* *The way we talk with the customers.*

Discussion Guide Question:
The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following driver requirements are being considered for PTP drivers:

- Driver license
- Driver safety rating
- Training
- Criminal record and other mandated checks
- Insurance
- Driver identification
- GPS tracking
- Pre-arranged agreement of fare

What do you think of these requirements?

Drivers	Owners
All are very essential. *As long as TNC drivers have Class 4 license and they will also go through 2 weeks training and then pass the exams then there should be no issues. Make sure their vehicle should have commercial insurance same as Taxi's. All rules & regulations should be same.*	*Internet taxi companies should commit to provide all kind of transport need which include wheelchair, blind people with guide dogs and wheelchair accessible vans.* *Need more stuff like cameras in every car for safety even transit buses have full training for drivers & knowledge of the city.*

Discussion Guide Question:
The City is considering not allowing TNCs to pick up street hails or use taxi stands. What type of enforcement would be required to ensure this?

Drivers	Owners
They should be able to pick up fares this would help in peak periods. *City should make transportation board and have their employees to watch on TNCs. If they got caught pick up street hails or use Taxi stands there should be ticket issued as a fine.* *It should be same TNC's that the drivers should be dispatched the same way the cab drivers do*	*They shouldn't be able to wait at taxi stands.* *It's very hard to enforce but marking them with different license plates and heavy fines can make some difference.*

Discussion Guide Question:
What information would you like to have access to so you can be confident that the vehicles for hire system is fair?

Drivers	Owners
Work out a solution in Winnipeg for Winnipeg. *Everybody should know what's going on in the industry drivers and the owners everything has to*	*City should make a working group of all stakeholders like seniors, public, disable community and taxi owners.*

done the way it's fair for both. *Rent should be fair and licensed. Plates should be issued to only those who are driving now and there should be only one taxi per owner and he must drive that cab not for rent.*	*In the order my call was received and when it actually has be accepted by a driver from which taxicab company and how long it will be for the vehicle for hire to arrive to my location.*

4.3.2 Focus Group Participant Email Submissions

The City received email submissions from 10 stakeholder participants to further expand on the discussions that took place during focus group sessions and stakeholder meetings. Email submissions are included in Appendix D. Four of the email submissions consisted of research and multi-page feedback with suggestions for by-law development and regulatory changes. Six of the email submissions were bullet points to further clarify and prioritize the feedback received at the focus group sessions. Much of the perspectives voiced in email submissions echoed those in other written feedback and in the focus group sessions as they were mostly from those within the vehicles for hire industry.

The Winnipeg Safe City Steering Committee was the only stakeholder group represented in a focus group outside of the vehicles for hire industry to provide a written submission. The submission provided recommendations for collaborating to improve safety of the vehicles for hire industry with a structured plan for including sexual violence training in future vehicles for hire training adjustments.

4.4 Working Group Session

The working group session focused on what was heard during stakeholder engagement on vehicles for hire to date and encouraged discussion between those with differing perspectives on vehicles for hire. Holding a conversation with varied perspectives allowed for increased depth in conversation and for different stakeholders to speak on behalf of their organization to answer questions raised by other stakeholders. Much of the discussion was repeated from earlier stages of stakeholder engagement but there was value in bringing stakeholders together. There was common ground on issues like safety and accessibility, but with some differing perspectives on solutions to reaching those common goals.

The following were some of the key highlights from the session:

- Key priorities of participants:
    - Increased choice for consumers.
    - Increased choice and decreased wait times for those requiring accessible service.
    - Impacts on sustainability
    - Fairness with regards to TNCs and taxicabs in the same industry.
    - Safety and security.
    - Reduction and prevention of sexual violence against women and girls in public spaces.
    - Recognition of the impacts of colonization on sexual violence in taxicabs.
    - Enforcement of training.
    - Education for the public and those in the industry.
    - Vehicles for hire drivers as ambassadors to the city of Winnipeg.
    - Improved customer service.
- Safety was verified as the most important aspect to a new by-law:
    - Improvements are needed to ensure passenger and driver safety are enhanced.
    - A shield that separates the entire front seat of the vehicle from the backseat was noted as an important improvement.

    - Voice recording was noted as a benefit but it was also noted that there may be privacy issues related to voice recording.
    - Better training with regards to sexual violence could be a step towards a safer and more comfortable environment.
    - Maximum time for drivers to work in a day.
    - Improved training around wheelchair securement.
- Fairness with regards to the industry players was highlighted:
    - Criminal and child abuse record checks should be required for all vehicles for hire drivers.
    - Safety standards should be the same for TNCs and taxicabs.
    - TNCs should be held accountable for their actions.
    - TNCs are a unique service with built in customer service complaints system and responses to customer needs.
    - TNC drivers are typically driving as a part time job.
    - The TNC system with an app reduces anonymity and reduces the need for some of the safety provisions used with taxis.
- Accessibility is a critical consideration with vehicles for hire discussions, both for those living with disabilities and accessibility in terms of access to services.
    - TNCs cannot serve those who do not have access to the internet or a credit card.
    - TNCs do not provide a service that caters to everyone's needs.
    - TNCs are more affordable than taxis in other cities.
    - A minimum ratio for accessible taxis should be implemented.
    - A levy that TNCs pay per trip are used in other cities and put towards improved accessible services.

5.0 Conclusions

Input gathered from vehicles for hire stakeholders through focus groups, stakeholder meetings, written feedback, and a working group session indicated that those within and with connections to the industry have a strong interest in the potential changes that could be introduced through a new City of Winnipeg Vehicles for Hire By-law. The four proposed pillars of the by-law: passenger safety, driver safety, consumer protection, and accessibility, were generally supported and agreed upon by all stakeholders as critical elements, although, several stakeholders thought additional pillars should be added such as employee protection and customer service.

Feedback from the taxicab industry indicated a strong desire for fairness with regards to the introduction of PTPs and the need to consider the effects PTPs could have on local taxicab business owners. Taxicab industry stakeholders noted the need to recognize taxicabs as an essential service and that if PTPs are not required to be available 24 hours per day and can choose which passengers they pick up. Industry stakeholders noted that customers could suffer if the taxicab business is no longer profitable.

Stakeholder interest groups outside of the vehicles for hire industry noted the need to consider accessibility and safety in all aspects of by-law development and that changes to the current system could improve accessibility and safety. Stakeholders generally agreed that increased choice with vehicles for hire would be a welcome change.

There were many passionate voices involved in the stakeholder engagement process. The feedback and concerns voiced during the stakeholder engagement process further highlighted the need for ongoing stakeholder involvement and a mechanism for feedback and assessments following the transition of vehicles for hire regulation from the Province to the City.

The results presented in this stakeholder engagement report will help shape the Vehicles for Hire By-law. The recommendations and by-law will be presented in an administrative report to Council. A decision by Council and the adoption of a new by-law is anticipated in winter 2017/2018.

Appendix A – Vehicles-for-Hire Handout

CITY OF WINNIPEG VEHICLES-FOR-HIRE REVIEW
INTRODUCTION AND PROCESS

September 2017

Background

The province has put forward legislation in *Bill 30 – The Local Vehicles for Hire Act* which proposes to see the regulation of vehicles for hire be transferred from the Province of Manitoba to the City of Winnipeg on February 28, 2018. As a result, the City has begun the steps necessary to draft a new Vehicles-for-Hire By-law.

In December 2016, the Government of Manitoba published MNP LLP's report on Winnipeg Taxicab Services along with 40 recommendations for improving the vehicles for hire industry. MNP LLP surveyed 9,215 consumers online and 500 in a telephone survey. Study findings indicated "the public feels more supply is needed, particularly during winter months, peak periods of the day/evening and after special events."

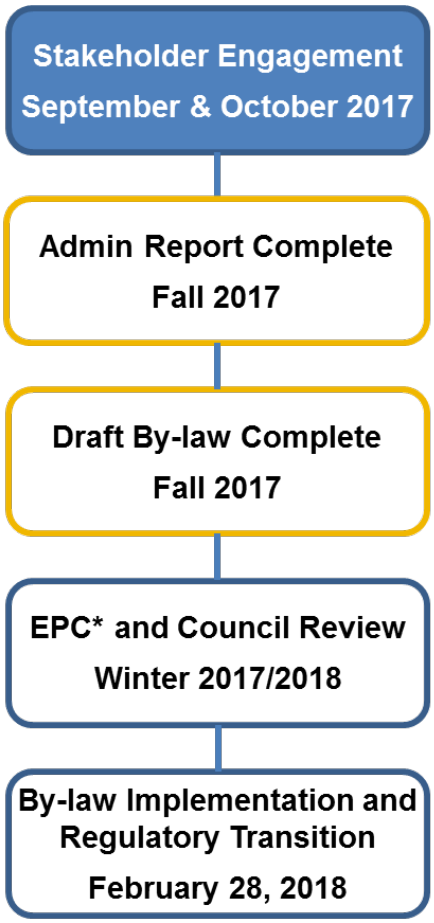
Approach

The City intends to modernize and streamline the regulation of the vehicles-for-hire industry through a new by-law, setting minimum standards so the citizens of Winnipeg and visitors receive quality vehicle-for-hire services. The City plans for the new Vehicles-for-Hire By-law to include taxicabs, limousines, accessible transport vehicles, and Transportation Network Companies (TNC) like Uber and Lyft. Input from stakeholders of the vehicles-for-hire industry is critical to shaping the content of the new by-law.

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Timeline



* Executive Policy Committee

Next Steps

Targeted stakeholder engagement sessions are being held in September and October 2017.

Once targeted stakeholder engagement is complete, an administrative report and draft by-law will be developed and submitted to Executive Policy Committee and Council for approval in late Fall/Winter 2017/2018. A stakeholder engagement report will also be made available.

winnipeg.ca/vehiclesforhire

Examen relatif aux véhicules avec chauffeur de la Ville de Winnipeg
Introduction et processus

septembre 2017

Contexte

La Province a déposé le Projet de loi 30 – Loi sur la gestion locale des véhicules avec chauffeur, qui propose que la réglementation de ces véhicules soit transférée de la Province du Manitoba à la Ville de Winnipeg le 28 février 2018. Par conséquent, la Ville a commencé à prendre les mesures nécessaires pour rédiger un nouveau règlement sur les véhicules avec chauffeur.

La firme MNP LLP a interrogé 9 215 consommateurs en ligne et 500 par téléphone dans le cadre de l'examen des services de taxi de Winnipeg (Winnipeg Taxicab Services Review), effectué pour le compte de la Province du Manitoba et dont le rapport a été publié en décembre 2016. Selon le rapport, « le public estime qu'il faut augmenter les services, surtout pendant les mois d'hiver, aux périodes de pointe en journée et en soirée, ainsi qu'après des événements spéciaux. »

Approche

La Ville a l'intention de moderniser et de simplifier la réglementation du secteur des véhicules avec chauffeur à l'aide d'un nouveau règlement, en établissant des normes minimales pour que les résidents de Winnipeg et les visiteurs reçoivent des services de qualité dans ce domaine. Elle envisage d'inclure dans le nouveau règlement les taxis, les limousines, les véhicules de transport accessibles ainsi que les entreprises de réseau de transport (ERT) comme Uber et Lyft. La participation des intervenants du secteur est essentielle pour décider du contenu du nouveau règlement.

La Ville prévoit de donner quatre objectifs aux politiques et dispositions du nouveau règlement sur les véhicules avec chauffeur, et aussi d'établir et de maintenir des normes minimales dans les domaines suivants :

1. sécurité des passagers
2. sécurité des chauffeurs
3. protection des consommateurs
4. accessibilité

Calendrier

Participation des intervenants
septembre et octobre 2017

↓

Achèvement du rapport admin.
Automne 2017

↓

Achèvement de l'ébauche du règlement
Automne 2017

↓

Examen du CE* et du Conseil
Hiver 2017-2018

↓

Mise en oeuvre du règlement et transition réglementaire
28 février 2018

***Comité exécutif**

Prochaines étapes

En septembre et octobre 2017, la Ville va inviter des intervenants à des séances de participation pour entendre celles et ceux qui sont directement liés au secteur.

À l'issue de la participation des intervenants ciblés, un rapport administratif et une ébauche de règlement seront élaborés et soumis à l'approbation du Comité exécutif et du Conseil à la fin de l'automne/hiver 2017-2018. Un rapport sur la participation des intervenants sera également publié.

winnipeg.ca/vehiculesavecchauffeur

Appendix B - Focus Group Discussion Guides

Agenda

1. Introductions (5 minutes)

2. Project Overview and Schedule (10 minutes)

3. Discussion (70 minutes)

4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

a) General

Approximately 50,000 – 110,000 people in Winnipeg may require accessible transportation. In Canada, approximately 16% of the population has some form of physical disability. About half are related to mobility. There are currently 52 Accessible Taxicab Licenses in Winnipeg. This is about 11% of the metered taxi fleet in the summer and 9% in the winter with the addition of seasonal taxis. There are also 80 handicab vans. Altogether this represents 20% of the total fleet, excluding limousines (MNP, 2016).

i. How do we ensure vehicles for hire services are accessible for all Winnipeggers?

ii. How should accessible taxi services be treated in the new regulatory model?

b) Minimum Fleet Ratio

The City is considering implementing a minimum percentage of each vehicle for hire fleet is accessible vehicles.

i. What is an appropriate percentage?
ii. What is an appropriate amount of time to adjust fleet to accessibility standards?

iii. Other cities in Canada have implemented a surcharge for those dispatchers who do not meet the minimum fleet percentage of accessible vehicles. How do you feel about a surcharge for those dispatch companies that are not able to meet the minimum fleet percentage?
iv. If a surcharge is implemented, how should the surcharge funds be allocated?

c) Training

Is current training valuable? Do you have any suggestions for improving the current training?

d) Accessible Vehicles

Currently, Handi-Transit offers both ambulatory (persons who are able to walk) and non-ambulatory (persons who travel in a wheelchair) services.

i. Could the City implement a two-type licensing structure for accessible vehicles for hire?
ii. How would the ratio be applied?
iii. What is the difference and how would that affect service?
iv. Should different types of training be required of drivers?

e) Other Transportation Options

How does Handi-Transit fit in with other transportation modes like taxicabs and Transportation Network Vehicles (TNCs)?

Notes:

Agenda

1. Introductions (5 minutes)
2. Project Overview and Schedule (10 minutes)
3. Discussion (70 minutes)
4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) General

The Competition Bureau of Canada has stated that certain segments of the population, including seniors, persons with a disability, stay at home parents, and low income groups account for a higher share of taxicab trips than their representation in the population (Competition Bureau, 2014). This is to say that some groups are reliant on this form of transportation in their day-to-day lives. (MNP, 2016)

i. How do we keep the vehicles for hire industry fair and equitable for all?
ii. How can a policy and regulations account for those who may not have access to a smartphone, the internet, or a credit card and may be reliant on taxicabs?

c) Fares

The City is considering removing the minimum taxicab fare. If the City were to include a maximum fare, there is a cost index that may be used in order to determine the fare. The taxicab cost index uses data to determine how the cost of operating a taxi changes from year to year and can help determine if metered rates should be adjusted. The taxi cost index includes four components: wages, taxi insurance, fuel, and other costs using the Consumer Price Index. Would the removal of a minimum fare influence the communities you work with?

In the new system, a pre-arranged fare may be agreed upon by the driver and passenger but the meter must still run and the driver cannot charge more than the fare displayed on the meter.

i. Will this system have an affect on vulnerable populations?
ii. Is there anything else the City should consider with regards to meters and fares?

d) Transportation Network Companies (TNCs)

i. TNCs have a pre-arranged booking system that allows both the passenger and driver to accept the trip beforehand. Are there opportunities for TNCs to be created using something other than an app, such as Facebook?
ii. Transportation Network Companies typically use credit cards as payment. Taxis will still be required to accept cash – will this affect marginalized groups?
iii. How can pre-arranged fares for TNCs be implemented for those who do not have a smartphone, the internet, or a credit card?

Notes:

Thank you for attending today's focus group.

Agenda

1. Introductions (5 minutes)
2. Project Overview and Schedule (10 minutes)
3. Discussion (70 minutes)
4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) Licenses

Currently there are 5 types of taxicabs, 3 types of metered taxicabs, and 3 types of limousines in the *Taxicab Regulation*. The City is considering implementing two categories – metered (taxicabs) and unmetered (all other vehicles for hire including limousines and transportation network companies).

i. Do you foresee any issues with these two categories?
ii. Are there any challenges to limousines being included in the non-metered category along with transportation network companies (TNCs)?

The "non-metered" vehicle category would likely require that non-metered vehicle drivers prearrange an agreed upon fare, provide vehicle and driver information, and not accept cash.

iii. Is it standard to provide the make, model, year, and size and agree on price beforehand?
iv. Is there a record of this agreement that would be auditable?
v. How would this be applied for trips from the airport?
vi. Would there be challenges associated with not being allowed to accept cash?

The City is also considering making limousine and executive car licenses unlimited.

vii. If limousine vehicle licenses were unlimited, how would that affect you?

c) Accessibility

The Competition Bureau recommends *providing incentives to drivers to operate accessible vehicles in areas where consumers are underserved.*

i. Do you agree or disagree? Why?
ii. What types of incentives would make the most sense?

d) Transparency

What information would you like to have access to so you can be confident that the vehicles-for-hire system is fair?

e) Transportation Network Companies (TNCs)

The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following requirements are being considered for TNC drivers:

- Driver license
- Driver safety rating
- Training
- Criminal record and other mandated checks
- Insurance
- Driver identification
- GPS tracking
- Pre-arranged agreement of fare

i. What do you think of these requirements?
ii. TNCs will not be allowed to pick up street hails or use taxi stands. What type of enforcement is needed to ensure this?

f) <u>Notes:</u>

Thank you for attending today's focus group.

Agenda

1. Introductions (5 minutes)
2. Project Overview and Schedule (10 minutes)
3. Discussion (70 minutes)
4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) Training

Is the current training valuable? Do you have any suggestions for improving the current training?

c) Licenses

Currently, there are 5 types of taxicabs, 3 types of metered taxicabs, and 3 types of limousines in the *Taxicab Regulation*. The City is considering implementing two categories – metered (taxicabs) and unmetered (all other vehicles for hire including limousines and transportation network companies).

i. Do you foresee any issues with these two categories?
ii. Are there any challenges to limousines being included in the non-metered category along with transportation network companies (TNCs)?

The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard.

iii. What types of offenses would indicate a driver has not been driving safely and cannot have their license renewed?

The City is considering implementing a dispatcher license for both metered and unmetered dispatchers of vehicles for hire. The obligations of a dispatcher may include:

- Collect driver screening information
- Maintain records
- Report lists of drivers
- Ensure vehicles meet standards

- Maintain a system for customer complaints
- Maintain a record of refusal
- Automatic reporting trip information

iv. What are your thoughts on these requirements as part of a dispatching license?

v. Are systems currently in place to meet the dispatcher licensing standards that are being considered?

d) Accessibility

The Competition Bureau recommends *providing incentives to drivers to operate accessible vehicles in areas where consumers are underserved.*

i. Do you agree or disagree? Why?

ii. What types of incentives would make the most sense?

Currently, Handi-Transit offers both ambulatory (persons who are able to walk) and non-ambulatory (persons who travel in a wheelchair) services.

iii. Could the City implement a two-type licensing structure for accessible vehicles for hire?

iv. How would a two-type system affect service?

v. Should different levels of training should be required of the two different drivers?

The City is considering implementing a minimum percentage of each vehicle for hire fleet is made up of wheelchair accessible vehicles.

vi. What is required to add new wheelchair accessible vehicles to a fleet (time, cost, etc.)?

e) Fares

The City is considering removing the minimum taxicab fare and including a maximum fare only. The Taxicab Cost Index may be used to determine the maximum fare and if the fare should change.

The Taxicab Cost Index uses data to determine how the cost of operating a taxi changes from year to year and can help determine if metered rates should be adjusted. The taxi cost index includes four components: wages, taxi insurance, fuel, and the consumer price index.
Based on the financial information submitted to MNP in 2015, the average cost of operating a taxi is made up of the following percentages:

- Wages – 30%
- Fuel and Insurance– 32%
- Consumer Price Index (changes in price of consumer goods) – 38%

i. What do you think the impacts of having no minimum fare will be?

ii. Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?

iii. Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?

f) Driver Safety

i. What are the most important elements to ensure driver safety?

ii. What do you think of safety features including shields and strobe lights?

g) Transparency

What information would you like to have access to so you can be confident that the vehicles-for-hire system is fair?

h) Transportation Network Companies (TNCs)

The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following driver requirements are being considered for TNC drivers:

- Driver license
- Driver safety rating
- Training
- Criminal record and other mandated checks
- Insurance
- Driver identification
- GPS tracking
- Pre-arranged agreement of fare

i. What do you think of these requirements?

ii. TNCs will not be allowed to pick up street hails or use taxi stands. What type of enforcement is needed to ensure this?

Notes:

Thank you for attending today's focus group.

Agenda

1. Introductions (5 minutes)
2. Project Overview and Schedule (10 minutes)
3. Discussion (70 minutes)
4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) Transparency

What information would you like to have access to so you can be confident that the vehicles-for-hire system is fair?

c) Training

Is the current training valuable? Do you have any suggestions for improving the current training?

d) Licenses

Currently, there are 5 types of taxicabs, 3 types of metered taxicabs, and 3 types of limousines in the *Taxicab Regulation*. The City is considering implementing two categories – metered (taxicabs) and unmetered (all other vehicles for hire including limousines and transportation network companies).

i. Do you foresee any issues with these two categories?
ii. Are there any challenges to limousines being included in the non-metered category along with transportation network companies (TNCs)?

The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard.

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- Maintain records
- Report lists of drivers
- Ensure vehicles meet standards
- Maintain a system for customer complaints
- Maintain a record of refusal
- Automatic reporting trip information

iv. What are your thoughts on these requirements as part of a dispatching license?

v. Are systems currently in place to meet the dispatcher licensing standards that are being considered?

e) Fares

The City is considering removing the minimum taxicab fare and including a maximum fare only. The Taxicab Cost Index may be used to determine the maximum fare and if the fare should change.

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i. What do you think the impacts of having no minimum fare will be?

ii. Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?

iii. Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?

f) Driver Safety

i. What are the most important elements to ensure driver safety?

ii. What do you think of safety features including shields and strobe lights?

g) Transportation Network Companies (TNCs)

The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following driver requirements are being considered for TNC drivers:

- Driver license
- Driver safety rating
- Training
- Criminal record and other mandated checks
- Insurance
- Driver identification
- GPS tracking
- Pre-arranged agreement of fare

i. What do you think of these requirements?

ii. TNCs will not be allowed to pick up street hails or use taxi stands. What type of enforcement is needed to ensure this?

a) <u>Notes:</u>

Thank you for attending today's focus group.

Agenda

1. Introduction (5 minutes)
2. Project Overview and Agenda (15 minutes)
3. Group Discussion (75 minutes)
4. Report Back (20 minutes)
5. Conclusion and Next Steps (5 minutes)

Discussion will be facilitated in a group setting. Each group will self-identify a recorder and someone to report back.

- The recorder will:
  - Record your group's ideas in point form on the flip-chart paper provided.
- The reporter will:
  - Summarize the group's discussion during 'Report Back'.

Discussion Questions (approximately 10 minutes each)

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) Training

Is the current training valuable to you as a driver? Do you have any suggestions for improving the current training?

c) Licenses

The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard. What types of offenses would indicate a driver has not been driving safely and cannot have their license renewed?

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ii. Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?
iii. Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?

e) Driver Safety

i. What are the most important elements that make you feel safe as a driver?
ii. What do you think of safety features like cameras, shields, and strobe lights?

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The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following driver requirements are being considered for TNC drivers:

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ii. The City is considering not allowing TNCs to pick up street hails or use taxi stands. What type of enforcement would be required to ensure this?

g) Transparency

What information would you like to have access to so you can be confident that the vehicles for hire system is fair?

Agenda

1. Introductions (5 minutes)
2. Project Overview and Schedule (10 minutes)
3. Discussion (70 minutes)
4. Conclusion and Next Steps (5 minutes)

Discussion Questions

a) Approach

The City plans for the policies and regulations in the new Vehicles-for-Hire By-law to have four objectives, and to set and maintain minimum standards for:

1. Passenger Safety;
2. Driver Safety;
3. Consumer Protection, and;
4. Accessibility

Are there other categories of regulation the City should consider?

b) Training

i. Is English proficiency important?
ii. Is hospitality and City knowledge training valuable?
iii. What do you think of tourism related training for drivers? Would you welcome this?
iv. Would you be more likely to use or recommend a service that ensures drivers had received tourism training?

c) Accessibility

Currently, Handi-Transit offers both ambulatory (persons who are able to walk) and non-ambulatory (persons who travel in a wheelchair) services.

i. Could the City implement a two-type licensing structure for accessible vehicles for hire?
ii. How would a two-type system affect service?
iii. Should different levels of training be required of the two different drivers?

d) Customer Service

The City is considering excluding regulations regarding customer service related issues (such as trunk size or car cleanliness) and allowing the industry to regulate those elements of service.

If customer service regulations were excluded from the By-law, how would that affect your clients/customers?

e) Transportation Network Companies (TNCs)

The City is considering incorporating Transportation Network Companies (TNCs) in the Winnipeg market. The following driver requirements are being considered for TNC drivers:

- Driver license
- Driver safety rating
- Training
- Criminal record and other mandated checks
- Insurance
- Driver identification
- GPS tracking
- Pre-arranged agreement of fare

i. What do you think of these requirements?
ii. Is there anything you would like the City to consider and account for with the introduction of TNCs?
iii. What types of regulations can be put in place to ensure visitors and those with vehicles for hire contracts have choice and understand those choices?

Notes:

Thank you for attending today's focus group.

Appendix C - Focus Group Session Minutes

Vehicles for Hire – Accessibility Focus Group

Location:	Millennium Library Dr. Anne Smigel Meeting Room 251 Donald St.	**Date:** **Time:**	September 22, 2017 10 a.m. – 12 p.m.

Meeting Minutes

General

- Many drivers do not want to provide service to people with disabilities.
    - Drivers want to focus on their business and maximize profit.
    - It can take more time to provide a service to people with disabilities.
- Drivers can refuse to provide rides for safety but this is being misused to refuse rides to people with disabilities.
    - Drivers do not want the extra work that comes with providing a ride to people with disabilities.
- There should be incentive for non-ambulatory vehicles.
    - For example non-ambulatory vehicles would not be charged the annual registration fee.
- Taxicabs should not be allowed to use diamond lanes.
    - It would discourage older cyclists who are concerned with safety.

Approach

- Vehicle standard needs be a 5th category for regulation.
    - This would include the cleanliness and condition of vehicles.
- All vehicles-for-hire need to meet the Accessibility for Manitobans Act.
    - The Manitoba Taxicab board has already implemented accessibility standards for vehicles-for-hire.
    - These standards should be continued by the City of Winnipeg.
- The province is behind in meeting the Accessibility for Manitobans Act.
    - Few companies provide accessible services.
    - Need to focus on increasing the number of accessible vans.
    - In London, 100% of taxis are accessible and Toronto is moving in that direction.
- There should be no difference in fairs for accessible and non-accessible services.
    - Winnipeg Transit lost a Human Rights Commission challenge.
- The Highway Traffic Legislation lays out specific ways wheel chairs must be secured.

Minimum Fleet Ratio

- The current number of accessible vehicles is not enough for the demand.
- All Access Taxi rejects 50 to 100 calls per day for accessible taxis.
    - Customers may need to call many different small companies to find an available taxi.
    - The small companies need to be consolidated under a single management.
    - Management standards are going backwards.
    - Accessible vehicles are not on the road 24/7.
- The same level of service needs to be provided to all people.
    - All taxis need to be accessible because it will work for everyone.
    - Non-accessible vehicles need to be phased out and replaced with accessible vehicles, similar to Winnipeg Transit.

- While larger vehicles have higher costs, the fares should be the same for all vehicles.
    - Everyone who uses vehicles-for-hire will need to pay a higher price.
    - However this may affect those with lower incomes.
    - The low income demographic has the highest percentage of people with disabilities.
- There was a call for seasonal accessible taxicabs but no one applied because of the additional. Cost.
- May need to gradually increase the ratio of accessible taxicabs through legislation.
- At minimum you need 25% to 30% accessible taxicabs – the current ratio is 20% which is too low to service the existing population.

Training

- Accessibility training is good but with no enforcement its value is reduced
- The current training needs to be reviewed
- The IRC created the current training
- Securement is an issue with the current training.
    - Drivers are not certified in securement
    - Q restraint is the new industry standard
    - Q restraint training needs to be included in the current training
- Currently drivers need to pay $250 for training
    - The cost is partially subsidized
- Training should be reevaluated against industry standards on a regular basis
- English language skills are also an important for training
    - It is critical that drivers can communicate with passengers
    - A language course is taught by the St. James School Division

Accessible Vehicles

- Accessible vehicles should be allowed to take regular passengers during off-peak times so they are no sitting idle.
- Need standardization and enforcement of all accessibility equipment.
- The application for handi-transit requires a functional assessment.
    - It can be challenging to get accepted for handi-transit.
    - Qualifications are very narrow because the service is so limited.
- Handi-transit has very specific standards on what they look for in drivers.
    - Driving record requirements are the same as Transit drivers.
- Handi-transit is an inferior service to regular transit.
    - For example the hours are more limited.

Licenses

- There is an issue if vehicles-for-hire licenses are simplified to metered and non-metered vehicles.
    - PTPs are no different than metered vehicles because they both calculate trip fares.
    - Uber Black is similar to limousine services.
- A central body or dispatch is needed to monitor all taxicabs.
    - A central dispatch would have more weight for enforcement.
    - Cab locations should be geo-posted similar the how the province manages ambulances.
    - Could dispatch based on which car is closest to the customer.
    - The province has a presentation on geo-posting.
    - See attached contact information for presentation.

Vehicles for Hire – Dispatchers Focus Group

Location:	Millennium Library Anhang Meeting Room 251 Donald St.	**Date:** **Time:**	September 20, 2017 10 a.m. – 12 p.m.

Meeting Minutes

General

- Approximately 25% of Duffies and Unicity trips are scheduled through a mobile app.

Insurance

- TNC drivers should have the same insurance coverage as taxi drivers, including third party liability.
- Manitoba Public Insurance continues to raise the price of insurance and there are no other options the taxi industry.

TNCs

- TNCs cannot guarantee how many cars will be on the road, especially for busy nights like News Year's Eve whereas dispatchers can guarantee a certain number of cars.
    - Few TNC drivers will be on the road during popular times like special events or during poor weather.
- Based on other cities with TNCs, there isn't a big change at first. After a while taxicab drivers decrease because they have trouble making enough money. Then on busy nights like New Year's Eve there will not be enough drivers.
    - In Chicago no one wants to drive because of crime. Now the City needs to make a large investment in public transportation.
    - In Edmonton it is difficult to find transportation at night.
- Surge pricing is also a concern. The consumers need to be protected.
- Winnipeg is too small of a market for PTPs.
- One taxicab creates 2 – 3 full time jobs and some part-time jobs.
- PTPs can accept a trip and cancel that trip at any time. The customer has no fall back.
    - The customer will need to rebook through the app.
    - There is no ability to transfer a TNC customer to another driver.
- The City needs to regulate the availability of TNCs and collect fees and taxes from TNCs.
- There are many dead zones in the cellular network for customers and drivers causing customers to be left unserved.
- A cap on the number of TNCs is needed to ensure survival of the taxicab industry.
- TNC drivers may have consumed alcohol before picking up a customer. Surge pricing may encourage TNC drivers to work when they are unfit to drive.
- The death of the taxicab industry may cause more people to leave the City, especially new immigrants.
- Taxicab fares are lower in Winnipeg than other cities so eliminating a minimum fare would cut into the salaries of drivers.

Training

- TNCs just have a tutorial video but there are no inspections or enforcement on the road.

- Cultural sensitivity training has been added to the current training for taxicab drivers.
- Conflict resolution is also included in taxicab driver training.
- Taxicab drivers are required to take an English language assessment and must meet a Level 4 standard.

Safety

- The City asked if the industry has considered a standard that requires all customers to prepay after 10 p.m.
    - Currently prepaying is very inconsistent and can lead people to think they are being discriminated against.
    - If the metered fare is less, the driver will return the extra money to the customer.
    - If the metered fare is more, the customer will need to pay the difference.
    - Challenging system to communicate.
- Women who don't want to pay will threaten to accuse drivers of sexual harassment.
    - Experience drivers are familiar with this issue and will not ask for money.
    - Sometimes language is a barrier and causes misunderstandings.
    - Video and audio recordings are needed to protect drivers and passengers.
- The necessity of shields should be left up to the driver.
    - However even if drivers want a shield, owners will not pay for a shield if shields are not mandatory

Licenses

- TNCs should be required to have the same licenses as taxicabs.
- Creating a two-tiered licensing system with metered and non-metered vehicles is not fair.
    - TNCs use GPS to calculate the trip distance and costs – this is very similar to a meter so they should require the same license as metered vehicles.
- Decals to identify TNC cars could cause street hails to occur, however decals would be beneficial for enforcement purposes.
    - Another option for enforcement is to equip enforcement vehicles with license plate scanners.
    - TNCs would have to declare their license plates.
- Dispatchers currently require a drivers abstract for license renewal.
    - Current -7 is the minimum requirement for license renewal.
    - If a driver falls below the -7 requirement, they may require training but will still be dispatched.
    - Dispatchers dispatch cars not specific drivers.
- There is currently a system for dealing with complaints through the taxi board.
- Dispatch companies do not record small complaints like a lost wallet, only major complaints are recorded.
- It would be unrealistic to expect dispatch companies to record and report complaints because there are so many minor complaints.

Vehicles for Hire – Taxicab Driver Focus Group

Location:	Millennium Library Carol Shields Auditorium 251 Donald St.	**Date:** **Time:**	September 18, 2017 6:30 p.m. – 8:30 p.m.

Meeting Minutes

Concerns and Priorities

- Passengers should be required to pay before the trip.
- The taxicab industry is the only industry where customers pay after service.
- There are lots of incidents because of payment after the service.
- Drivers are paying too much to owners.
- There should be a sticker on the inside and outside of the vehicle to be clear that the driver can ask for money upfront.
- Should include proper information in the cab (like a passenger bill of rights).
- Should secure payment beforehand – especially on Friday and Saturday nights.
- More competition is welcome for good service.
- Increase number of taxi stands (through consultation with City and Parking Authority)
- A centralized dispatch system would increase fairness in the taxicab industry.

Employee Protection

- Gas, car washes, and other necessities are paid out of pocket.
- Protection of employees should be a priority.
- There should be a fixed price for leasing the vehicle.
- Vehicle rental should be decided by the City, rather than currently, rent could be higher than $100 per shift.
- Strong feelings of being a slave in Canada.
- No life insurance or disability insurance is provided to drivers.
- No health benefits are provided to drivers.
- No days off – if they need the day off they still need to pay for car lease and find another driver.
- Drivers are told not to report injuries to workers compensation board.
- There are huge concerns over driver rights and compliance with labour standards – can the policies address this at all? And how? Maximum shift rental rates? Prohibit penalties?
- There are significant concerns over the way penalties are imposed from owners to drivers and dispatchers to drivers – result is many drivers making less than minimum wage.

Safety

- When there is an incident, police often don't show up. Drivers would like a direct link to the police.
    - The police may take up to two hours to arrive after an incident is reported.
    - Better response times from police are necessary for everyone's safety.
- Passengers have been threatened with wrongful accusations of sexual assault if there is a confrontation.
    - Taxicab Board suspends licenses immediately so some drivers are out of work because of wrongful accusations and this can affect family life as well.
    - Voice recording with the camera could assist with these types of disputes.
- A better system for reporting incidents needs to be in place, for example a 1-800 number.

- Cameras need more memory/storage because incidents are recorded over very quickly.
- Panic buttons are also important to ensure safety.
- Some drivers feel the current shield is good.
    - Some drivers do not feel protected by the shield.
    - Shields are easy to break.
- Strobe light causes a risk to driver, threatening passenger can see when the light is engaged.
- Cabs should be vans instead of small calls so no one sits in the front seat and the cab can fit more passengers.
- Two key priorities for safety: faster response time from police and optional voice recording with the camera.
- Many of the cabs do not have winter tires.
- Vehicles maintenance is a concern.
    - Vehicles can be previous write-offs and are not well maintained.
    - Mechanics may give instruction for maintenance or replacement parts which are ignored by the owner.
    - Mechanics have been observed approving safety designation when they shouldn't

<u>Robbery</u>

- When someone robs a retail store, police charge them. No charges are laid when someone refuses to pay for a taxicab ride.
- Blacklisting should be allowed for taxicab passengers.
- Paying the fare upfront would eliminate fare evasion.
- Sometimes passengers who don't want to pay the fare will threaten to accuse the driver of sexual assault.
- Needs to be a criminal offence for fare evasion.

<u>Pick-ups and Drop-offs</u>

- Shopping malls and businesses should have more places for taxis to pick up passengers.
- There should be more taxi stands and parking spots for taxis.
- Hospitals have a few.
- The City gives parking tickets when taxis are picking up or dropping off customers with a disability and that should not be the practice.
- Diamond lanes should allow taxis during rush hour.
- Lanes are blocked during construction and winter so taxis are limited in their options for picking up and dropping off.
- Customers with disabilities require close drop off so taxicab drivers should not get a ticket for that.
- Unfair parking tickets are being issued, even in loading zones where picking up and dropping off should be allowed.
- Dispatchers will suspend driver is they pick-up someone on the side of the road – even if the customer is in clear distress
- Drivers choose not to pick up customers in the north end where they believe 90% of customers will cause them trouble

<u>Training</u>

- Drivers have to go to accessible training. The training is good but could be reduced from 8 hours to 4 hours.

- The regular training could be reduced from 100 hours to 50 hours.
- Training on new technology should be offered, especially for accessibility technology.
- Those with a Handi-Transit license should not be required to take the accessible taxi training.
- Belief the accessibility training was redundant for drivers who have trained with handi-transit
- Desire for better conversational language skills. This could help avoid conflicts between drivers and passengers because of misunderstandings
- Accessibility training is currently too frequent at every two years and drivers should only require training if there are changes to the course

Driver's abstract

- There should not be a demerit limit implemented for licensing.
- Drivers are driving 12 hours per day, every day in the year and should not be held to a different standard than a regular driver.
- The responsibility should be on the driver and MPI has a limit on the number of demerits already.
- Driver's license and merits/demerits/offenses – strong message of consistency with MPI – which allows them to drive until they hit 20 demerits (length of time on the road, long hours, leads to easy demerits, very difficult to get merits back)
- A driver with a poor driving record should have to go for safety training rather than having their license suspended.
    - There needs to be some tolerance before licenses are suspended.
- Speeding and distracted driving is already enforced by police and tickets are enough of a repercussion and should not affect license renewal.

Fares

- There should be a flat rate from one City to another (such as Winnipeg to Brandon) and that flat rate should reflect the cost of the return trip because drivers cannot pick up fares outside of Winnipeg.
- In the last ten years, there has only been a 20 cent increase in fare.
- The cost of a taxi business has increased over time but fares have not.
- The Taxicab Cost Index should account for missed fares from those who did not pay (about $50 per night).
- The Taxicab Cost Index should account for insurance claims and the insurance deductible, not just the standard rate.
- There is support for a minimum fare and that fare should be increased.
- Prearranged fares are great because it offers more security to the driver.
- Support for indexed fare rates .
- Concerns of min/max fare – no min means they will get even less than they are currently earning, no max means they might not make as much for out of city trips (compounded by TNCs "cherry-picking" most profitable service times).

Licenses

- New cab licenses could be phased in after Feb 28 and should be one license per person.
- There should be equal opportunity for all drivers.
    - New licenses should be open to those who don't already have licenses.
    - Drivers currently feel that there is no opportunity to own their own vehicle.
    - The licenses should be awarded based on experience, rather than a lottery.

    - Others felt awarding licenses based on experience is unfair because some drivers have had their license for 20 years but have not been driving.
- There should be basic criteria for licenses.
    - Taxicab licenses should be limited to one per person.
    - One license per family.
    - Owners should be required to have a driving license in order to own a taxicab.
- A waiting list could be maintained for licenses.
- Drivers would like to own their own vehicle, seeing the benefit as greater pride in the cleanliness and safety of the vehicle.
- Taxi permits are sold from one owner to another inflating value and without oversight individuals are holding more than one permit, registering under the names of wives and others.
- Taxi cab ownership should not be transferable.
- Transparency in transfer/award process for taxi licenses.
- Drivers want greater enforcement for taking drivers off the road that are driving without a taxi license.
- If taxicab owners are out of the country for extended periods annually (some go to India for 6 months every year), or if car is off road for 2-3 months – they should have to give up their license (or at least license should be reviewed).
- The member on the new board or regulatory authority should not be allowed to also hold licenses, as this is a conflict of interest.

<u>Transportation Network Companies</u>

- Noted there are already private online companies operating in the market – Glen's Enterprise.
- Positive towards entry but expect a limit on how many private companies are operating.
- Only elements not currently applied to cab drivers are GPS tracking (some had for a time) and pre-arranged agreement of fares.
- TNCs need to meet the same requirements as taxicab drivers.

Vehicles for Hire – Equitability Focus Group

Location:	Indian and Metis Friendship Centre, 45 Robinson St.	**Date:**	September 20, 2017
		Time:	1 p.m. – 3 p.m.

Meeting Minutes

General

- There are currently many Safe Ride organizations that operate in Winnipeg.
    - Most Safe Rides operated on Facebook – people post on the Facebook page to request a ride.
    - Most Safe Rides go by donation but free rides are given on an emergency basis.
    - Drivers are volunteers and use their own vehicles. Drivers need insurance and a valid driver's license.
    - Drivers must make pay a contribution to the organization.
    - Safe Rides are cash only but could include e-transfers in the future.
    - Most likely do not receive grants to support operations.
- Safe Cities deals with sexual violence in public spaces.
    - The goal is to have everybody understand what sexual violence is.
- There needs to be less regulations and more guideline for Safe Rides.
- Safe Rides are current use a Facebook platform, which does not have the capability to record trip data and GPS information like apps

Reporting

- Incidents in taxicabs are difficult to report. It is a long process and women are often victimized again by the process.
- Complaints with Safe Ride organizations are typically dealt with by the organizations themselves.
- The City could take complaints through 311.
    - It would be a clear centralized location for complaints.
- Customers would be provided with a tracking number to check the status of the complaint.
- Passengers should be able to report drivers without a running meter through text messages.
    - Phone evidence would increase the feeling of safety while reporting.
- Reporting needs to be quick and simple.
- There is currently a 14 day period to report incidents in a taxicab.
    - Fourteen days is not long enough for people to decide if they have been violated.
    - The period should be extended to one year and camera data should be automatically uploaded to a server.

Safety

- There is some uncertainty around the vetting of drivers.
    - Both taxicab drivers and TNCs should be required to have criminal record, abuse registry and vulnerable sector checks once per year.
    - Training is needed for the protection of passengers and drivers.
- More information needs to be provided on what is acceptable and not acceptable in a vehicles-for-hire, either posted inside the vehicle or on the app.
- Enforcing safety and consumer protection in the vehicles-for-hire could eliminate Safe Rides.
    - It is fair to set minimum safety standards for Safe Rides.

    - Safe Rides could use smartphone attachments for credit card transactions.
    - All Safe Rides need access to a shared service to take care of the backend logistics.
    - Could implement a system where tickets are required to use Safe Ride services instead of cash.
- No concerns with eliminating the minimum fare and only having a maximum fare.
    - Could put taxis on par with Uber.
    - Negotiation of fares could put people at risk.

Training

- Klinic Community Health Centre does training in sexual violence.
    - Training is currently given to community groups, workplaces and other organizations.
    - Klinic will tailor training to specific group's needs.

Accessibility

- Safe Rides do not have accessible vehicles.

Vehicles for Hire – Limousine Focus Group

Location:	Millennium Library Anhang Meeting Room, 251 Donald St.	**Date:** **Time:**	September 26, 2017 1 p.m. – 3 p.m.

Meeting Minutes

Approach

- Customer service regulations are not necessary because the market will address poor customer service and vehicle conditions.

Safety

- Vehicle safety inspections are important.
    - Inspections every six months were a trade-off for an age cap on vehicles.
    - Limousines are on the road a lot less than taxicabs.
    - Returning to inspections once per year would be fine for limousines.
    - Would prefer periodic safety inspections over an age cap on limousines because limousines are not on the road a lot.
- Driver safety is not an issue for limousines and executive cars.
    - Cash payments are not a problem because the cliental is very different than taxicabs.
- A limit on the number of demerits a driver can have is important for safety.
    - A driver at the bottom of the MPI scale that is willing to pay the higher insurance does mean they are a safe driver.
- MPI already does a good job enforcing road safety so the City does not need to enforce.

Licenses

- Unlimited licenses would not work in Winnipeg because the market is too small.
    - Large companies in Toronto with large capital would push out local companies.
- There needs to be criteria that limousine companies must be owned and operated in Winnipeg.
- If the size of vehicle and capacity of TNC vehicles is limited, that would leave a market segment for limousines.
- There needs to be a distinction in licencing between TNCs, and limousines.
    - However it would be difficult to distinguish TNCs from limousines in a license because both vehicles-for-hire have prearranged fares.
- Dispatcher licencing.
    - There is no interest a required course or training for limousine companies to be licensed.
    - Limousine companies have been dispatching successfully for years without a special course or training.
- The Taxicab Board numbers required on the bumpers on limousines should be eliminated.
    - The special license plates should be enough to identify limousines.
- Some companies do not own plates which is challenging if an owner wants to sell their business.
    - Plates would return to the Taxicab Board.
    - The new owner would have to purchase the plates from the Taxicab Board.
    - Plates must be transferable with a business.

Accessibility

- Limousines and executive car companies has concerns with mandating a 100% accessible fleet.
- Some high end clients would not want to take an accessible minivan and prefer luxury sedans.
- There is a preference for one or two limousine companies to take care of accessibility services while the other companies provide regular services.
- An accessibility ratio is not necessary for limousines and executive cars.
    - If the demand is there, limousine companies will meet that demand.
    - Riding in a limousine is a choice whereas riding in a taxicab can be a necessity.
- Taxicabs should have access to bus lanes, just not for pick-up and drop offs.

<u>Transparency</u>

- A closed website for operators to report illegal operators would be beneficial for limousine companies.
- A phone line could be another option for reporting.

<u>TNCs</u>

- There needs to be restrictions on how many vehicles a TNC user can operate.
- The City shouldn't increase fees on limousines because TNCs burden the system with many additional vehicles.
    - The cost of regulating the additional TNC vehicles will be large.
    - Limousines already pay a $200 per year flat fee and do not want a per trip fee.
    - TNC's could be charged a per trip fee, for example $0.20 per trip.
- The City needs to have access to TNC's data.
    - The City cannot take a TNC's word that they are complying with all regulations.
- TNC vehicles need more than just a placard in the windshield for identification.
    - A special license plate could work.
    - TNCs should be require to have a commercial plate even if the driver is only doing a few trips a week.
- Insurance costs for TNCs must be higher than regular Autopac because those vehicles are being used for commercial use.

<u>Enforcement</u>

- There needs to be increased enforcement for illegal unlicensed vehicles.
- How will inspectors with the Taxicab Board be transferred?
    - Inspectors are patrolling less and there has been an upswing in unlicensed vehicles-for-hire on the road.
    - Legal operations provide inspectors with tips.
    - Inspectors would hideout at popular locations for unlicensed vehicles.
- The current enforcement system is not working great.
    - Some drivers do not report unlicensed vehicles.
    - The police do not provide assistance.
    - If the illegal operator is based outside Winnipeg, it presents a bigger challenge for enforcement.
    - Educating the public won't help – the public will continue to select the cheapest ride.
    - Educating the police would help – how police can spot an illegal vehicle-for-hire.
- Limousine companies are concerned about increasing fees for enforcement because the City has a lack of resources and will need additional funding.

- Safety should be the top priority for enforcement and not available resources.
- The police did a blitz five years ago on illegal limousines.
- There needs to be a mechanism to follow-up on the status of a complaint.
- The Taxicab Board regulates vehicles under 11 passengers. The Motor Transportation Board regulates vehicles over 11 passengers.
- The Motor Transportation Board does not have inspectors on the street like the Taxicab Board.
    - This is where police could provide blanket enforcement for both categories.

Vehicles for Hire – Taxicab Owners Focus Group

Location:	Millennium Library Carol Shields Auditorium 251 Donald St.	**Date:** **Time:**	September 25, 2017 6:30 p.m. – 8:30 p.m.

Meeting Minutes

Key Priorities

- Compensation for owners whose licenses have lost value.
    - Taxicab drivers have shareholders who have lost money because of potential changes in the industry.
    - Other industries, such as the dairy industry are subsidized and compensated and taxicabs should be as well.
    - Winnipeg should not be compared to other cities because of our unique population.
- Fairness for the taxicab industry with the introduction of TNCs.

Transportation Network Companies

- TNC drivers and businesses should be held to the same standards as taxicab drivers and businesses.
    - TNCs should require the same insurance as taxicabs.
    - TNCs should be required to have same identification requirements as taxicabs.
    - TNC drivers and vehicles should be subject to police record checks, two vehicles safety checks per year, cameras, and the same insurance as taxicabs.
    - TNC vehicles should be required to drive 24 hours per day; the same as taxicabs.
    - TNC drivers should be required to have accessibility training.
- Taxicabs serve all populations in all areas of the city. TNCs choose which rides they want so they will not serve areas of the city.
- TNC revenue is going out of the country (through the TNC company), but taxicab owners keep the money in the community.
- TNCs should allow one driver per vehicle only and must be identifiable by a logo.
- TNCs have too much influence over governments.
- TNC drivers may be driving under the influence to take advantage of surge pricing.
- Surge pricing is unfair to passengers.

Licenses

- The taxicab industry has a fixed number of customers, with seasonal cabs added at the holidays.
- There are 410 transferable licenses (approximately $400,000 each) and those licenses should stay transferable.
- There are concerns with a loss in value of licenses.
- There are also non-transferable licenses and those should stay non-transferable. For example, accessible licenses are non-transferable and should stay that way.
- Some owners indicated that all licenses should be transferrable.
- Independent centralized dispatching system is preferred.
- The following offences should prohibit a driver from renewing their license:
    - Abuse
    - Sexual assault

    - Highway Traffic Act violation
- A committee should oversee the process of a driver losing their license.
- As long as a driver's license is still valid an MPI has determined that the driver is fit, the driver should be allowed to drive.
- Licencing dispatchers might be fare if the fees are reasonable.
- Dispatch license fees could be seen as double charging.

Transparency

- The City should have input from the taxicab industry when drafting the new by-law.
    - There should be taxicab industry representatives involved in each step.
    - An advisory committee with someone from industry would be beneficial.
    - The taxicab industry should have the opportunity to discuss the draft by-law and identify the problems.
- There is no transparency currently; there is discrimination.
- There needs to be transparency in how plates a distributed.

By-law Development

- The City should take over the existing acts and regulations "as is" and then develop the by-law over time; this would give an opportunity for the City to see how the taxicab industry works.
- The City should see what happens with Uber and develop a study over two years to develop a new by-law.

Driver's Safety

- TNC vehicles should be equipped with shields, cameras and strobe lights.
- Taxicabs contribute their time and effort to assisting police by providing camera information.
- Strong support for voice recordings being added.
- Major concern of lack of response by the police to serious incidences.
    - Police don't respond when drivers call 911.
    - Police cars will drive right past a taxicab when strobe light is on.
    - No compensation by WPS when vehicles are pulled off the road to obtain camera/video footage. This can take up to a full day.
- Child abuse record check is redundant if drivers are already required to have a criminal record check.
- The City needs to be responsive to complaints.

Training

- Some owners indicate that the current training is good.
- Other owners indicated that the training is inadequate.
    - Too many videos.
- TNCs should be required to have the same training.
- Training should incorporate residential schools and Indigenous awareness into the current curriculum.
- There should be initial training for new drivers and only incident-based training for existing drivers.

Fares

- Retain minimum fare
    - The taxicab industry is already struggling to make adequate daily wages.
    - Without a minimum fare there is more potential for conflict at the beginning of the ride.
    - Passengers will walk along a line of taxis encouraging them to undercut each other.
- Setting a maximum fare and eliminating the minimum fare could avoid some disputes.
    - This could create problems with people not paying what is on the meter.

<u>Accessibility</u>

- Different pricing is needed for accessible services to reflect the costs of providing the higher level of service.

<u>License categories</u>

- TNC has nothing in common with a limousine.
- A TNC can change their rate but a limousine does not.
- Uber does not need permission to change their fare.
- There should be a minimum fare for both TNCs and limousines.
- Winnipeg is a small market and cannot handle many more taxicabs.

Other notes:

- Taxicabs have been trying to use diamond lanes for 15 years.
- Unfair obligations imposed on taxis to provide 24/7 service, service to high-risk areas, etc.
- Concern over aggressive ticketing by the Winnipeg Parking Authority while dropping off riders that need assistance at the front of a mall or at a school.
    - Taxicabs sometimes require access to front doors and fire lanes to unload passengers.
    - Drivers are given a ticket for $150, wiping out the day's income.

Vehicles for Hire – Related Industries Focus Group

Location:	Millennium Library Dr. Anne Smigel Meeting Room 251 Donald St.	**Date:** **Time:**	September 22, 2017 1 p.m. – 3 p.m.

Meeting Minutes

General

- The Winnipeg Chamber of Commerce is in favor of TNCs. It is a service unique from taxicabs and limousines.
    - They are different industries so they deserve different regulations.
    - Taxicabs are full-time whereas TNCs are part time so a lower level of training is required.
- The Manitoba Hotels Association believes there are not enough taxicabs available and a higher standard of service is needed.
    - However there are concerns with the sharing economy (i.e. AirBnb).
    - The sharing economy needs to be taxed fairly.
    - Currently it is the responsibility of individual drivers to report taxable income.
- Some hotels have an agreement with taxicab companies.
- Regulating customer services standards is not necessary like the trunk size of vehicles.
- Tourists need more vehicles-for-hire option to have a better experience in Winnipeg.
    - TNCs will give Winnipeg an up-to-date, cosmopolitan city image.

Training

- Taxicab drivers are often the first point of contact for visitors and therefore they should be regularly refreshed on what is going on in Winnipeg.
- Current training is just a 1-2 hour presentation in person of what is new and happening in Winnipeg.
    - Training is optional for taxicab drivers.
- It would be nice of taxicabs could provide tourist advice but the top priority is professionalism.
- It is important to have a general knowledge of the City to provide the best customer experience.

Approach

- The four pillars of regulations are good.
- Capping surge pricing for TNCs is not necessary because you know the fare in advance.
    - However if a cap was to be implemented, it would need to be a multiple of the regular rate (i.e. 10x).
- There needs to be standardization of trip fares to and from the airport.
- What is the cost for TNC drivers to enter the market?
    - The cost is to be determined.
    - Fees should differ based on the size of the operation.
- A scalable regulatory system would be difficult to implement.
- Some TNC drivers are driving for extra income whereas other TNC drivers have multiple cars and turn it into a business.

Accessibility

- Providing people with more vehicles-for-hire options would improve accessibility.

Customer Service

- Companies should be responsible for managing their own fleets. The market can enforce customer service instead of regulation.
- At the airport, passengers typically take the first taxicab so it may be more challenging for the market to take care of customer service in certain situations.
- Passengers can rate TNC drivers so there is incentive to provide a high level of customer service.
- TNCs are the same in every city so it is user friendly for tourists.
- Complaints can be a challenge with taxicabs because the passenger does not know the name of the driver.
- There is no need for cameras in TNCs because the driver and passenger are both known to Uber.
- The taxicab companies have apps but visitors do not know the names of Winnipeg taxicab companies so visitors are less likely to use the app.
    - If a ride is booked through the app, a driver can cancel the ride and you do not get a notification. The ride doesn't get transferred to another driver.
- How would taxicab chits transfer to TNCs?
    - Could organizations have an account with TNCs?
    - Corporate guests may get a bad passenger rating on a corporate account.

Appendix D - Written feedback submissions

Written Submissions – Taxicab Owners

Are there other categories of regulation the City should consider?
Taxi should use the bus lane during rush our business license should be owned by the no conditional. License and able to switch different dispatch company Switching. Categories from small taxi to Handi van without restrict in considering medical case
Consumer protection
Insurance and vehicle safety
the accessibility the current system is not function properly so change 70% regular taxi to accessible taxi so every customer can get the service on time without over charging specialty the people with a wheelchair most of the have limited income but they pay extra to go to hospital shopping .....so please please please
Safety of transfers of monies from passenger or consumer to driver or taxicab company.
In car camera and vehicle identification for greater public safety.
Equal treatment for all
Can't think of others at the present

What information would you like to have access to so you can be confident that the vehicles for hire system is fair?
How much insurance vehicles pay? Tax rate Fares
Same standard as taxicab
City should make a working group of all stakeholders like seniors, public, disable community and taxi owners
In the order my call was received and when it actually has be accepted by a driver from which taxicab company and how long it will be for the vehicle-for-hire to arrive to my location.
Industry representatives should be involved in adopting new by laws.
Same work same insurance same regulations
Everyone should have same set rules
All information
Should be
Safety
New rules and regulations. Meeting times from the provincial government concerning bill 30.

Is the current training valuable? Do you have any suggestions for improving the current training?
Current training is appropriate.
Any driver that going to carry passengers I strongly believe should be trained and certified
For drivers who have been driving for over 10 years, it is not valuable to continue being retrained.
Disability and professional driver and language training is must
the current training is good
Yes, The actual clear understanding of each destination going to on every call.
Yes
Current training is valuable
Same for all
No just that everyone driving including TNCs should have to take the same training

It's ok
Training is very good
Yes current training is very valuable. All drivers benefit from it.

Do you foresee any issues with these two categories?
Difference in quality reflects the whole industry. Unmetered cabs will lower the standards
A vehicle should have meter without limousines
I think present system was evolved with time and need so city should study pro and cons before any change
Non meter will have to have a flat rate from start to stop.
No
Currently metered taxicabs and limousines are ok but we don't need transportation network companies.
No
Yes. Handi Cab has been left out
Na
Yes
Yes, metered taxicabs will have trouble competeting against unmetered taxicabs.

Are there any challenges to limousines being included in the non-metered category along with transportation network companies (TNCs)?
None that are foreseen.
Can’t compare limousines with ridesharing
Not our concern
Again non meter rides will have to have a flat rate from start to stop.
No
Yes there will be mess in limousines service because transportation network companies are like taxicabs. Limousine is a limousine not taxicab.
No
No
Maybe
Yes

The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard. What types of offenses would indicate a driver has not been driving safely and cannot have their license renewed?
More than 3 incidents in the past year.
Every second year should be a criminal record check and Child abuse Check
Inebriated driving
That will lead to shortage of drivers city should consult labour laws.
crime after proven guilty on court
Speeding, seat belt, traffic signs, impairment.
Dangerous driving offence. Driving under influence.

Currently we have the law is enough
Yes
Serious offences like road rage anything that is a safety issue.
Yes
Fully check driver records
More than 2 driving incidents in a year show that a driver is not driving safely.

What are your thoughts on these requirements as part of a dispatching license?
These requirements are too much. Only lyft and uber can meet these requirements. Less requirements so local companies can compete.
Independent owners of taxi companies need independent dispatchers. The current dispatching system is corrupted and unreliable. If the city wants an advisory group for independent owners, that would be very helpful
It will raise cost operation for Taxi's, if city wants then it should implement for all providers
the dispatching must be in-pendant from the taxi owners
They need to be followed to keep good order and direction of drivers.
City should collect safety certificates for all for hire vehicles just like present tcb does
Yes
Also implement rating of drivers
As a company this is already in place.
Yes
Agree

Are systems currently in place to meet the dispatcher licensing standards that are being considered?
Yes
Yes it's there
not at all
Yes
Yes
Good enough
All of this is in place already
No
Yes

What do you think the impacts of having no minimum fare will be?
More competition. Uber and lyft will have an unfair advantage. unicity and duffy will not be able to compete. this is a biased policy
Minimum and maximum should be for all providers if it is implemented for only taxis then it's unfair competition
Not enough revenue to care for on the
Fiasco. Driver and customer disputes.
No idea
Fuel and insurance numbers are incorrect and unfair

Driver lose money
It will be a cut throat business as owners/ drivers will try to outdo one another.

Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?
Insurance and repairs take more than 50%.
Mnp cost index is not very scientific data
yes
No
Ask Taxicab companies input
No
Yes
Don't know what the taxicab cost index is for others. I know what it is for me.

Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?
It’s fair.
No it's not fair as it lacks facts and figures
no
No
Taxicab companies in put
Yes if you adjust it to be fair
Yes
Not really. Because it depends how many for hire vehicles you intend to provide. The more you provide the higher the rate would have to be, as we would have to distribute the available business amongst a unanimous amount of vehicles.

What are the most important elements to ensure driver safety?
Insurance, cameras and transparency
The relationship between customer and driver. Independent accessible vans should be advertised as working as regular taxis too.
In car camera with audio and voice recording
the way we talk with the customers
Driver input must
In my part of business we have measures in place
Huh
Police check child abuse driving records
What are taxis have now.

What do you think of safety features like cameras, shields, and strobe lights?
Open-Ended Response
Yes these are helpful for safety, but not necessary
it is ok as it is.

It helps in saving life
it is ok
Live recording also
In taxicabs only
Good driver and passenger safety
Very good safety features
Good

What do you think of these requirements?
These are too much for TNC. Local competition can't compete
It's ok.
Internet taxi companies should commit to provide all kind of transport need which include wheelchair, blind people with guide dogs and wheelchair accessible vans
it is ok
Yes
They should have to have the same credentials as all other industry players and should pay same insurance rates.
Should be same for everyone
Need more stuff like cameras in every car for safety even transit buses have full training for drivers & knowledge of city
Good

The City is considering not allowing TNCs to pick up street hails or use taxi stands. What type of enforcement would be required to ensure this?
Suspend license
They shouldn't be able to wait at taxi stands.
It's very hard to enforce but marking them with different licenses plates and heavy fines can make some difference
Hard to enforce. Public convenience important
Inspectors
Big fines
The enforcement is already there regarding taxi stands.

Is there anything else you would like to add?
For new and old privately owned companies, there should be a new independent dispatching system. If the city wants an advisory committee, please make sure to have adequate representation for independently owned companies. Every hotel and airport in the city should have a loading area for ALL taxi cab companies. We should not allow bigger companies to monopolize business by paying for this space. This favouritism is a symptom of the bias and inequality in the system. This selective system is corrupted. Hospitals should have charge slips for every taxi company, not for specific taxi companies. Business should be open to all of us.
There should one insurance pool for all, so that cost is daily shared by all and in car camera is must as it will save resources in future and will help police in investigation of crimes
Please make independent dispatch system from the taxi owners the current dispatch is not the serving the public properly see other cites no dispatch is related with the taxi owner
TNCs should also require to provide accessible service as well it should apply to them as well

Commercial insurance

Written Submissions – Taxicab Drivers

Are there other categories of regulation the City should consider?
No, it's ok
3 passengers should be allowed. No one should be allowed to sit in the front seat just for the safety of driver. The camera should be with voice recorder
wages paid to drivers
No, I think it's ok
The city should also consider driver rights.
city should make law about driver pension and e i benefits
Everyone safety
Passenger safety
This is good
Fare theft: - In my 7 years of driving profession I faced lots of rip offs. There are People who easily Rip-off cab drivers or they tried their best to do it because they know nothing going to happen if we run away so they keep doing it and they might tell their friends also about it too. So I would say city should consider this as serious offence under theft criminal activity.
more video surveillance
Dispatch control system. this system will help to control any corruption which all large company never solve
Driver rights
There are enough cabs available already but once the shift changes then there are some trips put on hold for half an hour. But that doesn't mean we need more cabs it's only that time. You should also consider that most of the time drivers won't get any passengers for 2 hours.
No
These four objectives are for vehicles for hire by law. The city should make New rules and regulations 2018 for the taxi industry. New rules about the ownership of the taxies right now just one person holding 14 taxies. The city should do something about this.
No
Cabs must be prepaid
Good
Financial government protection
There should be written down on cabs like driver can ask cash up front anytime. Because lots of people don't pay.
Another passenger service provider should be protected also, to maintain employee living, which is going to effect the livelihoods , and ultimately depression, health, Family etc. but it needs changes but slowly thanks
City should help drivers to work for uber or Issue more plates so drivers cannot be Duffy or Unicity taxi Work as slaves we pay what they want from us plus we pay fuel Lots drivers Go on the welfare or move out of the city due to paying these kind of prices 100+fuel This is insane
Customer service
Common sense
Money they pay for it
No
Customer Service, Fluent English Communication like any other professional, clean appearance and no more than 6 hours behind the wheel
Limitation of driving hours weekly
Cars must be clean and have some good space for the passenger. I mean to say they can feel comfortable when they are traveling.

no
Some people behaves rude please make a policy customer should maintain good attitude.
Thanks for the invite at the meeting. I learnt a lot and i hope you do too. I am sure in the new regulations you will include the time and day one driver has to work, right now we work 7 days 12 hours every day. If you are sick we have to pay that day, otherwise we will get fired we contacted taxi cab board, labour board, even the city but no answer.
Passenger safety, driver safety
Driver rights
Pre authorised payments plan.
8 hour shift
I like to add in driver safety - clear arrangements for prepay for driver safety, voice recorder and would like city will make arrangement to protect driver rights, work environment too. There should be regulatory body to listen driver problems. Because old taxi owners exploit new drivers, forced them to work seven days -12 hours and give them bad shifts / slow hours to work. Owner work themselves busy hours and give taxi to drivers around 6:00 pm to work up to 6 hours which are the worst hours to make money.
no
No
Driver’s union pension plan medical and other benefits enjoyed by transit. Weekly holidays number of working hours for safety of drivers as well as passengers.
protection of fare, cab
safety of cab ,deductible should not be paid by cab driver in case of damage done by abusive customer, fare protection
Yes
Cabs must be prepaid
Taxi operation must be considered as a privilege not right to protect illegal taxi privilege transfer practice in Winnipeg. Which will protect the rights of drivers to operate taxi on fair and efficient way?
Accessibility and driver safety
Should have solid business plan for drivers where they can override black market... city should introduce new dispatch where all new plates can do business instead of paying 100000$ to companies to drive under there banner
No
Time consuming
Quality representation of car n driver n respect should be given to customers n drivers as well n city can play a role in it as cab drivers r city ambassadors in some big cities around the world
All major concerns mentioned above
Time consuming
These should be good for now.
Driver payment protection
No
The standards of a cab like what model what year the reason I said this some cabs are not supposed to be on the road if we through by year most of them will be failed.
Driver safety
Passenger safety

Is the current training valuable to you as a driver? Do you have any suggestions for improving the current training?
Open-Ended Response

Training programs are enough
no need to improve anything everything is perfect, we are satisfied
better knowledge of English
Yes
current training is good
Yes the current training is valuable.
refresher courses after every two years
No
No
No training is good
Yes the current training is valuable enough. Suggestions for improvement I would say they should put Canadian language benchmark requirement. For example Only people with Benchmark level 5 are allowed to go for training.
Yes
there should be focus on communication skills
Wheel chair training
The training to help physically challenged people is fine for once but taking that class every year and paying for it is absolutely unnecessary and just financial burden on Drivers.
No
no
Yes
Very good
No
Experienced drivers do not need any training. Trainings only for new drivers.
Don't need extra training if you have class 4 and taxi license
Yes
The current training we got is good.
That's good enough already
No
More work on communication skills!
Yes
No it's perfect
Currently training is excellent.
English Skills should be Level 7 Minimum. Basic Customer Service
All good already
It's ok
YES,EVERY DRIVER MUST GO THROUGH THIS TRAINING,ITS GOOD FOR EVERYONE
Fully trained
no we do not need
I think only new drivers need training
Yes the training has nothing wrong but the trainers are the problem, favourite and some kind of bribe involved in the training. Why I am saying this some of the drivers get their license before they get ok Canada.
Current training is good.
very good its countable

Yes driver have to give driving test by using map book
Its valuable
Driver have to give practical route driving test by using map book
No
Sufficient
Yes
no
No
Customer service is to be improved.
yes
It's good for now.
valuable
Training is good valuable
Experienced driver does not need any training. Trainings only for new drivers.
Current training is sufficient but rich taxi companies have access to approach Taxicab board staff which is corrupt. I can prove the corruption of Taxicab inspectors.
Yes! There should be more English proficiency and work ethics courses
On road training should be the part of training
No
NO
More knowledge of city allowing drivers to use gps or cellphone in special cases as we obtain class 4 license not just a car 5 we are professional drivers n emergency vehicle drivers have. Same license they use cellphones and computers gps while at work police or paramedics fire department
Current training is valuable
Yes language should be big concern some drivers have poor vocabulary, there should be English proficiency test in effect
No
No
Yes
There is no training except accessibility training. If u go out and check most of them have no language, customer service and knowledge of the city. Of course they use GPS but that's no right because GPS will take you with the major road not the shortest way it does affect and leads to conflict.
Compulsory language branch mark min 5
Not very valuable and waste of money
There are lots of drivers out there who don't know how to ask fair upfront respectfully, they should not ask customers if they want their change back or not. These two things must be covered in the training

The City is considering requiring a driving record for license renewal. A driver may be required to meet a minimum driver safety standard. What types of offenses would indicate a driver has not been driving safely and cannot have their license renewed?
Drivers spend long hours on the road.it should not be more strict.
if the driver would do anything wrong like drunk, sexually assault
Drivers spend long hours on the road. It should not be too strict.
any type of charges against driver
Depending on the amount of fines they have gotten, the amount of accidents they have had.
breaking the traffic rules , aggressive driving, speeding

License renewal
License renewal
I agree with this it has to be for the new drivers coz right now drivers are so much in stress they have to pay 90 to 100$ per shift and drive 12 hour 7 days a weak that's why there is so much of stress. No body want their license to go negative and pay more insurance and license fee.
The offenses like impaired Driving and more speeding tickets would indicate a driver has not been driving safely. Otherwise the driving safety rating requirement should keep same as it is MPI does have. It's more risk of collisions when you are on road for all day long or whole night.
No
Child abuse, assault, careless driving, criminal back ground check.
drinking and driving, cheating customer, and speeding
Same mpi
If a driver is drinking and driving then the renewal should be tough. Or if he breaks any law then also it shouldn't be renewed.
no
Drunk charge
Yes
Driving abstract required at the time of license renewal
1 month suspend likens
Just check their drivers record
If driver is drunk while driving, child abuse. License renew after 2 years.
Driver records
Impaired reckless driving
Drink and drive!
Consistent dangerous behaviour
Rash driving, drink and drive charge
Sexual harassment, Marijuana or Alcohol Consumption, 3 Accidents
If mpi give a class 4 license and criminal record check
Sure as a cab driver they should not get renewed their license if it's not safe for public.
DRIVERS DRIVING CARELESLY AND IF THE DRIVERS HAVE MORE THAN ONE ACCIDENT,THEIR LICENSE SHOULD NOT BE RENEWED
This is totally wrong. Driving long hours every day could cause some bad incidents. So in winter my preference would be my license not the person waiting for the cab.
I think need to check driving abstract
Bad behaviour
Minimum driver safety standard is good.
no any k
Drink driving
I think if mpi approved and criminal check
More than one company license.
Driver who is not driving
Need to carefully look on drunk taxi driver's
drink drive
Driving under influence of alcohol and drug. Crime against children should be absolutely no.
sexual harassment, drunk
DUI.

Driving under any kind of drugs or alcohol.
This should go for the new drivers why for someone who is already a driver. While you are driving 12 hours every day things do happen and driver always try to keep his rating good.
Driver abstract be required at the time of license renewal.
More than 2 violation of summary offence should not be allowed to drive hire vehicle
If driver is tired or distracted but keep this thing in mind safety rating should have enough room for driver since they are 10 times more on the road than an average driver
Responsible in head on collisions and habitual of jumping red lights
Sure to have a drug test
SERIOUS MEDICAL conditions drug issues or child abuse
Sexual, fraud , violence , drugs related
Dangerous driving if proved
Drunk driving
Repeatedly getting tickets such as school zone, red light etc.....
Sexual assault Child abuse Drug trafficking Providing prostitution & unlawful.
Winter tires
need proficient driver like class 4 or better
Clean driving record and obey traffic law
Speeding is on the top of my mind. But since lots of drivers are working 12×7, that's lots of driving and so it makes them prone to accidents and tickets. I believe people who are not graduated for their class 5 here, should get commercial driver’s license after having class 5 for two years. I'm saying this on my own personal experience

What do you think the impacts of having no minimum fare will be?
We have lots very small fares like $5. If there would be no minimum fare then driver cannot make living.
If there is no any minimum fare the service will be misused.
Wage at 30% would not keep a driver alive wage should be at least minimum wage.
its good
- Expenses will not be able to recover, there will be a loss.
disappointment
I think it will be good
It’s not going to worth it if there will be no minimum fare. Meter start from $3.50 now and if it’s one or two blocks ride customer pay $4 to $5 which will be only $0.50 or $1 after having no minimum fare. So it’s not worth it all.
No
the taxi driver has to cover the pickup cost too .so minimum fare is required
Can’t say anything
Either way it is good unless a driver is not getting paid. All RIDES SHOULD BE PREPAID. The city should have made this rule.
Yes
That's a very hypothetical question.
No it should stay same
Not good for short fares! Time wastage
Positive affect
It should have minimum

Minimum fare should be dollars 10.
It will be better
Can't say now
What is maximum fare? IS it kind of FLAT RATE? HOW about busy times, peak hours. Do you know how hard it is to get a cab in rush hours? What r u doing about this? How can u make sure that everybody gets cab in rush hours and traffic? How about extreme weather conditions when people don't drive their own vehicles cause risk are very high. How about the short rides where no driver goes for pick up.
I don't agree with this because lots of people call taxi but they denied when taxi reaches
No minimum fare or maximum fare now All fare are different from destination to destination
Maximum is better.
mere
This is not right thing to remove minimum because we need money for food you have increased the price of the Taxi fare so people get good service
We need minimum fare. Some time there is long wait and short trip. It's easy to pay and return change.
Still good as running
it's hard to give the proper service short trip
It's hard to give proper service to short trip customers
no comment
Yes it affects a lot to cab operators
Fuel is paid by the drivers till now it should not be under same heading.
Customer can take advantage by taking a ride to one block down the street.
I think it will bring extra business to the industry
There should be a minimum fare at least 5-10$
There is no issue to remove minimum taxi fare
Less revenue but more customers
Yes
That will be crazy as Winnipeg is small city n people sometimes calls for only going one block specially in winter that won't be good for drivers in money n time aspect n also people will call even when they can walk (not a healthy lifestyle) and people who actually need can wait for abs longer this way
Should b minimum fare
On short travels it's not going to benefit the driver. He will have less money and has to get in the queue again for his turn.
No impacts
It might be better for the driver because sometimes we can't even make minimum wage. Yes if I don't own a cab may. yes, let's try it why not
30 %
according to the meters
Short distance customer will not be picked up
It's all fake data, coz most of the drivers pay $90 + fuel to the owner for 12 hour shift and owner pays for insurance and repair. And most of the fares are paid with cash so people (drivers and owners) fudge it to save taxes

Do the Taxicab Cost Index proportions represent how much it costs to operate a taxi?
yes
yes

it will cost 1500.oo per month
Yes
It’s better to ask business license holders about it. Driver doesn’t pay insurance.
Don't know
I am not sure
Can’t say anything
Not sure
Yes
50.%50
Yes
To These owners taxi cost them only MPI and Dispatcher Rented witches $1000 (2 Driver’s 14 shifts Monday to Wednesday$100+Fuel and Friday Saturday $125+Fuel to drivers pay for it Which Turn out to be $6000 that’s how much one Week they make and drivers cannot show their fuel for tax return
Not sure
No type
Yes
No
Can't say now
Ya
Not
Car , license , maintenance , fuel and service
Yes
Don't know
$4
all is good
I think, they are considering everything.
no comment
No
No it does not seem to be correct.
No idea.
Yes
Yes
There should be a fee to issue a taxi plate on yearly basis and city should have $1000 fee per year for each taxi or vehicle-for-hire plate and this privilege should be available for any citizen of Winnipeg
Only insurance is killer rest is essentials
No idea
Not too sure but seems ok
No comments
No. Maintenance expenses are also there. Cab company fees are also there.
Yes
Yes
No
I don't think so

Do you think the Taxicab Cost Index is a fair way to determine the maximum metered fare and how it should change?
no need to change
fair way
no
yes no need to change
No
Put price down
Yes
We have lowest cab fares if you compare with other provinces. We have flat rates outside the perimeter.
Yes
it seems fair
Can’t say anything
The fares should be dependable on the e business. How many people need ride or how busy it is? Should be like rate1, rate2, rate3. It could be done by the time (8 to 10am in the morning and 3 it 6 in the evening) when it is busy. At bar closing time 2am weekends everybody going home at 2am super busy should be considered as the top rate. Driving drunken people home is not easy. Plus it has lot of benefits for all drivers, companies and customers. When the rate will be high in between 1:45 am to 2:15 am all people at the bars will not be taking cabs just at sharp 2am cause the rate is high some of them will go home before the rate rise and some of them after the rise. This way if the 100 people need cabs in downtown at 2am it is not easy for them to catch a cab because it is not possible to make 100 cabs available just at once. So by the rate component 30 of them will take cab before 1:45am, 30 of them after 2:15am. It has lot other benefits. Somebody going to vendor pick some beer call cab at 5 pm when it is busy while the other person going to the airport i waiting. If the is high vendor guy will not call but the airport customer will get the service fast. It is very useful for taxi or ride share industry
Yes
The same
No
No it should not change
It’s already very less and cheap!
Type of vehicle. Driver experience.
It should go fairly
No
Can't say now
No
More to take home will make it better
It's fair
It's good
car maintenance should be added
Car maintenance cost should be added in index also.
no comment
No, minimum fare should be increased every year like Winnipeg transits. It's same from many years.
I don't know how taxicab cost index work. And the formula it's based on.
Not sure
Yes
It is fair

It should be prepaid cost index with waiting times
Maximum yes
There should be more money for drivers as we work overtime, day n night time premium should be considered n cab drivers get no benefits no holiday rate on fares like 1.5x or 2.5z even on holidays
Should not change because we are fighting for our presence
Not sure about this.
Yea
Absolutely it does
3 dollars
Bring uber and create competition. Price problem will solve
Sorry, I don't know

What are the most important elements that make you feel safe as a driver?
The cameras are in the cab should be voice recording
Camera and shields and also strobe lights but not fully to feel safe me.
Camera .shield. Emergency button
- driver insurance
cameras shield, security alarm button
Camera
Camera shields
According to me drivers should be unionized. And there should be action taken against the person who assaults the driver.
Important elements would be if cabs should be prepaid all the time and assaulting a cab driver should be crime same as bus drivers. In my 7 years of driving experience I felt unsafe & uncomfortable when I didn’t ask the Money up front which Ended up most of time didn’t get paid or got damage to vehicle. If city apply & advertise this then there will be very less chance of rip-offs. Police response should be faster when there is assault call from driver.
All now have in cab
video surveillance , police help , alarm system
direct line with police officer
camera and shield and panic buttons are good options
Prepaid rides are the most useful tool.it reduces 99 percent chances of trouble.
Yes
If driver in emergency police help him right way
Yes
All of what we now have
There should be Shield right after and no actions in front Seat
Safety shield
GPS. Shield. Experience re public relations
Protection shield and camera
Windshield should not cover only driver seat, actually driver seat and beside driver seat on the front side there should be windshield, so half portion in the cab should be protect by windshield, camera, and strobe light.
Fear hours driving, Taxi Cab in a very Good shape,
Necessary to pay in the beginning

Video and audio recording is the most safe
CUSTOMERS SAFETY ALWAYS FIRST AND THEN COMES THE SAFETY FOR DRIVERS
Cab drivers are not safe in Winnipeg. High risk job. Two three drivers get assaulted every day. Most important factor is money. All the rides should be prepaid especially after 10pm
Customer behaviour
Communication
Fares should be pay front.no argument. Nobody should be sit at the front seat.
Fare up front
Audio visual camera and equal rules for owners and driver.
Passengers not allowed to sit on the front seat
Prepay money fare avoid conflict with customers and need to add voice recorder in cabs also. Full security shield and no customer should be allowed to sit on front passenger seat with driver.
Camera and panic buttons
Right of drivers to be well defined. It should make known to passengers as well by advertisement. Police should respond to driver calls promptly. They should have list of reasons to refuse fare. E.g. person who is drunk etc. etc.
If we have an opportunity to say NO to fare if we don't feel safe. And we are allowed to self Defence. And driver can ask for fare in advance.
The combination of cameras and shields.
There should be a voice recording cameras in the car
If the driver in emergency police help him right way.
Inside camera is important
New parts replacements instead of used part Specific tire threads, winter tires, dash cams, sound recording cameras and more efficient incident crews(police or safety teams).
Safety shields across
A Strong written safety program Clear consequences and reward
Video and voice recording cameras very very very important and if possible even exterior view camera can help in accident investigation crime investigation it can help police in cases but voice n video recording very important. We want voice recorded cameras to protect ourselves from wrong allegations right now customer can say anything about us or accuse us of any fraud or sexual behaviour m we have no way to prove yourself they usually do it to get free ride
Job security ,police response in rapid way Advance fare
Cool and calm passenger.
Customer information and shield and camera
Public education: Help a cab drive in any situation Know your responsibility as a customer don't expect a free ride Respond quick when a driver call 911 Let a cab driver share a diamond lane Strobe light usage and position
Covered driving seat
car safety
Uber is very big example to track customer and driver as well only camera is
Customer should pay their fair upfront , driver should have the right to refuse customer in front seat

What do you think of safety features like cameras, shields, and strobe lights?
These are working good
These things are safety features for driver but we need more and more safety features.
they are things after an incident not any help when cabbies in trouble

must
it is a good idea to have them, makes the driver feel a little safer
very good features should be in car
Yes
Yes
They r good cameras should be voice recorder also.
Full shield would be more helpful for drivers if there is no heating or air condition issues for the back seats.
Good
we should have video and audio recording for safety of driver and passenger like other city e.g. : Calgary
this helpfully but from the police should be needs fast respond, that means as my experience we didn't get help sooner from police
They are good and should be there forever
Very helpful.
Yes
Those are helpful
Good
Great
Just shield Right Cross In my 17 Year Experience that’s all we need
Are really helpful!
Good
They are useful when you are in trouble
Well, I think if any cab does not he above three things, so that cab should not be on the road.
They are find; however, the cabs sometimes have too many features and the driver could be distracted
If police respond quickly only then these features r good
It's all good
THATS VERY VEERY GOOD FOR EVERYONE,AS A SAFETY PURPOSE
These are very useful. But making a law of prepaid rides like Toronto will result in 100 percent safety of drivers.
I agree those features are good
They are necessary.
If Winnipeg police is not come on time. These things wouldn't be useful.
All work if police response on time
Very helpful
Still good
All of them are very important
ok
The shield should be covered from back and sides. No passenger on front seat policy.
Kind of shield we have is of no use. Strobe light is must. Cameras should record audio and video at the same time.
Yes it should be mandatory.
All are great features.
Anyone can reach around the shield to the driver
Those are good

Camera and strobe light is helpful
Camera and shields are good but strobe light can be more offensive for trouble maker in the car
Shields
Video n voice recorder very much needed like one of the most needed and important change we want n it will be very helpful i securing customer n driver mark my words
All good but one options should voice record just in case
They are good
They are the best but camera should be video recording not just taking pictures
Strobe light should be at the very back of the car " please call 911" not a light just a message Camera should be updated with audio recorder Fully shielded would be nice
Yes all
shied only
Only camera and shield is useful
Makes feel safer

What do you think of these requirements?
These are very urgent
all are very essential
the city should issue plates to drivers who qualify
good
I agree with the requirements. The requirements should be the same as they are for a taxi driver.
We need all these. They are necessary to run the business
No
Our requirements
These looks good
As long as Tnc drivers have class 4 license and they will also go through 2 weeks training and then pass the exams then there should be no issues. Make sure their vehicle should have commercial insurance same as Taxi's. All rules & regulations should be same.
Good both
these requirements mandatory for all companies including (TNC)
Excellent, it should be practically. because i see a lot of private car work like taxi in Winnipeg that is not fair
Whatever are the requirements for taxi drivers should also be same for TNC drivers
Ok
Yes
Excellent
Good
I'm Agreed to all these it is a good idea for over so more people can I have an option to drive while there are laid off or no job Due to the taxi industry charging so much for shiftwork people was not coming forward to drive
Good enough
Good
That's ok
Yes these requirements should be considered, there should be special training for disability, and this should be at least for one week.

Waze should be use better than a GPS
Good
Very good
I AM FULLY SATISFIED WITH THE ABOVE STATEMENT
The best thing about these companies the rides are prepaid by credit cards.
I am agree with those requirements
They are fair because other drivers go through those process so why not they?
According to my opinion dealing with Customer, everybody should be proficient in English.
All are good b
It's safe and helpful
Good
All of above should be mandatory for TNC's
Yes m agree
Sounds good
All are necessary. And safety of taxi every year.
Very good
That's good. And i would say it has to be on the level ground
Good
Also limited cab allowance share the business Equally
Good
Yes we need all of the these
Good enough
Agree
Sounds ok. But they should be the same for the existing taxicab companies too.
They are important.
That's all good
All
very important
All
Insurance is too expensive, if someone wants to work only part time. Uber drivers should be able to get insurance on week to week basis that way there will be more drivers out there, especially around Christmas time

The City is considering not allowing TNCs to pick up street hails or use taxi stands. What type of enforcement would be required to ensure this?
If they do would wrong anything or not follow the rule and regulations then city should punish with fine or tickets.
they should be able to pick up fares this would help in peak periods
penalty, warning and suspension
-fines should be given
proper taxi stands like buses
Safety
Taxi stand
They should be specifically asked not to do so if caught should be fined and there should be sings for

that
City should make transportation board and have their employees to watch on TNCs. If they got caught pick up street hails or use Taxi stands there should be ticket issued as a fine.
they should be fined
It can monitor by taxi driver or supervisor simple is that.
It should be same TNC’s that the drivers should be dispatched the same way the cab drivers do
Not sure
Yes
Street hails would be hard to police. As far as taxi stands are concerned, it is obvious, the signs are there. We also pay for these taxi stands.
Uber Does all Internet Book Calls so we should leave it up to their
Take action on complaints!
Signage and fines
Should have check on them
Cancel operation of that vehicle. Strong measurements
Can't say about it for now
THERE SHOULD BE PROPER PARKING SPOTS FOR PICKING UP THE CUSTOMERS
They can have their own stands. It can be sorted out later
I don't no
Serious fine
Rules should be strict. If somebody not follows it then he should be fined or fired. Hi
It’s not right they should allow pick up hails and use taxi stands
Penalty should be implied on them with suspension of licenses and tickets.
TNC needs to give some codes to customers.
I think they should be allowed.
TNC's should be ticketed if Any one provides proof. For ex. Any registered taxi driver (unicity/Duffy) takes photo or video of the violator.
There should be sings saying no uber or lift i guess
Demerits penalities should be there which can prevent this situation
Just Dispatch call
Frequently stops
City cab officers needed like transit officers each company should have at least 2 supervisors on roads to implement this law n also check drivers for other issues car cleanliness and in case help required to driver like air pump battery cables or any kind of information
Permanent account ,better business policies
A patrol officer may be.
No as long as they do pay everything as a regular cab why not it's a free market a competition let the consumer decided
Yes
We must serve this issue.
Not sure
If you want to stop them from doing that, it will only increase the brawls/fights between drivers. Coz right now even Duffy's and Unicity drivers steal their fairs from each other's taxi stands and there is no way to stop this.

What information would you like to have access to so you can be confident that the vehicles for hire system is fair?
customer identification with full address and phone number
work out a solution in wpg for wpg
- An uber driver should have a valid class 4 license the way a taxi driver does so that the vehicle for hire system is fair...
seniority of driving taxi ,clean record, loyalty to the profession
Yes
No
Everybody should know what's going on in the industry drivers and the owners everything has to done the way it's fair for both
I would say vehicles for hire system would be fair if city issue one business license per house hold mean one family wouldn't be able to keep more than one license. And new licenses should be issued to Drivers only not to people who already owned business license before.
system should be transparent to all
Centralized dispatch system, this independent dispatch system could help to prevent from dishonesty.
The records should be maintained properly and it shouldn't be a monopoly of few companies and the chances should be given to new people as well not just the drivers or owners who already in the business.
All information
Yes
More jobs opportunities and better customer service.
I would like to see the rules and regulations that beset up for them by the governing city.
We should have more taxes And Uber so people will have opportunity to drive there will be lot more jobs thank you so much
Long trips to make sure not given to favourite ones
Full transparency
Fair online information about systems
There should be issue at least 200 taxi permits to drivers not for present owners.
Company name, Service Offered.
Rent should be fair and licensed plates should be issued to only those who r driving now and there should be only one taxi per owner and he must drive that cab not for rent
Full details of client.
IF SOMEONE WANTS TO OWE THE TAXI LICENSE PLATE.HE SHOULD BE LIABLE TO PAY LESS TO LESS MONEY
Because city getting bigger need more vehicles only in winter seasons
Looks every one equal and treat fair. The taxi cab board was owner friendly not drivers
I think the vehicle for hire system only applicable for drivers not are taxi owners. The drivers who drive the taxi in past and also driving right now because some people just take the license and doing other jobs. Taxi plate should be not transferable.
We need one more driver meeting to express our concerns and to give view about new hire system.
Full time taxi drivers also get a chance to participate in draw. Only one taxi to one person. Also a mail should be send to everyone about procedure of draw so that everybody can participate.
To give the better service to the passengers.
Equal rights to own taxi cabs and only those should own cabs who are willing to drive
All
Management's guideline
Drivers should be involved in making decisions, everyone should have an opportunity to make living

new cars should be given to drivers also not like taxi cab board as all the powers were given to owners n they were running this business not according to Canadian labour law or not even according to humanity as they had all the power Winter cars were only given to owners like seriously they already have cars they r owners already u r giving them more cars so they can get money from drivers n make more money no opportunities for new comer or for poor
We can figure out after proposed policies look
Not sure yet
Safety check by licensed company
Technology Reduced fair Visibility Clean business
City check every month
It should be transparency has to be fair.
New driver can't afford taxi. Prices are high and plates should not be transferable

Is there anything else you would like to add?
No thank you
fare should be pre- pay and full safety for driver
keep me in the loop so I can be of assistance in the future
seasonal taxis should be for drivers not owners and taxi price should be affordable
no
car should be non-transferable
No
No
There should be more taxis on the road for the customer service most of the people driving cabs don't want uber but there should be more cabs on road and should be given to the drivers not the owners that should be fair to the drivers coz right now owners are using drivers as there slaves that's why the drivers should be unionized
I would say if city is bringing TNC's like uber & lyft then they are just creating part time jobs. In Winnipeg our taxi fares are cheaper as compare to all uber operated cities and our population is not much enough to make living just by driving uber on full time basis. But I would recommend instead of bringing TNC's City should issue more business licenses to Drivers only. By doing this there would be jobs on full time basis. Mean to say if city issue 100 more licenses then 200 drivers would get job on full time basis. Please consider this point as important point. Thanks.
The main object of taxi industry in the city would be make customer satisfied. That it come from driver and company work as team.so that you should monitor. thanks
One person one city taxi ownership. This is the first thing all the taxi drivers of the City of Winnipeg want. No buy no sell. All the owners having more than one taxi should be cancelled By the city and issue new license plates to drivers.
We as shareholders have received emails from the taxicab board regarding putting on extra cars for the winter season. We are given a notice to have our application for a seasonal car in by Oct 9. Unicity taxi alone has about 50 brand new Prius Vs. sitting in their homes ready to be used. It is imperative that the ride shares are expected to meet the same standard rules and regulations as taxis to make this an equal and fair playing field and not undermine the existing taxi industry.
Yes we have over 800,000 people living in Winnipeg and here only about 400 people who own the taxi industry and they are Running the whole show rest of the people living in Winnipeg don't have to say we are just sitting and watching hey there can I be a more taxis or Uber will arrive so we can I have jobs thank you that's all I can say
Not really
No
Nothing

That so we welcome the decision of the city of Winnipeg.
Not really for now
IN THE CURRENT TAXI INDUSTRY,THE OWNERS THEY ARE DOING THERE BUSSINESS IN THEIR OWN WAY.THEY ARE CHARGING THE LEASE MORE THAN THE DRIVERS EXPECT.THEY ARE TAKING MORE WORK FROM THE DRIVERS.THE TAXI OWNERS THEY ARE THINKING ABOUT THEMSELFS BUT NOT ABOUT THE DRIVERS.SO I HUMBLY REQUEST THERE SHOULD BE SOMETHING DONE AGAINST THE TAXI OWNERS
Yak, all cab drivers in Winnipeg are excited about new rules and regulation. They are also expecting issuance of some new taxi plates by the city. Like other North American cities non-transferable taxi plates. Please make a law of one family and cab. Not like the current situation as some guys have 10 taxies, some have 6 taxies and so on. Please take over this job grabbing system and make some fresh regulations about one person one cab. Please make some law about not buying and selling of cabs. The owners who have the plates should be driving their cabs. It should be just a job for them. The owner who don’t want to drive should return the plate to the city govt.
Winnipeg has only seasonal work
Good luck
Drivers experience should also be countable. Working hours should be fixed. All have fixed schedule, some taxis should be off road according to day. Every driver has a day off. T4 should be available at the end of the year. Taxi expensive should be paid by the owner.

Written Submissions – Taxicab Driver and Owner Emails

Submission 1:

1) Taxi cab plates should be issue to taxi drivers not to current owners.

2) City of Winnipeg should make some user friendly app.

3) There should be online or on call support to Taxi cab driver.

4) Taxi cab plate should issue to qualified taxi drivers.

5) There should be a security system in cab.

6) Driver can ask fair before trip start.

Submission 2:

Today we would like you explain how taxicab board is a big mafia in this city and how they used taxi drivers with alliance taxicab owners.

1. we are driving this city as a taxicab driver more then 10 years there is two division of peoples in this taxicab industry one is taxi owners and second taxi drivers.

2. By law taxicab owner can giver the taxicab to any driver in term of 50% of earning and both pay GST tax and PST tax according to earning to day or night shift. But unicity taxi and duffy taxi has a alliance to taxicab board and getting 92 dollar for 12 hours shift to one driver and CPP and EI is been 100% paid by drivers where according to tax department EI must be paid by owner and half of CPP paid by owners and half should be Paid by drivers.

3. when winter comes Manitoba taxicab board issued winter plates in favour of all taxicab owner who has already a cab he pay just 200 dollars fee of application and start more earning and they issue just 3% taxicab plates independent and that driver approved this taxicab plate he try to get dispatch company then all the taxi owner they have regular taxi cab they not allow that driver to come this company and get dispatch because they are try 100% that person not able to get business.

4. The 70 % of taxi owner is operating this business to the taxi drivers and getting fix lease. The lease in Winnipeg is the highest lease in all Canada. That's why Winnipeg taxi is one of the expensive taxies in all the Canada. Now the price is down because of Uber news 400,000 dollars to 30,000 dollars. As a driver can driver all the life but not able to buy taxicab.

5. One taxi income getting one taxicab owner to the driver see this chart below.

12 hours shift	12 hours	Weekly	Bi-weekly	Monthly	Yearly	Winter cab for 4 month	Total
Day driver	90	630	1260	2520	30,240	10,080	40,320
Night driver	90	630	1260	2520	30,240	10,080	40,320
				Subtotal	60,480	Total	80,640

6. Driver safety and passenger safety is important 80 % cars are working without winter tires that's why more risk of accident taxicab owner not providing winter tires and not fix car problems on time they just waiting for accident when the car will be right off to MPI.

7. No days off if we need to get day off we have to buy that day with our own pocket but owners want their money regardless

8. Taxi company charge us $50 dollars to get job letter without receipt

9. Fines or Tickets is been issued verbally to the taxicab company and no receipt as well in taxi company duffys and unicity.

10. Taxi drivers usually work with cab services companies. The job of a taxi driver to transport passengers from one place to another. They ensure a safe journey for them by keeping in mind appropriate driving techniques and ensuring that the vehicle that they are driving is safe. But the high lease is a problem for every driving and stress.

11. No freedom of speech(whenever anyone tries to protest against the wrong action made by companies fired from the company and taxi cab board also support them without investigation)

Submission 3:

Suggestions or considerations:

- Drivers should have group insurance (life and disability)
- Get back taxicab plates who own more than one and give that person who must drive himself
- Rules should be same for everyone either drivers or owners
- Car fleet should be maxed 5 years old and no write-off cars should be allowed
- Winter tires should be the part of regulation
- Health benefits
- Allow driver union in taxicab
- Central dispatch system

Submission 4:

- Auction for plates
- Lots of people will bid
- City can make money
- Public auction
- Good for everyone
- If we just issue plates, City cannot make money

- City needs money for infrastructure, etc.
- Offer to provide information or data is we have questions

Submission 5:

In the taxi industry safety of the driver is and should be the most important feature. besides the camera, which is important in the long run it does not provide protection when the driver needs it most. The shield can be some protection or a hindrance depending on the situation.

Safety of drivers. More police protection when a cabdriver has a problem, a driver should not have to wait for extended periods of time for the police to arrive. They act like it's your problem , you deal with it.

Seat belts are mandatory in a taxi if the driver does not have a fare but if a driver has a seat belt on and a customer jump into the cab the driver could be in real trouble. The customer could be having a bad day and wants to take it out on the driver. With a seat belt on the driver is in real danger of physical harm and could robbed or beaten up or worst.

Most drivers work long hours which may hinder their ability to drive properly or address a problem when it occurs. The world is not always kind out there.

Regulation of wages, vacation pay, stat holidays and minimum wage should also be addressed. Shift rentals should be regulated so the driver who pays $100. plus gas for a shift and it may not be busy that day may only bring in a $160. for the shift and after paying his cost would go home with $40. Lets make it more fair for the drivers.

Drivers should be better trained before being allowed to drive a cab. Command of the English language would help. Having knowledge of the cultures that exist and what may be said and when is a real asset. knowledge of the city and safe driving habits would be helpful in serving the public when they need a cab,

Personalization of trip would definitely keep more customers happy and the customer would stay with the driver they like rather maybe keep getting drivers they were not happy with.

All the talk about Uber coming to Winnipeg is not the answer. the easy way may be issue more plates to driver of all races creeds and color. this would bring some new blood into the industry.

Uber should not be considered to be the answer to the taxi problem in Winnipeg. They have nothing to bring to our city except for every dollar they generate they will take about 30% out of the country. It's a Winnipeg problem which deserves a Winnipeg solution..

I hope that this will be solved by drivers ,owner s and all people who in the industry rather than someone who has never driven a taxi

Submission 6:

Thank you very much to invite us (Drivers) to know our concerns and for the interaction in this focus group meeting. We hope this meeting will lead us to the betterment, efficiency and cost effective revenue for the taxi cab industry in Winnipeg. Taxi cab is a venerable profession and has been playing an important role to serve our community 24-7 and 365 days a year. This is unfortunate that this business had been abuse by taxi companies and taxi cab board by exploiting the regulations build for the betterment for the service of community. Even stagnant water get rotten over the time. There is absolutely great potential in taxi cab business where some people are still working very hard to keep the dignity and diversity for the business. We as drivers are ready and be there to serve this city by all means and with all kind of weather conditions but there are some problems drivers are facing on daily basis which leads us to an extent of disappointment. Since City of Winnipeg is taking over the Taxi Cab industry we warmly welcome you. Also there is a list of problems which we want you to keep in your kind consideration while making or upgrading new bylaw. Some problems are as follow:-

- Lake of drivers value
- Drivers have no security
- No days off (if we need to get day off we have to buy that day with our own pocket but owners wants there money regardless)
- Our company charge us $50 dollars to get job letter without receipt
- Fines or Tickets is been issued verbally and no receipt as well
- No support from Winnipeg Police (since we are on least priority call, so many times strobe light was on and cops pass by they didn't stop to ask is everything fine or not)
- No freedom of speech(whenever anyone try to protest against wrong action made by companies fired from the company and taxi cab board also support them without investigation)
- No health benefits
- No life or disability insurance
- No job security (drivers has to arrange drivers for their vacation and still they don't have any guarantee that they will get there job back)
- High lease(Winnipeg have high lease among all cities in Canada)

Cities	Weekly lease
Toronto	$450.00
London Ontario	$425.00
Calgary	$410.00
Vancouver	$580
Winnipeg	$610-$640

- Car damage collection (when a chip stone hit the windshield or some customer break the windows or mirror without any accident drivers have to pay in full)
- No winter tires (some taxi drivers are forced to put winter tires with their own money)
- Partiality (if owner does the mistake he gets warning but driver do the same thing he get suspension and tickets
- Out of city trips mostly given to owners but if drivers get the same fare then owners take the half of the money despite of there set lease.

- CPP and EI is been 100% paid by drivers where according to tax department EI must be paid by owner and half of CPP paid by owners and half should be Paid by drivers.

Suggestions or considerations:-

- Drivers should have group insurance (life and disability)
- One or two owner operator should allow on each taxi cab only if they want to drive
- Rules should be same for everyone either drivers or owners
- Car fleet should be max 4 year old and no write-off cars should be allowed
- Winter tires should be the part of regulation
- Health benefits
- Driver's union should be same like Winnipeg Transit
- Central dispatch system (where city will monitor all the transitions)
- Should be so many hours allowed to drive taxi per week.

We are highly obliged to Winnipeg City where City believe in diversity without any intentions of race or colour or nationality. Thank you very much again for your invitation. We hope these points will be examined and consider to make a paradigm free bylaw. Thanks again for you gracious time.

Submission 7:

WINNIPEG SAFE CITY INITIATIVE

SAFE CITIES AND SAFE PUBLIC SPACES
UN WOMEN GLOBAL FLAGSHIP PROGRAMME

October 23rd, 2017
Submission to: Office of Public Engagement, City of Winnipeg
Submitted on behalf of the Winnipeg Safe City Steering Committee

ISSUE

In 2018, responsibility for regulating the Vehicles-for-Hire Industry in Winnipeg will transition from the Province of Manitoba to the City of Winnipeg. Public transportation safety (including Transit, taxicabs and ride-shares) is a primary concern to the Winnipeg Safe City (WSC) Steering Committee. WSC has been working on the issue of taxicab and transportation safety for a number of months and has prepared the following recommendations for the City of Winnipeg's consideration.

BACKGROUND

Winnipeg Safe City is a partner initiative under the *UN Women Safe Cities and Safe Public Spaces Global Programme.* This global initiative aims to reduce and prevent sexual violence against women and girls in public spaces (UN Women, 2015). In 2013, the City of Winnipeg and Province of Manitoba jointly signed onto the global program, becoming the first North American "Safe City". WSC is guided by a steering committee comprised of representatives from provincial and municipal governments, health and law enforcement, and organizations committed to women's rights, women's health, and public safety and security. Steering committee members collaborate on initiatives or actions on an ongoing basis, work in response to identified gaps in policy and programming, raise public awareness about sexual violence and work towards fostering a culture of consent. The committee is co-chaired by the City of Winnipeg (Councillor Cindy Gilroy), and the Province of Manitoba (Beth Ulrich, Executive Director, Manitoba Status of Women Secretariat on behalf of Honourable Rochelle Squires, Minister Responsible for the Status of Women).

Each partner city of *UN Women Safe Cities* begins the development of their work by undertaking a comprehensive research project. The goal is to gain an extensive understanding of sexual violence on national and local levels and to develop locally-owned strategies for intervention. As such, the Manitoba Status of Women Secretariat and the City of Winnipeg committed to collaborating with local women's organizations, community partners and the Winnipeg Police Service to complete the "Winnipeg Safe City Scoping Study" (Winnipeg Safe City Steering Committee, 2016). Publically released in 2016, this research examines the nature, extent and context(s) of sexual harassment and other forms of sexual violence against women and girls in Winnipeg's public spaces.

One of the themes that emerged through the WSC Scoping Study was transportation safety for women. Utilizing statistical data and information from focus groups, the research clearly identified that the most common risk factor for experiencing sexual violence was being perceived as female. In addition, particular demographics of women (ie: Indigenous women, women living with disabilities and women from immigrant and newcomer communities) are more likely to experience sexual harassment and other forms of sexual violence in public spaces, including while using public transportation (ie: buses, taxicabs, Handi-Transit).

Southern Chiefs' Organization (SCO), a Winnipeg Safe City partner, has been independently championing the issue of taxicab safety. The partnership with Southern Chiefs' Organization offers Winnipeg Safe City Steering Committee members the opportunity to learn more about issues of taxicab passenger safety. SCO's research demonstrates that Indigenous women and girls in Winnipeg are more susceptible to negative experiences within the taxicab industry than their non-Indigenous counterparts. (In fact, in response to the overwhelming amount of sexual violence reportedly experienced by Indigenous women in Winnipeg, Indigenous-led *Ikwe Safe Rides* was independently created in 2016 (Ikwe Safe Rides, 2016). This volunteer-run initiative aims to provide a safe alternative to taxicabs for female community members and children). SCO's experience and knowledge on the issue continues to be a tremendous resource. Their findings, as well as findings from the MNP's Winnipeg Taxicab Services Review (MNP LLP, 2016), parallels the data within the Scoping Study.

SCO received such a response from the Indigenous community, and from Indigenous women in particular, that they created the Taxicab Community Complaint Advocate position in the fall of 2016 (Southern Chiefs Organization Inc, 2017). This role was designed to raise public awareness, provide education to taxicab consumers about their rights and responsibilities and to support those who wished to bring forth complaints.

The Manitoba Status of Women Secretariat partnered with SCO to help share information about passenger safety and supports available for individuals who have had negative experiences while using taxicabs. One of the outcomes of this collaboration was the translation of Taxicab Safety Brochures into French, Arabic, Cree, Ojibwe and Tagalog (Winnipeg Safe City - Transportation Safety, 2016).

Manitoba Status of Women Secretariat staff and Councillor Gilroy met with members of the taxicab industry in late 2016 and early 2017 to discuss taxicab safety. These and other meetings between the Taxicab Board and WSC steering committee members have been positive. The Taxicab Board and industry members demonstrated a commitment to proactively addressing concerns about passenger safety, particularly women's safety.

The Winnipeg Safe City Steering Committee has reviewed the current training curriculum and are pleased to share their analysis and recommendations with City of Winnipeg colleagues, specifically about including education on Canadian laws on sexual assault and what constitutes sexual harassment.

RECOMMENDATIONS

The following recommendations are submitted for the City of Winnipeg's consideration as plans are made for bylaw development and regulation of the Vehicles-for-Hire Industry in Winnipeg:

Prior to the passing of Bill 30, *The Local Vehicles for Hire Act*, the Taxicab Board and the Manitoba Status of Women Secretariat had been planning to collaborate on activities to strengthen the industry's response to sexual violence. Because the current training for new taxicab drivers does not include information about Canadian laws about sexual assault, and minimal information on sexual harassment and driver behaviour, we recommend the following measures:

1) **Develop a Sexual Violence Policy that is survivor-centered, trauma-informed and consistently adhered to across the Vehicles-for-Hire Industry**. Consistency will ensure that whether consumers choose a taxicab or an Uber that they can trust that their driver has been educated about sexual violence. To be successful, this policy must include the following elements:

A. Sexual violence – definition and rates

B. The criminal nature of sexual violence

C. The impact of sexual violence; trauma

D. Specific information about sexual assault:

    i. What constitutes sexual assault – examples

    ii. The Criminal Code definition

    iii. Legal and professional consequences

E. Information about sexual harassment:

    i. What constitutes sexual harassment – examples

    ii. Consequences

F. Gender & diversity information

    i. Understanding historical & ongoing effects of colonization

    ii. Canadian culture/norms

iii. Understanding issues related to consumers living with physical and/or cognitive disabilities

G. Driver responsibility

i. Professional duty

ii. Practical, real-life examples (ie: do not ask for number, do not comment on appearance, etc)

iii. Professional consequences (reporting mechanism, warnings, etc)

2) **Education & Training**

i) Provide Education/Awareness training for all stakeholders involved in regulating the Vehicles-for-Hire Industry, including new and existing drivers, licensures, regulatory board members, etc. This will likely involve reviewing and strengthening current training curriculum. We recommend that the curriculum be as accessible as possible (ie: printed materials, online modules and in-person components) and include (but is not limited to) modules focused on:

- sexual violence (as detailed in Sexual Violence Policy described above);

For example, the latest estimates from Statistics Canada suggest less than five per cent of sexual assaults are reported to police in Canada, making sexual assault one of the most underreported crimes nationwide. When stakeholders understand that some of the underlying reasons for this include the “shame, guilt and stigma of sexual victimization” (Government of Canada, 2017), they will be better equipped to pro-actively help create a culture in which sexual violence is no longer tolerated.

- Training tools that explore underlying factors that contribute to the prevalence of sexual harassment and sexual violence are imperative (ie: racism, discrimination, colonization, poverty and discrimination).
- Education regarding factors affecting demographics who are more likely to be considered vulnerable (ie: senior citizens, newcomers, people with disabilities, members of the LGBTQQA community and Indigenous people) is also strongly recommended.

3) **Reporting**

i) accessible and easy-to-understand reporting process that is survivor-centered (United Nations, 2012) and trauma-informed (Klinic Community Health Centre, 2013)

ii) provides several options for complainants to report (online, anonymous, formal) and makes these options widely known to the public

iii) provides information about culturally relevant resources for survivors of sexual violence (Ka Ni Kanichihk Inc, 2017)

iv) through the 311 system, the City of Winnipeg is responsible for data collection and will track complaints of a sexual nature, to better inform data-driven policy

4) **Innovation**

Explore innovative tools that enhance passenger and driver safety (ie: YWCA's *Safety Siren* App, *Guardly* App, Winnipeg Safe City *Taxicab Safety Brochures*)

5) **Partnerships**

i) One of the recommendations from the MNP Taxicab Services Review was to maintain a partnership with Winnipeg Safe City. We recommend that the City of Winnipeg establish a working relationship with Winnipeg Safe City Steering Committee and that WSC be considered to take an advisory role as Vehicle-for-Hire Industry regulations are developed. The Winnipeg Safe City Steering Committee welcomes opportunities to collaborate with the City of Winnipeg and share more information and resources in the future.

ii) it is essential to consider self-reported data, such as that collected by Southern Chiefs' Organization. By hearing directly from service providers and experts in the area (such as Klinic Community Health Centre and Ka Ni Kanichihk, Inc), the City of Winnipeg can strengthen its own community partnerships and better inform the development of the impending regulations.

6) **Other Safety Measures**

i) Develop initial and annual renewal requirements (ie: license renewal, annual Criminal Record Check). Exploring the option of fingerprinting may widen the scope of the Criminal Record Check as it may include crimes committed outside of Canada.

ii) all vehicles display identification information to ensure the safety of the passenger and driver. This information will include the following:

in a visible location (ie: dashboard *and* backseat) require driver's photo license, driver/vehicle number (ie: 445);

visible video recording camera which indicates it is turned on and provides details (ie: "this camera only records audio" or "this camera only records for first 5 minutes of fare" or "these recordings are stored for *x amount of time*);

phone number to call/text in case of reporting;

require and provide "Taxicab Safety Brochures" inside all vehicles

iii) We also recommend that the information recorded during each ride be stored on a backup server for up to one year.

iv) We recognize that the Vehicles-for-Hire Industry is male-dominated. By encouraging females to become stakeholders (ie: drivers, dispatchers, part of the regulatory body, etc), the industry will become more diverse and inclusive and provide more economic opportunity for women.

Conclusion

Winnipeg Safe City wishes to acknowledge the strengths and courage of survivors of sexual violence. We respect survivors' choices to share or not share their experiences informally or formally.

WSC is grateful to the survivors who shared their stories with the public, resulting in sexual violence in the Vehicles-for-Hire Industry garnering considerable media attention in recent years (Vanraes, 2016; Hendricks, 2016; Martin, 2015; Prest, 2015; Turner, 2014; CBC News, 2010). For example, reports range from a woman who alleges she was drugged by a cab driver and sexually assaulted (CBC News, 2016), a taxicab driver who was arrested for sexually assaulting a teenage girl (Martin, 2015), a taxicab driver pleading guilty to sexual assault (Kubinec, 2016) and a female dispatcher who claims to have been assaulted by a driver but asked to 'keep quiet' by her own employer, a taxicab company (Nicholson, 2016). Elsewhere, media has reported very concerning customer experiences with Uber (The Canadian Press, 2017; CBC News, 2017; Rizza, 2017). These include reports of an Uber driver being charged with sexual assault of a young female passenger (CBC News, 2017), an Uber driver being charged with abducting and sexually assaulting a female passenger (Miller, 2017), and a lawsuit filed against Uber by two separate claimants alleging sexual assaults (Bhuiyan, 2017). Uber has also come under fire from the police due to its own failure to report sexual assault allegations to the authorities (Press Association, 2017). A simple *Google* search reveals a much darker picture of the experiences of female passengers using both taxicab and Uber services. Given how underreported sexual violence is, it is logical to conclude that these media reports provide only a snapshot of the actual incidence of sexual violence in the Vehicles-for-Hire Industry.

While Winnipeg Safe City recognizes the important differences and interests of stakeholders involved with taxicabs and ride-hailing vehicles such as Uber, driver/passenger safety and accountability should be consistently adhered across both these platforms, regardless of the type of service customers wish to access. We strongly encourage the City of Winnipeg consider these recommendations for all vehicles regulated in the Vehicles-for-Hire Industry. Although our primary focus is on passenger safety (and women's safety in particular) we support measures that ensure driver safety as well. When both driver and passenger safety are achieved, this creates a safe and enjoyable experience for everyone.

We are optimistic that the framework provided above is the beginning of an informative and collaborative partnership. Winnipeg Safe City supports the City of Winnipeg as it embarks on this unique opportunity to be pro-active, to advance the Vehicles-for-Hire Industry and emerge as a national leader in addressing, reducing and preventing sexual violence.

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Appendix E Working Group Invitation and Agenda

Good afternoon,

Thank you for your participation in the City of Winnipeg's vehicles for hire stakeholder engagement process. In September and October 2017, we heard from over 270 stakeholders through seven focus group sessions and thirteen stakeholder meetings. As a follow up to those engagement activities, a stakeholder working group session is planned to gather further feedback. A representative from the *insert group name* is invited to participate in a working group session to further engage stakeholders in the Vehicles-for-Hire By-law development process.

The working group meeting details are as follows:
Date: Tuesday, November 14, 2017
Time: 12:30 p.m. - 3 p.m.
Location: 2nd Floor, Susan A. Thompson Building, 510 Main Street, Winnipeg

The following representatives are being invited to participate in the working group:

1. Winnipeg Community Taxi Coalition

2. Taxicab driver representative

3. Taxicab owner representative

4. Limousine owner representative

5. Accessibility group representative

6. Equitability group representative

7. Related industry group representative

8. Transportation Network Company representative

9. Indigenous partners representative

10. Environmental group representative

The attached agenda provides an overview of the content of the meeting. Please indicate if you are interested in participating in the working group meeting before November 9, 2017. If you prefer not to attend or would like to recommend another representative to attend, please respond to this email to let us know before November 9, 2017. We ask that only one representative from each of the groups listed above attends the meeting to ensure all groups can be heard throughout the working group discussion.

We look forward to hearing from you. Please do not hesitate to call or email if you have any questions.

Vehicles for Hire – Working Group

Tuesday, November 14, 2017
12:30 p.m. – 3 p.m.
2nd Floor, Susan A. Thompson Building, 510 Main Street, Winnipeg

Purpose

The purpose of the vehicles for hire working group session is to hold a group discussion with stakeholders with different perspectives and backgrounds for the development of the Vehicles-for-Hire By-law.

Conduct

- Participants are to respect the rights and opinions of other participants.
- All participants will be given the opportunity to speak and provide input.

Agenda

1. Welcome and Introductions
2. Background on Vehicles-for-Hire By-law development
3. Priorities and Values
4. What we heard and follow-up questions
5. Final thoughts and next steps
6. Close

What we heard and follow-up questions

By-law Pillar	What We Heard*	Follow-up Question
Driver safety Passenger safety	• We heard that safety for both drivers and passengers should be the top priority in by-law development. • We heard that the current complaints system is difficult to navigate. • We also heard that some taxicab drivers have experienced false accusations.	How can we work together to ensure complaints are dealt with in a fair manner that keeps customers and drivers safe?
Passenger safety	• We heard that unsafe taxicab driving is a concern for passengers. • We heard that a minimum driver safety rating could be considered of all vehicles for hire drivers. • We heard that taxicab drivers are driving more often than the average driver so they are more likely to have infraction and demerits.	How can we ensure passengers are safe and drivers are held to a reasonable driver safety standard?
Consumer Protection	• We heard that taxicab owners are concerned for the value of their business license.	How can we ensure investments in taxicab businesses can be built and maintained over time?
Consumer Protection	• We heard that fairness should be considered when developing a by-law that introduced transportation network companies (TNCs) like Uber. • We heard concerns over the viability of the taxi business if TNCs flood the market. • We heard that Uber drivers are driving an average of 5-10 hours per week for an average of six months.	How can we recognize the value of taxicabs as an important and unique service while introducing fair restrictions on TNCs that recognizes the occasional nature of those drivers?
Consumer Protection	• We heard that the impacts of introducing TNCs may not be visible at first, but that the negative consequences (such as impacts on communities and business owners) would be seen after several years. • We heard that because TNCs are not required to accept trips, certain segments of the population may be neglected.	How can we ensure the industry is monitored and the regulatory system adjusted to ensure all populations receive the vehicles for hire services they require?
Accessibility	• We heard that not all who require accessible service are receiving the taxicab services in a reasonable timeframe. • We heard that 100% wheelchair roll-on accessible vehicles should be the ultimate long-term goal for all vehicles for hire. • We also heard that accessible vehicles are expensive to purchase or upgrade. • We heard that accessible taxicab service takes longer to provide and those who provide accessible services cannot charge a higher fare (other than handi-cab vans).	How can we ensure those who require accessible vehicles for hire services have their needs met while considering the increased costs associated with accessible vehicle for hire services?

*What we heard is not a comprehensive list. The forthcoming stakeholder engagement report will include a full account of what was heard and what is being considered in the development of the Vehicles for Hire By-law.

Appendix F Working Group Meeting Notes

Vehicles for Hire – Stakeholder Working Group

Location: Susan A. Thompson Building
2nd Floor, 510 Main Street.

Date: Tuesday, November 14, 2017
Time: 12:30 p.m. – 3 p.m.

Attendees (City of Winnipeg):
Brett Andronak
Michael LeGary
Morgan Vespa
Dave Wardrop

Attendees (Stakeholders):
Aboriginal Council of Winnipeg
Access Advisory Committee
Green Action Centre
Taxicab Driver
Taxicab Owner
Tourism Winnipeg
Uber Canada
Winnipeg Community Taxi Coalition
Winnipeg Safe City Initiative

Meeting Notes

What are your priorities for the working group meeting?

- Taxicab Owner representative
  - Winnipeg needs more taxicab companies, especially companies that offer accessible services.
  - Currently, there is a monopoly in the taxicab industry, with only three or four major players in Winnipeg.
  - Wait times for regular vehicles can be up to 45 minutes. The wait time for an accessible vehicle is higher.
  - Restraints and other equipment are frequently out of service and there is a lack of driver training on how to use the equipment properly.
- Green Action Centre
  - Concerns with more vehicular traffic and the impacts to sustainability.
  - Concerns with impacts on access to transportation from Transportation Network Companies (TNCs).
  - Concerns with the impacts of TNC drivers being able to select what neighbourhoods they serve.
- Taxicab Driver representative
  - Safety and security is a top priority.

- Shields are needed across the entire driver and front passenger seats (currently only shielding the driver's side).
- Drivers are not getting assistance from the police when there is an incident.
- There are language barriers but drivers take English classes.
- There are safety concerns with Uber.

- Winnipeg Safe City Initiative
  - Reduction and prevention of sexual violence against women and girls in public spaces is a top priority.
  - Both drivers and passengers need to be protected.
  - Certain demographics experience higher rates of sexual violence in taxicabs.
  - Education and training is necessary so women can feel safe while taking a vehicle-for-hire and so drivers know their responsibilities.
    - Winnipeg Safe City Initiative would like to work with City to develop that education and training.
  - Recognition of the impacts of colonization on sexual violence in taxicabs.
  - There is a need for a clear complaint reporting system for all vehicles-for-hire.
- Access Advisory Committee
  - The end goal should be that all vehicles-for-hire vehicles are accessible to all Winnipeggers, similar to Winnipeg Transit busses.
  - Training is occurring but enforcement of training is an important issue.
  - A lot of necessary training is already in place but drivers are not being held accountable for not following the training.
  - Restraints and specialized equipment must be in good working order.
  - There is no proper complaint reporting system in place with proper follow-up and tracking.
- Aboriginal Council of Winnipeg
  - Training, accessibility and safety in terms of the driver and the passengers are top priority.
  - Drivers take risks when entering certain neighbourhoods.
  - Both drivers and passengers can be vulnerable, especially Indigenous women.
  - There must be education for the public and drivers on rights and responsibilities in vehicles-for-hire.
- Tourism Winnipeg
  - Would like visitors to have the best possible experience while in Winnipeg.
  - Vehicles-for-hire drivers are often visitors' first encounter with a local when visiting.
  - Would like to promote Winnipeg as a safe, accessible and modern City.
  - Tourism Winnipeg wishes to work with vehicles-for-hire companies to make visitors feel welcome and give a good impression of the City.
- Uber Canada
  - Share information about TNCs.
  - Uber is keen to get to know Winnipeg and work with the City of Winnipeg.

- Uber addresses safety concerns through accountability.
    - App tracking allows for accountability.
    - Safety incident teams and law enforcement liaisons also improve accountability.
- Complaints reporting is easy and clear through the Uber app.
- Safety features including the share your trip function, live GPS routing, driver star rating and real time written feedback.
    - If a driver's star rating starts to slip, Uber will provide optional remedial training and may proceed to mandatory training if warranted.
- Uber has an interest in sustainability, such as with Uber Pool (over 20% in Toronto are carpool trip)
    - App will match people in similar areas
      Participant correction: *riders will be matched with people going the similar direction at the same time which puts multiple riders in one vehicle.*
    - Reduces Uber's footprint and increases sustainability.
- Uber wants to work with cities to promote tourism opportunities.

How can we work together to ensure complaints are dealt with in a fair manner that keeps customers and drivers safe?

- There are privacy concerns with audio recording in taxicabs, for example a confidential business conversation may be recorded.
    - There is potential for legal concerns, as the inside of vehicles-for-hire may not be considered a public space.
- The City should educate the public on the rights of the passengers and drivers.
- Taxicabs have been moving towards higher definition cameras with audio recording capability - there should be high definition and voice recording cameras in every taxicab.
- No by-laws in Canada require shields and cameras in TNCs because TNCs provide a service more similar to limousines.
    - Rides are pre-arranged and cashless.
    - Drivers and passengers are known and their information is stored in the app for investigative purposes.
- If the City creates a single office for vehicles-for-hire complaints, would Uber be held to the same standard?
    - Customers might feel more comfortable contacting the City rather than Uber.
    - Vehicle-for-hire Companies might be too insular and complaint filing should be managed by a separate and independent body within the City.
- The Unicity and Duffy's apps now provides driver information for complaints reporting.
- Tourism Winnipeg has received taxicab complaints from visitors.
    - Suggestion: it would be useful if the City could offer reverse training for Tourism Winnipeg on the complaints reporting process so they can help point visitors in the right direction when they have a complaint.

- KPMG conducted a study in Toronto on vehicles-for-hire that found that TNCs excel in customer service.
  Participant correction: *KPMG conducted a study in Ottawa, not Toronto.*
    - The TNC driver star rating encourages good customer service.
    - Tourism information can be added to the app and has been in other jurisdictions.

How can we ensure passengers are safe and drivers are held to a reasonable driver safety standard?

- There is no maximum time that vehicle-for-hire drivers can be on the road.
    - Many drivers are on the road for 12 hours per day, 7 days per week.
    - Handi-transit drivers are on the road for 16 hours per day (day and night shift).
    - Driving for more than 6 hours straight is dangerous.
    - Some drivers also work other jobs, like at Tim Hortons, which can contribute to fatigue.
    - Unfortunately drivers need to work long hours just to make a living.
- Health and well-being should be a component in training.
- It would be very challenging to enforce maximum shift lengths.
    - The City could look at semi-truck driver model.
    - There should be mandatory breaks for taxicab drivers.
- Suggestion: A rating system for taxicab drivers, similar to TNCs may be useful to improve customer service.
- What measures have been taken by the taxicab industry to ensure the safety of women and vulnerable people?
    - The video cameras in taxicabs are now high definition.
    - Police review the cameras when there is an incident.
    - Camera data is stored for 30 days.
        - Camera data should be stored for longer.
        - Sometimes it takes a long time for a victim to report an incident.
    - There is zero tolerance for any allegation of impropriety.
        - Drivers are immediately suspended without pay.
- The current training for Handi-Transit is not adequate and the driver's knowledge varies greatly based on contractor.
    - The training focuses on how to get around the city quickly, with only a couple hours on how to use restraints and other equipment.
- Uber drivers must take remedial training if their driver rating drops too low.
    - Remedial training is available online and helps drivers brush up on their skills.
    - Uber will monitor drivers after remedial training.
    - Telematics can identify drivers that are holding the phone while driving, speeding and swerving.

How can we ensure investments in taxicab businesses can be built and maintained over time?

- Taxicab licences were created by a legislative act.

- The taxicab industry is looking for recognition of the licensing categories e.g. limousine, handi-van etc.
    - Maintaining those categories is important.
- Lease rates for taxicabs decrease after the introduction of TNCs in other cities.
    - The competition for drivers has given them leverage in lease rates, holidays and other employment standards.
- Winnipeg is not like other cities.
    - Poverty rates among the Indigenous population are high in Winnipeg.
    - People living in poverty may not have cell phones or online payment options required by TNCs.
    - TNCs will discriminate against the low-income segment of the population.
    - However TNCs charge less for ride services than taxicabs.
- TNCs take the premium ride market that subsidizes the shorter rides.
- Tourism Winnipeg has offered to provide taxicab drivers with training and tour drivers around Winnipeg to major destination and attractions.
    - Tourism Winnipeg has reached out to Duffy's and Unicity but has not received a response.
    - Tourism Winnipeg would like taxicab drivers to be ambassadors to the City and offer suggestions to visitors.

How do we recognize the value of taxicabs as an important and unique service while introducing fair restrictions on TNCs that recognizes the occasional nature of those drivers?

- TNCs should not be allowed to refuse rides to passengers.
- TNCs must service all neighbourhoods in Winnipeg.
- In other cities, TNC drivers pick-up and drop-off passengers in bike lanes and in front of fire hydrants.
    - TNC vehicles are now parked in cycling lanes since their introduction.
    - It is difficult to prove the cars belong to TNCs because they are typically unmarked.

How can we ensure the industry is monitored and the regulatory system adjusted to ensure all populations receive the vehicles-for-hire services they require?

- A TNC driver can deny a passenger a ride just based on their cellphone picture and this is problematic.
  Participant correction: *This is not true. A TNC driver does not receive a photo of a rider when a trip request is made. They only receive the rider's first name.*
- Taxicab drivers will refuse rides booked on the app if the trip is too short. This is discrimination based on the passenger's location.
- With TNCs relying solely on technology, they are not providing services to certain segments of the population.
    - That is true but no single service can cater to everyone's needs.
    - TNCs are a more affordable option in other cities for lower-income individuals.

How can we ensure those who require accessible vehicles for hire services have their needs met while considering the increased costs associated with accessible vehicle for hire services?

- The City could provide tax incentives for operators to run accessible vehicles-for-hire.
- The Accessibility for Manitobans Act will legislate how this accessibility in transportation will be implemented.
- New York State mandates a certain ratio of accessible vehicles-for-hire.
- Moving towards a 100% accessible vehicles-for-hire fleet must implemented overtime because it is very expensive to overhaul vehicles, especially if it is done all at once.
- Accessibility needs to be planned for and the City needs to set long term goals, similar to Winnipeg Transit.
- There is an opportunity for Winnipeg to be a leader in vehicles-for-hire accessibility.
- Does Uber have accessible vehicles in their fleet?
    - The Uber app is brail compliant and also has basic sign language.
    - The deaf and hard of hearing can become Uber drivers
        - This has been a life line for some deaf or hard of hearing people who can face employment challenges.
    - Uber is currently piloting 'Uber Assist', which is a door-to-door service for people with mobility issue instead of the traditional curb-to-curb service.
    - Uber is currently piloting 'Uber Wave', which waves fees for accessible rides. Participant correction: *It should read "UberWAV" as in Wheel-chair Accessible Vehicle. UberWAV is priced at the same price as UberX.*
    - Some cities have a model where a 7 cent per trip levy goes to the City to support accessible transportation.
        - The cities are responsible for spending the levy in the most effective way to improve accessible transportation.
        - Ottawa and Waterloo uses this model.
    - Drivers must take service animals.
- If TNCs push out Winnipeg's existing taxicab companies, how will people who require accessible cabs receive service?
    - TNCs have less accessible vehicles than existing taxicab companies and may not be able to provide that service.

Participant additions:

The Winnipeg Community Taxi Coalition requested the following information be added to the meeting minutes:

- *There are a number of statements by Uber that are factually incorrect including statements on accessibility and safety.*
- *We have no indication from the City of Winnipeg as to how they are going to proceed with the bylaws. Further, there has been little if any information about the City's intentions including timelines, budget and research for the Vehicle-for-Hire bylaws.*

- *Members of the working group from the taxi industry were randomly selected. This is counterintuitive as one would expect that the City of Winnipeg would want to hear from empowered individuals from the industry most impacted by the Vehicle-for-Hire bylaws. In this case, the Winnipeg Community Taxi Coalition is the primary conduit for the City of Winnipeg with Duffy's and Unicity (95% of taxis in Winnipeg are Duffy's and Unicity), not a random driver.*
- *Our three primary recommendations are:*
    1. *To study this carefully and not rely on anecdotal opinions. More research is needed and rushing the Vehicle-for-Hire bylaws through would be irresponsible.*
    2. *The licensing structure for taxicabs should remain in place on an interim basis while the city takes the time to get this right.*
    3. *More robust consultations are needed including extensive public consultations, as well as direct dialogue with the stakeholders directly impacted by Bylaw changes.*

Next steps – notes will be distributed following this meeting.

Close

Appendices

Appendix 1: Additional Material (submitted by Uber)
Appendix 2: Privacy Considerations of Audio Recordings in Ottawa (submitted by Uber)
Appendix 3: Uber Community Guidelines (submitted by Uber)
Appendix 4: Ottawa Taxi and Limousine Regulations and Services Review "Customer Experience" (submitted by Uber)

Appendix 1: Additional Material (submitted by Uber)

Appendix 1: Uber Submission Additional Material
Additional material provided below covers the following subjects which were discussed at the stakeholder working group:

- **Safety and Accountability**
- **Audio Recording**
- **Uber's Community Guidelines**
- **Ottawa's Initial Bylaw Regulatory Review re Customer Experience**
- **Discrimination**
- **Decal**
- **How Uber contributes to accessibility where it does not offer accessible service**
- **Uber and Service Animal Policy**
- **Uber and Bicycle Safety**

Safety and Accountability
In a world where five million trips occur on Uber every day, our approach to safety doesn't just focus on prevention -- but also on accountability:

- In order to hold perpetrators accountable for their behavior, it is critical that incidents are reported and properly investigated. However, in cases of incidents occurring in analog services like taxi or public transit, it can be difficult for victims to report incidents.

- This why even organizations like the RCMP are exploring ways to expand third-party reporting because incidents of assaults are vastly under reported.

- Technology can help to alleviate this burden for victims, help law enforcement to investigate reports of crime, and hold people accountable for their behavior. We believe that Uber's technology is one model for improving accountability:

- With Uber, all information about a trip, including route taken, driver's name, photo, vehicle make and model and licence plate, is stored historically in the rider's Uber app for easy retrieval at any time by a rider reporting an incident to Uber, 3-11, a City official, or the police.

- With Uber, all trips must be arranged via the app -- so there is no anonymity for the people in the car together.

- GPS tracking for every trip on the Uber platform means that there is a record for the exact time and location of trips -- providing accurate, objective information that can be crucial to law enforcement investigations.

- Uber's "Share your Trip" function allows riders to share details of their trip (including driver & vehicle information and real-time GPS routing) with loved ones or friends at a tap of button while on a trip. Watch video: https://www.youtube.com/watch?v=dbc--r5FL6o

- By asking riders and drivers for feedback on every trip, Uber encourages and easily facilitates incident reporting via the app.

- Uber has specially trained customer service agents to deal with serious reports. They've learned how to interview victims without being judgmental, and how to refer them to police and a crisis hotline.

- Uber has an in-house team of former law enforcement officials, who can work directly with local police on investigations. Uber has an online law enforcement portal to help facilitate collaboration with local police: www.lert.uber.com Watch the video: https://youtu.be/ct1vN2KN2II

Audio Recording
Uber riders often conduct personal and private telephone conversations on their phones or with fellow passengers and have strong privacy interests in those conversations. The Ottawa City Solicitor recognizes the privacy interests at stake with respect to audio recording conversation inside taxi or ridesharing vehicles (see attached report)

No city in the world in which Uber operates requires audio recording in ridesharing vehicles.

Uber's Community Guidelines
Attached to this email are Uber's Canadian Community Guidelines for drivers and riders issued on April 6, 2017. These ground rules are designed to ensure that Uber riders and drivers have a five star ride when using Uber. The Community Guidelines speak to a number of items including: respect, safety, why Uber riders and drivers can lose access to the Uber platform, compliance with the law, etc.

You can read more by seeing the attached PDF or by viewing the following links:

Uber Blog Post Announcement: https://newsroom.uber.com/canada/community-mutual-respect/
Uber Canadian Community Guidelines: https://www.uber.com/legal/community-guidelines/can-en/

Ottawa's Initial Bylaw Regulatory Review re Customer Experience
Core Strategies, as part of the KPMG initial bylaw regulatory review in Ottawa found (see below and attached):

"The research found resoundingly higher customer service and customer experience ratings for Uber over Taxi. Leading the way are impressions about the lower cost of using Uber as well as significant advantages of the Uber App as compared to Taxi Apps."

Discrimination
Uber works to prevent "directional discrimination" through the Uber app itself - Uber drivers don't know where a passenger is going until they are already in the Uber vehicle (they also do not have a photo of the rider in app). If you choose to enter your destination before you enter an Uber vehicle, the destination is not known by the driver until they swipe the app to "begin trip" once you're in the Uber vehicle. Drivers are not to begin trip until you're in the car or once you've told them in car where you are going. If an Uber driver denied you a short trip (i.e. once viewing the trip destination on the app), you would have an ability to report this via the star ranking system and written feedback option or via email with Uber who monitors these issues 24 hours a day.

Decal

In a large majority of markets in which ridesharing/Uber is regulated in the U.S., decals or vehicle identification is not required. It is often not required due to the fact that an Uber passenger already receives the picture of the driver, name of the driver, make and model of the vehicle and driver plate licence number when making a request for a ride on the Uber platform (this information is also stored in the user's App for historical reference).

Making a decal or identifier mandatory on Uber vehicles presents the possibility that drivers not affiliated with Uber (in addition to be subject to the background check and vehicle inspection requirements of the Uber platform) may try to use a decal to street hail passengers similar to ways in which "bandit" cabs currently street hail passengers. LIkewise, a decal could increase the likelihood that riders try and street hail (like a taxi) an identifiable Uber vehicle rather than secure a trip through the app itself.

With respect to street enforcement by bylaw officers, enforcement officers can use the Uber app to order Uber rides for compliance purposes. Uber Driver partners would not know who is ordering a ride when they receive a request.

Where cities in Canada have required a vehicle decal (i.e. Toronto and Mississauga), they have opted to harmonize the decal so as to be consistent across the Province.

How Uber contributes to accessibility where it does not offer accessible service
Uber drivers are independent contractors who driver their own personal/family vehicle. A majority of Uber drivers across Ontario drive 5-10 hours a week for periods of less than a year to supplement income from employment. Requiring an Uber driver to purchase a wheelchair accessible vehicle or retrofit an existing family vehicle at cost to them of >$50,000 is, as a result, not viable.

However, Uber is committed to accessibility in a # of important ways such as:

Fees in lieu of Accessible Service

- In Ottawa and Waterloo Region for example, Uber pays to the City and Region a voluntary $0.07 per trip in lieu of accessible service. The fees collected can be directed towards local accessible priorities in consultation with accessible advisory committees.
- In Ottawa in 2017, the City will collect an estimated $450,000 for accessibility from Uber alone. (If the City/Region licences another Transportation Network Company like Uber, these voluntary fees collected for accessibility on a per trip basis would presumably increase further).

Blind and Low-Vision

- With VoiceOver iOS and wireless braille display compatibility, the Uber app provides a safe and reliable transportation option for the blind and visually impaired community.

Deaf & Hard-of-hearing

- Uber designed product innovations to further economic opportunity for our deaf and hard of hearing driver partners. Visible and vibrating alerts aid deaf and hard of hearing riders, and in-app features such as the ability to enter destination ensure effective communication from the rider to the driver partner.

Uber and Service Animal Policy
To reduce and hopefully eliminate instances of denial of service to a rider with a service animal and to ensure Uber driver-partners are fully aware of their obligations and consequences for failing to provide service to an individual with a service animal, this week Uber launched a new Service Animal policy. See here for the policy: https://www.uber.com/en-CA/legal/policies/service-animal-policy/en-ca/

It is both against Canadian laws and Uber's Non-Discrimination policy to deny an individual a ride in an Uber because they are traveling with a service animal. Under this new policy, a confirmed denial of service will lead to an Uber driver-partner losing service to Uber's platform.

In conjunction with releasing the policy we will be adding a blocking feature to our app which will require Uber drivers to click to confirm acknowledgement and understanding of this animal service policy. Going forward, all Uber drivers will receive the in-app prompt in their first few days on the Uber platform. Further, we'll be releasing ongoing education via email each quarter.

Uber and Bicycle Safety
This past summer Uber announced a partnership with Share the Road to educate Toronto Uber driver partners and riders on bicycle safety.

Our partnership with Share the Road means that:

- Uber Driver partners and Uber riders in Toronto receive vital information to help prevent collisions, like remembering to keep bike lanes clear and watching for bicyclists when they open car doors into traffic.

- New information on cycle safety is featured in the Uber driver and rider apps. See examples below.

- For new Uber driver partners, Uber is airing Share the Road safety videos in Toronto's Greenlight Hubs and will be including bicycle safety information in materials for Uber driver partners.

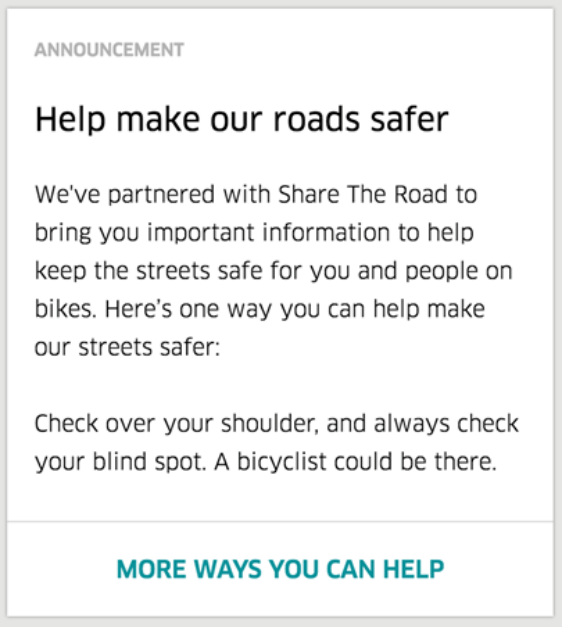
Uber is also actively examining the potential to use technology to improve bicycle safety by:

- having the Uber app direct you to cross the street to get picked up by your Uber driver so as to avoid pickups in bike lanes on thoroughfares like Sherbourne, Richmond and Adelaide.
- turning certain locations into "venues" on the Uber app which would move rider pick-ups on the Uber app away from bike lanes to alternative pick-up areas.

Uber in-app ongoing Education

Uber Rider App Screenshot

Uber Driver App Screenshot



Further Details

In partnership with Share The Road, Uber is sending riders and driver-partners information to help prevent collisions on our streets:

For drivers

- Respect bicyclists as legal road users with the same rights and responsibilities as motorists. Drive courteously and with tolerance. That cyclist is your neighbor and you are sharing the same road.
- Check over your shoulder, and always check your blind spot. A bicyclist could be there.
- Maintain a safe distance between your vehicle and the bicycle in front of you.
- Yield to pedestrians and bicyclists in and entering crosswalks.
- If you plan to turn right or pull into a parking space shortly ahead of a bicycle in front of you, do not pass.
- Pass bicyclists only it is safe to do so. Exercise patience.

For riders

- When you're requesting a pickup on a street with a bike lane, give your driver enough curb space to pull over. Not only is it illegal for vehicles to stop in the bike lane, you'll also help keep people on bikes safe.
- Be aware of your surroundings. When your driver arrives, make sure the coast is clear before you open the door.
- When you're getting dropped off on a street with a bike lane, ask your driver to look for open curb space or offer to be dropped off on an adjacent side street.
- Look back before exiting your vehicle. Exit on the side closer to the curb to avoid colliding with people on bikes.

"Cycling can be a fun, convenient and affordable way to commute and exercise, but we know that Ontarians are concerned about safety," says Jamie Stuckless, Executive Director of Share the Road. "This partnership is an opportunity for us to get important road safety information into the hands of thousands of driver partners at Uber and ensure that people get the space and respect they deserve while out on their bikes."

For more information: https://www.uber.com/en-CA/blog/ontario/making-ontario-streets-safe-for-cyclists/

Appendix 2: Privacy Considerations of Audio Recordings in Ottawa (submitted by Uber)

M E M O / N O T E D E S E R V I C E

Information previously distributed / Information distribuée auparavant

TO: Community and Protective Services Committee

DESTINATAIRE : Comité des services communautaires et de protection

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DATE: May 18, 2017

18 mai 2017

FILE NUMBER: ACS2017-CMR-LEG-0002

SUBJECT: **Privacy Considerations of Audio Recordings in Private Transportation Company (PTC) Vehicles**

OBJET : **Questions de protection de la vie privée entourant les enregistrements audio dans les véhicules des exploitants de transport privé**

PURPOSE

The purpose of this Memorandum is to respond to the following Direction to Staff provided by the Community and Protective Services Committee on April 7th and 8th 2016 during its consideration of the Report "Regulating Vehicles for Hire in the City of Ottawa – Taxis, Limousines and Private Transportation Companies":

That Legal Staff examine the privacy concerns of installing audio recording technology in Private Transportation Company (PTC) vehicles such as Uber and report back to Committee six months following enactment of the new By-law.

EXECUTIVE SUMMARY

The imposition of a requirement for PTC vehicles to have audio recording technology will trigger protection of privacy obligations under the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA") for the City of Ottawa in its role as regulator. Audio recordings present a high degree of risk to privacy because they capture the personal information of law abiding individuals as they go about their everyday activities. It is therefore recommended that Council, prior to adopting such a by-law if it wishes to do so, require that there be further consideration and consultation to determine whether use of audio technology in PTC vehicles is justifiable for safety or other important municipal purposes. If the City adopts a by-law, an access and privacy policy would need to be established to meet specific MFIPPA requirements such as ensuring that all persons entering the vehicle are provided with notice that their personal information is being recorded and ensuring the proper management of any personal information collected by an audio recording system.

BACKGROUND

Council approved the report "Regulating Vehicles for Hire in the City of Ottawa" on April 13th, 2016, with the new Vehicle-for-Hire By-law that resulted from that approval having taken effect on September 30th, 2016. Since that time one (1) PTC – Uber Canada – became licensed under the by-law. The City does not impose a requirement for PTC vehicles to have audio recording or security camera technology.

DISCUSSION

The Office of the City Clerk and Solicitor (Legal Services Branch) has reviewed this issue with input of the By-law & Regulatory Services Branch. The imposition of a requirement for PTC vehicles to have audio recording technology will trigger protection of privacy obligations under MFIPPA for the City of Ottawa in its role as regulator. Information recorded by audio recording in a PTC vehicle would be considered personal information under MFIPPA whenever either the passenger(s) or the driver is identifiable because of the audio itself, or where other available information used in combination with the audio recording identifies the individual(s), such as a video recording or photos from a security camera, if applicable.

As was the case with security cameras in licensed taxicabs, it is recommended that Council, prior to adopting such a by-law if it wishes to do so, require that there be further consideration and consultation to determine whether use of audio technology in PTC vehicles is justifiable for safety or other important municipal purposes and how audio recording technology would be used in PTC vehicles. Also, if the City adopts a by-law, an access and privacy policy would need to be established to meet specific MFIPPA requirements such as ensuring that all persons entering the vehicle are provided with notice that their personal information is being recorded and ensuring the proper management of any personal information collected by an audio recording system. These recommendations and requirements are summarized in further detail below.

Consideration of and Consultation on the Use of Audio Technology:

Pursuant to s.10(2), paragraphs 6, 8 and 11, of the *Municipal Act, 2001*, the City may pass by-laws for the health, safety and well-being of persons, the protection of persons and of property including consumer protection, and for business licensing. As a result, the City has legal authority to require by by-law that PTC vehicles of third parties that it regulates have in place surveillance systems for the purposes of investigating breaches of the law including City by-laws and for the protection of the public and drivers.

Although the City may have legal authority to enact a by-law, audio recordings present a high degree of risk to privacy because they capture the personal information of law abiding individuals as they go about their everyday activities. Consistent with the 2015 Guidelines for the Use of Video Surveillance that has been published by the Information and Privacy Commissioner of Ontario (IPC), it is recommended that audio recording should not be used “unless it is directly related to the problem to be addressed….” It is therefore recommended that the City, as regulator and as an MFIPPA institution, ensure that enactment of such a by-law be preceded by further consideration and consultation with stakeholders including the Ottawa Police Service (OPS), PTCs and their drivers, and the public to determine whether the use of audio recording in PTC vehicles is desirable and justifiable for public safety or other important municipal purposes, and that these considerations be balanced against the right of privacy of individuals.

Consultations would also allow the City to consider specific privacy related obstacles. For example, ensuring that the audio technology is only functional when the vehicle is used to transport passengers who are customers may pose a challenge given that PTC vehicles are typically used for personal use in addition to transporting customers, sometimes more the former than the latter.

Specific Requirements of MFIPPA:

If the City requires by by-law that PTC vehicles have audio recorders in place when providing passenger transportation services, the City, as regulator and as an MFIPPA institution, must ensure that the audio recording system meets the collection, use and disclosure of personal information requirements of MFIPPA. Any access and privacy policy for an audio recording system would therefore need to take the following rules into account:

Providing Notice: Section 29 of MFIPPA requires that prior notice of the recording be provided to passengers and drivers of the PTC vehicles whose information may be recorded. As is the case with taxicabs, notice may be provided by means of decals on the outside of the vehicle, in addition to notice on the City's website. The content of the notice is prescribed by subsection 29(2) of MFIPPA, and must include the purposes of collecting the information, in turn which creates the parameters for the uses that will be made of the information and assists in determining which individuals will have access to the recorded information.

***Uses of Audio Recordings*:** In the case of PTC vehicles, it will be necessary to determine what uses will be made of the recordings, and therefore who will have access to the information. Under MFIPPA, uses made of the information must be identical to or consistent with the purposes for which the information was collected in the first place. For example, in the case of taxicabs, information from the cameras may be disclosed by police to the City's Chief License Inspector on a case-by-case basis where such is required in compelling circumstances affecting the health and safety of a taxicab driver or of the public.

Disclosure of Audio Recordings: In accordance with Section 32 of MFIPPA, personal information can only be disclosed either with the consent of the individual in question or in circumstances where the legislation specifically authorizes disclosure without consent. For example, under MFIPPA, personal information recorded from an audio recording system in PTC vehicles could be disclosed without consent: to a law enforcement agency such as the OPS to aid in an investigation; among law enforcement agencies in certain circumstances; in compelling circumstances affecting the health and safety of an individual; or, where a statute or legislative requirements compel disclosure of the information.

Retention and Disposal: It will be necessary to ensure that any audio recording system that is required for PTC vehicles provides that any personal information that is not retrieved from the system is routinely and securely erased from the system. Ideally this secure routine disposal should be built into the system parameters. The retention period for the information collected by the system prior to disposal will need to be determined and should be the amount of time that is reasonably necessary for an incident to be discovered and reported, and the information retrieved by authorized individuals.

Security: As is the case with taxicab security cameras, any requirement for an audio recording system in PTC vehicles should address security of the information that is being recorded. The security features of such as system will need to be reviewed and determined. For example, system features will need to be considered to ensure they are tamper proof and protect the information from inadvertent damages or modification.

Development of Access and Privacy Policy:

Finally, as noted above, it is recommended that an access and privacy policy be established should Council wish to amend the Vehicle-for-Hire By-law to require an audio recording system for PTC vehicles. In line with the IPC's Guidelines noted above, such a policy should be informed by prior consultation, and set out in what circumstances personal information that has been collected by the system will be collected, used and disclosed, and should limit access to the information to only those individuals who require it. System checks and balances should be put into place to ensure compliance.

Once established, the policy should be regularly reviewed and amended in keeping with regulatory/by-law changes. Staff or third parties such as law enforcement officials having access to or regulating the use of the recording system should be regularly trained on the Policy's requirements.

CONCLUSION

Staff will to continue collect, use and disclose information in accordance with existing provisions of the Vehicle-for-Hire By-law and monitor any developments in respect of the use of surveillance systems in vehicles for hire.

OBJECTIF

La présente note de service a pour but de répondre à la directive au personnel ci-dessous donnée par le Comité des services communautaires et de protection les 7 et 8 avril 2016, durant son étude du rapport *Réglementation des véhicules de location à la Ville d'Ottawa – Taxis, limousines et exploitants de transport privé* :

> *Que le personnel de la Direction des services juridiques examine les questions de respect de la vie privée entourant l'installation d'une technologie d'enregistrement audio dans les véhicules des exploitants de transport privé (comme Uber) et rende compte de ses conclusions au Comité dans les six mois suivant l'adoption du nouveau règlement municipal.*

RÉSUMÉ

Le fait d'imposer un système d'enregistrement audio dans les véhicules des exploitants de transport privé obligera la Ville d'Ottawa, à titre d'autorité de réglementation, à prendre des mesures de protection de la vie privée comme l'exige la *Loi sur l'accès à l'information municipale et la protection de la vie privée* (LAIMPVP). Les enregistrements audio présentent un haut risque d'atteinte à la vie privée, car ils recueillent les renseignements personnels de personnes respectueuses de la loi au quotidien. Il est donc recommandé que le Conseil, avant d'adopter un règlement municipal sur la question, exige d'autres études et consultations pour établir si l'utilisation d'un tel système est justifiable au regard de la sécurité ou d'autres motifs d'ordre municipal importants. En cas d'adoption d'un règlement, il faudrait élaborer une politique sur l'accès à l'information et la protection de la vie privée afin de répondre à des exigences particulières de la LAIMPVP, par exemple veiller à ce que tout conducteur ou passager du véhicule sache que ses renseignements personnels sont enregistrés et assurer la bonne gestion des renseignements ainsi recueillis.

CONTEXTE

Le Conseil a approuvé le rapport *Réglementation des véhicules de location à la Ville d'Ottawa* le 13 avril 2016, ce qui a mené à l'entrée en vigueur du *Règlement sur les véhicules de location* le 30 septembre de la même année. Depuis, un seul exploitant de transport privé – Uber Canada – a obtenu un permis en vertu de ce règlement. La Ville n'oblige pas les exploitants de transport privé à installer dans leurs véhicules un système d'enregistrement audio ou une caméra de sécurité.

ANALYSE

Le Bureau du greffier municipal et de l'avocat général (Services juridiques) a étudié la question en demandant conseil aux Services des règlements municipaux. Le fait d'imposer un système d'enregistrement audio dans les véhicules des exploitants de transport privé obligera la Ville d'Ottawa, à titre d'autorité de réglementation, à prendre des mesures de protection de la vie privée comme l'exige la LAIMPVP. Aux termes de cette loi, les renseignements enregistrés constitueraient des renseignements personnels s'il était possible d'identifier le passager ou le conducteur, dans l'enregistrement même ou à l'aide de renseignements complémentaires tirés par exemple d'une vidéo ou d'images d'une caméra de sécurité.

Comme pour les caméras de sécurité dans les taxis autorisés, il est recommandé que le Conseil, avant d'adopter un règlement municipal sur la question, exige d'autres études et consultations pour établir si l'utilisation d'un tel système est justifiable au regard de la sécurité ou d'autres motifs d'ordre municipal importants, et pour déterminer comment l'utiliser dans les véhicules des exploitants de transport privé. En cas d'adoption d'un règlement, il faudrait élaborer une politique sur l'accès à l'information et la protection de la vie privée afin de répondre à des exigences précises de la LAIMPVP, par exemple veiller à ce que tout conducteur ou passager du véhicule sache que ses renseignements personnels sont enregistrés et assurer la bonne gestion des renseignements ainsi recueillis. Ces recommandations et exigences sont décrites en détail ci-après.

Études et consultations sur l'utilisation d'un système d'enregistrement audio

Selon les alinéas 6, 8 et 11 du paragraphe 10(2) de la *Loi de 2001 sur les municipalités,* la Ville peut adopter des règlements relatifs à la santé, à la sécurité et au bien-être des personnes, à la protection des personnes et des biens (y compris la protection des consommateurs) et à la délivrance de permis aux entreprises. Elle est donc habilitée à exiger par règlement que les véhicules des exploitants de transport privé tiers relevant de sa compétence installent des systèmes de surveillance pour lui permettre d'enquêter sur les infractions à la loi et aux règlements municipaux, et de protéger les conducteurs et le public.

La loi autorise donc la Ville à adopter un règlement, mais il reste que les enregistrements audio présentent un haut risque d'atteinte à la vie privée, car ils recueillent les renseignements personnels de personnes respectueuses de la loi au

quotidien. Selon les lignes directrices sur l'utilisation de caméras de surveillance publiées en 2015 par le Commissaire à l'information et à la protection de la vie privée de l'Ontario (CIPVP), l'utilisation d'enregistrements audio est déconseillée, sauf en cas de lien direct avec le problème à régler. Il est donc recommandé que la Ville, à titre d'autorité de réglementation et d'institution visée par la LAIMPVP, commence par mener d'autres études et consultations auprès des parties concernées, notamment le Service de police d'Ottawa (SPO), les exploitants de transport privé et leurs conducteurs ainsi que le public. Elle pourra ainsi déterminer si ces enregistrements audio sont souhaitables et justifiables au regard de la sécurité publique ou d'autres motifs d'ordre municipal importants. Qui plus est, elle devra concilier ces motifs avec le droit des personnes à la vie privée.

Les consultations permettraient aussi à la Ville de se pencher sur des obstacles à la vie privée en particulier. Il pourrait par exemple être difficile de garantir que le système d'enregistrement ne sera en marche que durant le transport de clients : en général, les conducteurs utilisent aussi leur véhicule à des fins personnelles, parfois plus souvent que pour conduire des clients.

Exigences particulières de la LAIMPVP

Si la Ville oblige par règlement les exploitants de transport privé à doter leurs véhicules d'enregistreurs audio pour offrir des services de transport de passagers, elle doit, à titre d'autorité de réglementation et d'institution visée par la LAIMPVP, veiller à ce que le système d'enregistrement répond aux exigences de cette loi en matière de collecte, d'utilisation et de divulgation de renseignements personnels. Dans ce contexte, une éventuelle politique sur l'accès à l'information et la protection de la vie privée devra tenir compte de certaines règles :

***Préavis* :** Selon l'article 29 de la LAIMPVP, il faudra aviser à l'avance les passagers et conducteurs que leurs renseignements pourraient être enregistrés, le cas échéant. Comme pour les taxis, on pourra apposer des autocollants sur l'extérieur du véhicule, en plus de l'avis publié sur le site Web de la Ville. Aux termes du paragraphe 29(2), l'avis doit notamment préciser les buts de la collecte de renseignements, information qui servira ensuite à établir les conditions de leur utilisation et à déterminer qui y aura accès.

***Utilisations des enregistrements* :** Dans le cas des véhicules des exploitants de transport privé, il faudra déterminer comment seront utilisés les enregistrements et, par

conséquent, qui aura accès aux renseignements. Conformément à la LAIMPVP, l'utilisation faite des renseignements doit concorder avec les buts de la collecte. Par exemple, dans le cas des taxis, la police peut divulguer les renseignements tirés d'enregistrements vidéo à l'inspecteur en chef des permis de la Ville au cas par cas, dans des circonstances impérieuses touchant la santé et la sécurité d'un conducteur ou du public.

***Divulgation des enregistrements* :** Aux termes de l'article 32 de la LAIMPVP, les renseignements personnels ne peuvent être divulgués qu'avec le consentement de la personne concernée ou lorsque la loi autorise expressément le contraire. Aussi pourrait-on divulguer sans consentement les renseignements personnels recueillis par un système d'enregistrement audio dans les véhicules des exploitants de transport privé : à un organisme chargé de l'exécution de la loi, comme le SPO, dans le cadre d'une enquête; entre organismes chargés de l'exécution de la loi, dans certaines situations; dans des circonstances impérieuses touchant la santé et la sécurité d'une personne; ou si une loi ou une disposition législative l'exigeaient.

***Conservation et suppression* :** Il faudra pouvoir supprimer régulièrement et en toute sécurité les renseignements personnels non extraits de tout système d'enregistrement audio imposé dans les véhicules des exploitants de transport privé. Idéalement, cette procédure serait intégrée aux paramètres du système. La période de conservation des renseignements avant leur suppression devrait correspondre au temps raisonnablement nécessaire pour découvrir et signaler un incident, et pour faire extraire les renseignements par les autorités compétentes.

***Protection* :** Comme pour les caméras de sécurité dans les taxis, le système devra assurer la protection des renseignements recueillis. Il faudra donc étudier et déterminer ses caractéristiques de sécurité. Le système devra par exemple être inviolable et protéger les renseignements contre les modifications ou dommages accidentels.

Élaboration d'une politique sur l'accès à l'information et la protection de la vie privée

Rappelons enfin qu'il est recommandé d'élaborer une politique sur l'accès à l'information et la protection de la vie privée si le Conseil souhaite ajouter au *Règlement sur les véhicules de location* l'obligation d'installer un système d'enregistrement audio dans les véhicules des exploitants de transport privé. Suivant les lignes directrices du CIPVP susmentionnées, la politique devra s'appuyer sur les résultats des consultations,

préciser les situations où les renseignements personnels recueillis par le système seront extraits, utilisés et divulgués, et limiter l'accès à ces derniers aux personnes qui en ont besoin. Il y aura aussi lieu d'établir un mécanisme de contre-vérification qui assurera le respect de ces règles.

Une fois en place, la politique devrait être révisée et modifiée au fil des changements apportés à la réglementation, y compris aux règlements municipaux. Il faudra d'ailleurs former régulièrement sur cette politique le personnel ou les tiers, tels que les responsables de l'application de la loi, qui ont accès au système d'enregistrement ou en contrôlent l'utilisation.

CONCLUSION

Le personnel continuera de recueillir, d'utiliser et de divulguer les renseignements conformément aux dispositions actuelles du *Règlement sur les véhicules de location* et suivra l'évolution de la situation quant à l'utilisation de systèmes de surveillance dans les véhicules de location.

M. Rick O'Connor
City Clerk and Solicitor /
Greffier municipal et avocat général

c.c. : Anthony Di Monte, General Manager, Emergency and Protective Services / directeur général, Services de protection et d'urgence
Roger Chapman, Manager, By-law & Regulatory Services / gestionnaire, Services des règlements municipaux

Appendix 3: Uber Community Guidelines (submitted by Uber)

Legal

UBER COMMUNITY GUIDELINES

We want Uber to be enjoyable and safe for everyone. These ground rules are designed to ensure that riders and drivers have a five star ride when using Uber. Please take a moment to read them. Because whether you're a rider trying to get from A to B—or a partner wanting to earn money as a driver — your behavior matters.

Respect each other

Treat your fellow riders and drivers as you would like to be treated yourself: with respect. It's common courtesy not to shout, swear or slam the car door. And by tidying up after yourself — whether it's taking your trash home or cleaning up a spilled drink — you'll keep the car in good condition and ensure the next person has a pleasant ride too. Most important of all, remember that when you use Uber you will meet people who may look different or think differently from you. Please respect those differences. We want everyone to feel welcome when they use Uber.

Give riders and drivers some personal space

We all value our personal space and privacy. It's OK to chat with other people in the car. But please don't comment on someone's appearance or ask whether they are single. As a passenger, if you need to make a phone call keep your voice down to avoid disturbing your driver or other riders. And don't touch or flirt with other people in the car. As a reminder, Uber has a no-sex rule. That's no sexual conduct between drivers and riders, no matter what.

Safety first

Everyone wants to get from A to B safely. So please ensure that you follow the local law. Check out our rider safety tips. Whether you're in the front or the back seat, buckle up when you get into the car. Of course, drivers have a particular responsibility when it comes to safety at Uber. That means keeping to the speed limit; not texting while driving; always using a phone mount; and never driving under the influence of alcohol or drugs. And if you're driving and feel tired, take a break. As the experts say, *"sleep is the only true preventative measure against the risks of drowsy driving."*

Children must be supervised

Only adults can have an Uber rider account. If your child is using your account, a parent or guardian must be with them at all times.

Feedback makes us all better

Whether you are a rider or driver, please rate your journey at the end of the trip. Honest feedback helps ensure that everyone is accountable for their behavior. This accountability creates a respectful, safe environment for both riders and drivers. And if something happens during a ride — whether it's a traffic accident or an argument — make sure to report it by tapping "Help" in the app so that our customer support team can follow up.

The guidelines below help explain some of the specific kinds of behavior that may cause you to lose access to Uber as a rider or driver.

WHY RIDERS CAN LOSE ACCESS TO UBER

This policy helps explain the kinds of behaviour that may lead riders to lose access to Uber. Please remember that if you're traveling in a group, or you allow other people to take trips with your account, you are responsible for their behaviour in the car.

Ensuring a respectful, safe environment for all drivers and riders

The way you behave while using Uber can have a big impact on the safety and comfort of drivers, as well as your fellow passengers. Courtesy matters. That's why you are expected to exercise good judgment and behave decently towards other people in the car when riding with Uber—just as you would in any public place.

Here are some reasons you could lose access to Uber as a rider:

- **Damaging drivers' or other passengers' property.** For example, damaging the car, breaking or vandalizing a phone, intentionally spilling food or drink, smoking, or vomiting due to excessive alcohol consumption.

- **Physical contact with the driver or fellow riders.** As our community guidelines make clear, you shouldn't touch or flirt with other people in the car. As a reminder, Uber has a no-sex rule. That's no sexual conduct with drivers or fellow riders, no matter what. And you should never hit or otherwise hurt a driver or fellow passenger.

- **Use of inappropriate and abusive language or gestures.** For example, asking overly personal questions, using verbal threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.

- **Unwanted contact with the driver or fellow passenger after the trip is over.** For example, texting, calling, or visiting someone in person after a ride has been completed. Remember, in Canada you can call and text your driver directly from the Uber app without ever having to share your personal phone number. This means that your phone number stays anonymous and is never given to the driver.

- **Breaking the local law while using Uber.** For example, bringing open containers of alcohol or drugs into the car; traveling in large groups that exceed the number of seat belts in the car; asking drivers to break local

traffic laws such as speed limits; or using Uber to commit a crime, including drug and human trafficking or the sexual exploitation of children.

If we are made aware of these kinds of problematic behavior, we will contact you so we can investigate them. Depending on the nature of the concern, we may put a hold on your account during our investigation. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to Uber. Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Uber can result in the immediate loss of your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our Law Enforcement Guidelines.

Terms of Use

As a rider, you agree to our Terms of Use when you sign up for your account. We may take action against you for violating these terms, including permanently closing your account. For example the failure to maintain accurate, complete, and up-to-date account information, including having an invalid or expired payment method on file; allowing a person who does not meet the minimum age requirement to use your account while unaccompanied, or if you don't meet that age requirement yourself.

Firearms Ban

Uber prohibits riders and drivers from carrying firearms in a vehicle while using our app. You can learn more about our firearms prohibition policy here. [1] If you violate Uber's firearms prohibition policy, you may lose access to Uber.

Discrimination

Uber has a zero tolerance policy towards discrimination of any kind. This

means you will lose access to your account if you are found to have discriminated against drivers or other riders based on their race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law.

Fraud or Illegitimate Behavior

Fraudulent or illegitimate behavior undermines the trust on which Uber is built. We may deactivate any account(s) associated with this type of activity, including: abusing promotions; collusion between rider and driver; disputing fares for fraudulent or illegitimate reasons; or duplicate accounts.

WHY DRIVERS CAN LOSE ACCESS TO UBER

If you are a driver, and your account is temporarily blocked or deactivated, it limits your ability to earn income. That's why we believe it is important to have clear policies that explain the circumstances in which you may be denied access to Uber; how (if at all) you can use the app again; and if you can appeal these decisions. [2]

There will always be unforeseen events that may ultimately lead to you losing access to your driver account — and we'll update this policy regularly—but the following are sufficient cause for Uber to take action: quality; safety; fraud; and discrimination.

Quality

Riders who use Uber expect their drivers to drive safely, and also to be courteous and professional. The higher the quality of the service, the more riders want to take trips, which in turn means more opportunities for drivers to earn money. Poor service has the opposite effect over time. There are several ways we measure driver quality, with the most important being Star Ratings and Cancellation Rate.

Star Ratings

After every trip, drivers and riders are able to rate each other on a scale of one to five stars, as well as give feedback on how the trip went. This two-way system holds everyone accountable for their behavior. Accountability helps create a respectful, safe environment for both drivers and riders. Drivers can see their current rating in the Ratings tab of the Uber Partner app.

How is my rating as a driver calculated? Your rating is based on an average of the number of post-trip stars riders gave you (from 1 to 5 stars), up to your last 500 rated trips or the total number of rated trips you've taken, if less than 500.

The easiest way to keep your average rating high is to provide good service on every trip. Drivers using Uber typically provide excellent service, so most trips run smoothly. But we know that sometimes a trip doesn't go well—that's why we only look at your average rating over your most recent 500 trips (or your total rated trip count, if under 500). This gives you the chance to improve over time.

What leads to you losing access to your account? There is a minimum average rating in each city. This is because there are cultural differences in the way people in different cities rate each other. We will alert you over time if your rating is approaching this limit, and you'll also get information about quality improvement courses that may help you improve. However, if your average rating still falls below the minimum after multiple notifications, you will lose access to your account. We may allow you to regain access to your account if you can provide proof that you completed one of these quality improvement courses.

Cancellation Rate

A driver cancellation is when you accept a trip request and then cancel the trip. Cancellations create a poor rider experience and negatively affect other drivers. We understand that there may be times when something comes up

and you have to cancel an accepted trip. But minimizing cancellations is critical for the reliability of the system.

How is my cancellation rate calculated? Your cancellation rate is based on the number of trips canceled out of the total number of trips you accept. (For example, if you've accepted 100 trips and 4 of them are canceled, your cancellation rate would be 4%.) High-quality drivers typically have a cancellation rate lower than 5%.

What leads to you losing access to your account? Each city has a maximum cancellation rate, based on the average cancellation rate of drivers in that area. We will alert you multiple times if your cancellation rate is much higher or if you are consistently canceling more often than other drivers in your city, after which you may be logged out of the app. If your cancellation rate continues to exceed the maximum limit, you may lose access to your account.

Acceptance Rates

High acceptance rates are a critical part of reliable, high-quality service, but not accepting trip requests does not lead to permanent loss of your account.

Consistently accepting trip requests helps maximize earnings for drivers and keeps the system running smoothly. We know that sometimes things come up that prevent you from accepting every trip request, or you may want to take a break. But not accepting dispatches causes delays and degrades the reliability of the system. If you don't want to accept trips, just log off.

If you consistently decline trip requests, we will assume you do not want to accept more trips and you may be logged out of the app.

Safety

Uber uses technology to keep drivers and riders safe, for instance by GPS-tracking every ride and allowing riders to share their journeys in real time

with families or friends. This is all backed up by a robust system of pre-screenings of drivers. We also have a dedicated incident response team on call 24/7 to investigate safety incidents.

Actions that threaten the safety of drivers and riders will be investigated and, if confirmed, lead to permanent deactivation of your account. For example:

- **Physical contact with riders.** As our community guidelines make clear, you shouldn't touch or flirt with other people in the car. As a reminder, Uber has a no-sex rule. That's no sexual conduct with riders, no matter what. And you should never hit or otherwise hurt a rider.

- **Use of inappropriate and abusive language or gestures.** For example, asking overly personal questions, using verbal threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.

- **Unwanted contact with riders after a trip is over.** For example, texting, calling, or visiting someone in person after a ride has been completed.

- **Breaking the local law while using Uber.** For example, texting while driving; speeding or otherwise breaking local traffic laws; and using Uber to commit a crime, including drug and human trafficking or the sexual exploitation of children.

- **Safe Driving.** Uber expects drivers using the app to drive safely at all times.

What leads to you losing access to your account? If we are made aware of these kinds of problematic behavior, we will contact you so we can investigate them. Depending on the nature of the concern, we may put a hold on your account during our investigation. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to

Uber. Any behaviour involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Uber can result in the immediate loss of your account. Uber will also deactivate the account of any driver who receives several or serious complaints of poor, unsafe, or distracted driving while using the Uber app. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our Law Enforcement Guidelines.

Zero Tolerance for Drugs and Alcohol

Uber does not tolerate the use of drugs or alcohol by partners while driving.

What leads to you losing access to your account? The account of any driver found to be under the influence of drugs or alcohol while using the Uber app will be permanently deactivated. Uber may also deactivate the account of any driver who receives several unconfirmed complaints of drug or alcohol use.

Compliance with the Law

We expect drivers using the Uber app to act in compliance with all relevant provincial, federal and municipal laws and the rules of the road at all times. This includes meeting the regulatory requirements to drive with Uber in your area.

What leads to you losing access to your account? Uber may permanently deactivate your account for activities such as: engaging in serious illegal activity while using the Uber app; not maintaining valid vehicle registration or driver's license; and receiving serious traffic citations, or several traffic citations that indicate unsafe driving, while using the Uber app.

Firearms Ban

Uber prohibits riders and drivers from carrying firearms in a vehicle while using our app. You can learn more about our firearms prohibition policy here.

[1] If you violate Uber's firearms prohibition policy, you may lose access to Uber.

Background Checks

All drivers wanting to use the Uber app are required to undergo a screening process, like motor vehicle record and background checks, to ensure safety and compliance with our criteria.

What leads to you losing access to your account? We will permanently deactivate a driver's account if a routine motor vehicle record or background check uncovers a violation of Uber's safety standards or of other criteria required by local regulators.

Unacceptable Activities

To maintain the transparency and safety of each trip for all users, activities conducted outside of Uber's system—like anonymous pickups—are prohibited.

What leads to you losing access to your account? We will take action against a driver for activities such as: accepting illegal street hails while using the Uber app; harming the business or brand, like unauthorized use of Uber's trademark or intellectual property, or otherwise violating the drivers' agreement with Uber; and soliciting payment of fares outside the Uber system.

Fraud

Fraudulent activity undermines the trust on which Uber is built. That's why we are constantly on the lookout for fraud by riders and drivers who are gaming our systems.

What leads to you losing access to your account? We will deactivate any account or accounts associated with fraudulent activity, which may include:

deliberately increasing the time or distance of a trip; accepting trips without the intention to complete, including provoking riders to cancel; creating dummy rider or driver accounts for fraudulent purposes; claiming fraudulent fees or charges, like false cleaning fees; and intentionally accepting or completing fraudulent or falsified trips.

Accurate Personal Information

The Uber app is designed to give riders identifying information about drivers and their vehicles, like their name, profile picture, vehicle model and license plate number, before the trip begins. Inaccurate or outdated information creates confusion among riders and can diminish their experience with Uber.

What leads to you losing access to your account? We will deactivate your account for activities such as: providing Uber with inaccurate information; allowing someone else to use your account; and taking a trip using an unapproved vehicle.

In addition, we will take action to prevent any driver whose required documentation becomes invalid — like a driver's license that expires — from going online until the driver provides Uber with updated information.

Discrimination

Uber's mission is to connect riders to reliable transportation, everywhere for everyone. We have a zero-tolerance policy towards discrimination of any kind at Uber.

What leads to you losing access to your account? It is unacceptable to refuse to provide services based on where someone is going, or characteristics like a person's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under relevant provincial, state or municipal law. Actions like these will result in permanent deactivation of your account.

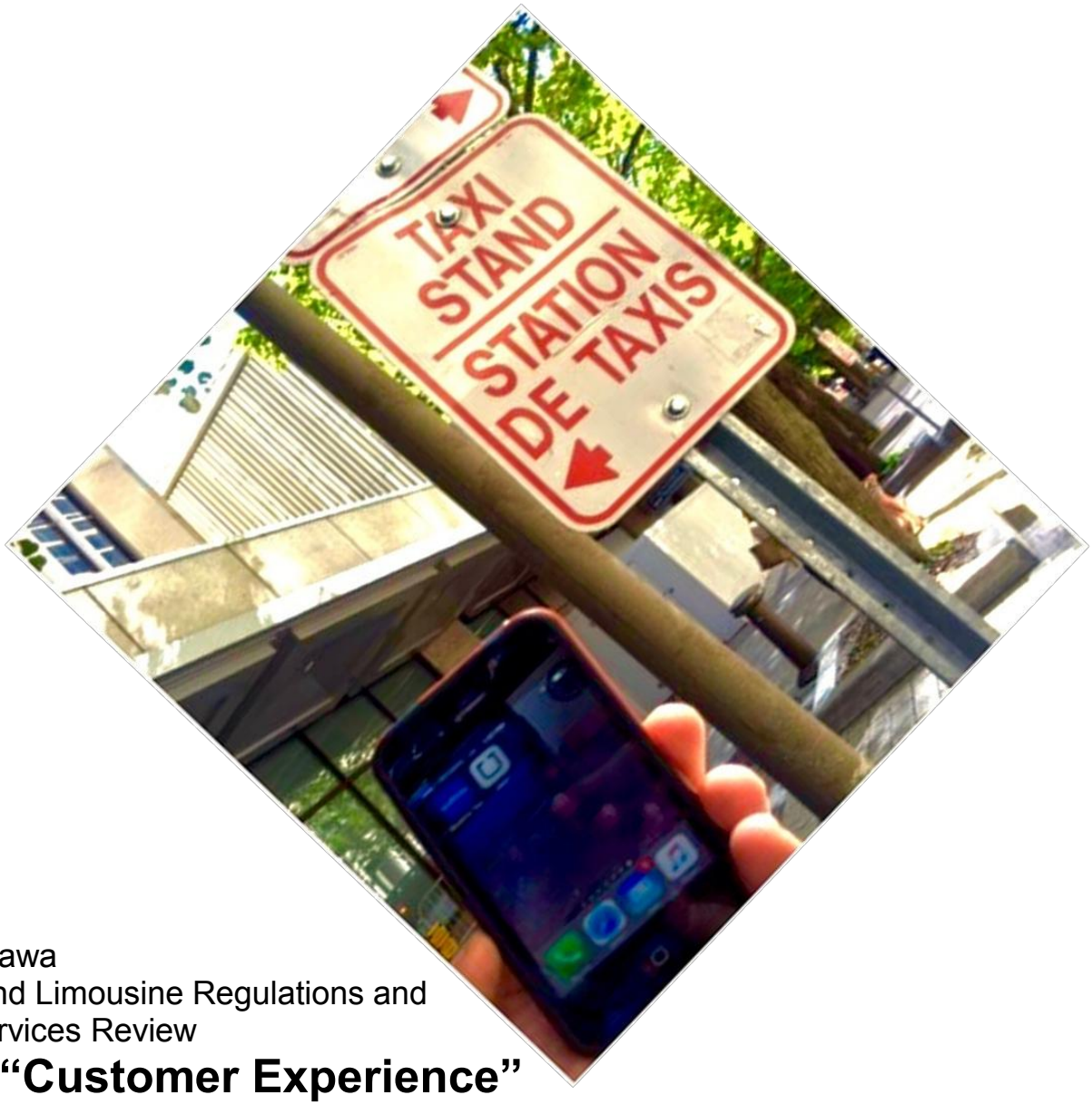
We want to help increase the transportation options for riders with disabilities. That's why we have information available for drivers on this topic. See here for more on Uber's commitment to accessibility. We expect drivers using the Uber app to comply with all relevant provincial, federal and municipal laws governing the transportation of riders with disabilities, including transporting service animals. A partner's violation of such laws, including with respect to the use of service animals, constitutes a breach of his or her contractual agreement with Uber.

Getting Back on the Road After Deactivation

If your account has been deactivated for quality reasons like low star ratings, you may have the opportunity to get back on the road if you provide proof that you've successfully taken a quality improvement course offered online by third-party experts -- and if you're in Quebec, visit a Greenlight Hub for more information. Check with your local Uber team or help.uber.com to find out more.

Uber BV
Last updated: April 6, 2017
[1] To the extent permitted by applicable law.
[2] This policy does not apply to drivers using the Uber app for UberRUSH and UberEATS.

Appendix 4: Ottawa Taxi and Limousine Regulations and Services Review "Customer Experience" (submitted by Uber)



City of Ottawa

Taxi and Limousine Regulations and Services Review

"Customer Experience"

October 14, 2015

Core Strategies

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This document has been prepared for the use of the City of Ottawa (the City) during the Taxicab and Limousine Regulations and Service Review. No representation or warranty is provided that the information contained in this document is accurate, complete, sufficient or appropriate for use by any person or entity other than the City. This document may not be relied upon by any person or entity other than the City, and any and all responsibility or liability to any such person or entity in connection with their use of this document is hereby disclaimed.

Ottawa Taxi and Limousine Regulations and Services Review – Customer Experience

Executive Summary

In September of 2015 Core Strategies conducted a series of focus groups among a sample of vehicle for hire customers in Ottawa. The main purpose of the research was to acquire a sense of the customer experience using "vehicles for hire" as a viable mode of travel in Ottawa and to assess any differences in the customer experience between Taxi vs. Uber.

The research found resoundingly higher customer service and customer experience ratings for Uber over Taxi. Leading the way are impressions about the lower cost of using Uber as well as significant advantages of the Uber App as compared to Taxi Apps.

Focus group participants also rate Uber more favourably on numerous other customer experience attributes including but not limited to; shorter wait times, faster travel times, driver courtesy and professionalism, vehicle comfort and cleanliness, safety and security. However concerns about Uber arise on matters such as vehicle insurance and taxation.

Focus group participants report that ~62% of their vehicle for hire rides taken in Ottawa are now with Uber versus ~38% in Taxis. Lower cost, App convenience, and shorter wait times are what drive decision making in favour of Uber.

Cost, convenience, personal safety and security, as well as vehicle safety are what customer view as most important. Women rated Uber higher for personal safety and security, while men rated taxis higher.

Customers desire and expect that regulatory reviews will serve to instill a new, more level playing field in which Uber is "here to stay" yet operates in concert with the Taxi industry. Customers expect to see slightly higher fares as regulatory issues are resolved, however still anticipate significant long term customer benefits resulting from an overall more competitive industry.

Methodology

- **Focus Groups:** (3) Focus Groups, September 22, 2015.
- **Respondent Selection:** Focus Group participants were recruited from the adult general population in Ottawa. Panel and random-digit dial participants were quota-targeted and screened on demographic and other criteria pertinent to the study including but not limited to; Gender, Age, Education, Occupation, and Income.
  - Focus Group participants were screened on the basis of frequency of vehicle for hire use. ~80% of the recruits had to have used Taxis and/or Uber in Ottawa a minimum of 3-5 times in the past three months.
  - Focus groups were age delimited as follows: Group 1 (17-29 Years), Group 2 (30-45 years), Group (46-75 years).
  - 12 Focus group respondents were recruited per group for a total of 36 participants.
- **Discussion Guide:** Focus groups were 90 minutes in length and followed a discussion guide focusing on the customer experience as it relates to:
  - Experience using Taxis/limo
  - Experience using Uber
  - Differences in experience: Taxi vs. Uber
  - Current debate between Taxi & Uber
- Focus group participants also completed a brief survey to assess any changes in their frequency of vehicle for hire use and to provide performance ratings on 14 vehicle for hire service attributes, including their respective importance in the customer experience.

  The survey questions posed at the end of the focus group sessions appear as Appendix B:

- ***** Note ***** The figures obtained are the results of a self-completed quantitative survey conducted during qualitative focus groups. The data is NOT necessarily consistent with findings from a quantitative survey following industry standard survey practices and methodologies and should therefore be treated with caution. However, the figures are considered accurate in reporting the results from among focus group participants, but the same figures collected from a sample-based survey of the total population could be different.

Findings

Focus group discussions in all three session were animated and the subject of strong opinion. From these discussions a clear customer experience theme emerged and is presented here in the form of Top 10 findings:

1. Uber earns significantly higher customer experience ratings over Taxi
2. Primary advantage of Uber over Taxi: Cost and App Convenience
3. On most secondary customer experience factors, Uber rated higher than Taxi
4. Vehicle Insurance is a significant concern about Uber
5. Customer Experience Ratings differ by Gender. Women show much stronger preference for Uber, rating it higher on all categories except vehicle insurance. While men still rate Uber better than taxi over-all, they rate taxis higher on safety/security, travel time, and knowing the route
6. The most <u>important</u> service attributes were the cost, feeling safe and secure, vehicle safety, travel time and wait time. Some Uber strengths, like the convenience of the App, were rated less important
7. Older adults more familiar with Taxi than Uber
8. Focus Group participants say 62% of their Vehicle for Hire rides are with Uber
9. Public opinion has been shaped by recent incidents/behaviour within the industry
10. Regulatory awareness is mixed; customers want a new competitive/level playing field

Each of these findings is addressed in the sections that follow.

1. **Uber earns significantly higher customer experience ratings over Taxi**

Focus group participants describe and rate the overall customer service experience using Uber as significantly higher than the taxi customer experience.

Table 1

Experience	Taxi	Uber	Diff
Cost	3.9	9.1	5.2
Convenience using App	5.1	9.4	4.3
Payment Process	6.0	9.6	3.6
Driver Courtesy	5.6	8.7	3.1
Wait Times	5.8	8.8	3.0
Driver Professionalism	5.5	8.3	2.8
Vehicle Comfort	6.4	8.2	1.8
Vehicle cleanliness	7.1	8.5	1.4
Functionality in other cities	7.5	8.4	0.9
Travel Time / Arriving on time	7.4	7.9	0.5
Feeling safe and secure	7.6	7.8	0.2
Vehicle Safety	7.5	7.7	0.2
Knowledge of the route	7.9	7.9	0.0
Vehicle is properly insured	9.0	6.1	-2.9
Average	6.6	8.3	1.7

Uber factors receiving the greatest number of mentions and most praise include:

- Lower cost
- App convenience
- Driver courtesy, attitude, and overall friendliness
- Faster pick-up times (shorter wait time)
- Ability to track vehicle on route to pick up
- Ability to rate the driver and for the driver to rate the customer
- Vehicle comfort: Including bottle of water and music service
- Payment process: happens automatically, including gratuity

2. Primary advantage of Uber over Taxi: Cost and App Convenience

Table 2

Experience	**Taxi**	**Uber**	**Diff**
Cost	**3.9**	**9.1**	**5.2**
Convenience using App	**5.1**	**9.4**	**4.3**
Payment Process	6.0	9.6	3.6
Driver Courtesy	5.6	8.7	3.1
Wait Times	5.8	8.8	3.0
Driver Professionalism	5.5	8.3	2.8
Vehicle Comfort	6.4	8.2	1.8
Vehicle cleanliness	7.1	8.5	1.4
Functionality in other cities	7.5	8.4	0.9
Travel Time / Arriving on time	7.4	7.9	0.5
Feeling safe and secure	7.6	7.8	0.2
Vehicle Safety	7.5	7.7	0.2
Knowledge of the route	7.9	7.9	0.0
Vehicle is properly insured	9.0	6.1	-2.9
Average	**6.6**	**8.3**	**1.7**

While customers list many factors attributable to Uber's overall higher customer ratings, the two primary factors are lower cost and the convenience and perceived superiority of the Uber app over the various Taxi Apps.

- There is some acknowledgement that over time and as regulatory issues are addressed and resolved there may be greater parity in cost between Uber and Taxi.
- There is also some acknowledgement the Taxi industry is trying to improve its apps, however, customer believe the Uber App will always be superior.
- Uber's single App versus a Taxi App for each Taxi company/Brand is a significant advantage.

3. Secondary customer experience factors: Uber rated higher than Taxi

Where cost and App convenience are considered the primary factors attributable to Uber's overall higher customer ratings, Uber similarly outperforms Taxi on nearly every other secondary factor in rating the customer service experience.

Table: 3

Experience	**Taxi**	**Uber**	**Diff**
Cost	3.9	9.1	5.2
Convenience using App	5.1	9.4	4.3
Payment Process	**6.0**	**9.6**	**3.6**
Driver Courtesy	**5.6**	**8.7**	**3.1**
Wait Times	**5.8**	**8.8**	**3.0**
Driver Professionalism	**5.5**	**8.3**	**2.8**
Vehicle Comfort	**6.4**	**8.2**	**1.8**
Vehicle cleanliness	**7.1**	**8.5**	**1.4**
Functionality in other cities	**7.5**	**8.4**	**0.9**
Travel Time / Arriving on time	**7.4**	**7.9**	**0.5**
Feeling safe and secure	**7.6**	**7.8**	**0.2**
Vehicle Safety	**7.5**	**7.7**	**0.2**
Knowledge of the route	**7.9**	**7.9**	**0.0**
Vehicle is properly insured	9.0	6.1	-2.9
Average	**6.6**	**8.3**	**1.7**

- By a significant margin, customers report that Uber drivers seem more caring, courteous, and professional. Customers report Uber drivers as more interested in the customer including more engaged in dialogue and more attentive to ensuring customer satisfaction. Whereas taxi drivers are often described as uncaring, spend more time on their phones, searching for their next fare…etc.
- Uber vehicles (because it's the driver's own vehicle) are considered cleaner, more comfortable, and are often perceived as more mechanically sound.
- Shorter wait times and seamless payment processing are significant factors in making the Uber trip faster and less costly.

4. Vehicle Insurance is a significant Uber concern

Despite the overall higher customer ratings received by Uber, there are nevertheless a few areas of concern about Uber many of which customers say revolve around the current Taxi/Uber debate including insurance coverage and other regulatory issues.

Table: 4

Experience	**Taxi**	**Uber**	**Diff**
Cost	3.9	9.1	5.2
Convenience using App	5.1	9.4	4.3
Payment Process	6.0	9.6	3.6
Driver Courtesy	5.6	8.7	3.1
Wait Times	5.8	8.8	3.0
Driver Professionalism	5.5	8.3	2.8
Vehicle Comfort	6.4	8.2	1.8
Vehicle cleanliness	7.1	8.5	1.4
Functionality in other cities	7.5	8.4	0.9
Travel Time / Arriving on time	7.4	7.9	0.5
Feeling safe and secure	7.6	7.8	0.2
Vehicle Safety	7.5	7.7	0.2
Knowledge of the route	7.9	7.9	0.0
Vehicle is properly insured	**9.0**	**6.1**	**-2.9**
Average	**6.6**	**8.3**	**1.7**

- Customer concern about Uber vehicle insurance was not a concern they had initially or that was based on direct personal experience. Instead, focus group participants readily admit their awareness and concern about the Uber insurance issue stems from media coverage of the debate between Uber and the Taxi Industry.
- Customers mention hearing other claims and rumours similar to the insurance issue; taxation for example and the claim that Uber and Uber drivers are not paying taxes.
- Customers expect Uber vehicles to be properly insured, paying taxes…etc., and look for regulatory reviews and governments to ensure that effective policies guidelines are in place.

5. Customer Experience Ratings differ by Gender

Both men and women give higher customer service ratings to Uber over taxi, however the ratings on individual service attributes differ by gender. The charts below depict notable differences.

Table: 5

	Performance Rating					
	Men			Women		
Experience	**Taxi**	**Uber**	**Diff**	**Taxi**	**Uber**	**Diff**
Cost	4.6	8.8	**4.2**	3.2	9.4	**6.2**
Convenience using App	6.6	9.3	**2.7**	2.0	9.5	**7.5**
Payment Process	5.9	9.6	**3.7**	6.0	9.5	**3.5**
Driver Courtesy	5.9	8.8	**2.9**	5.2	8.5	**3.3**
Wait Times	6.2	8.5	**2.3**	5.8	9.1	**3.3**
Driver Professionalism	5.7	8.3	**2.6**	5.3	8.3	**3.0**
Vehicle Comfort	6.8	8.2	**1.4**	5.9	8.3	**2.4**
Vehicle cleanliness	6.9	8.7	**1.8**	7.2	8.3	**1.1**
Functionality in other cities	8.2	8.4	**0.2**	6.6	8.5	**1.9**
Travel Time / Arriving on time	7.7	7.4	**-0.3**	7.2	8.4	**1.2**
Feeling safe and secure	8.4	7.8	**-0.6**	6.9	7.9	**1.0**
Vehicle Safety	7.8	7.8	**0.0**	7.3	7.7	**0.4**
Knowledge of the route	8.6	7.9	**-0.7**	7.2	7.9	**0.7**
Vehicle is properly insured	9.1	5.9	**-3.2**	8.9	6.3	**-2.6**
Average	**7.0**	**8.2**	**1.2**	**6.1**	**8.4**	**2.4**

- Women give a slightly higher overall rating to Uber (8.4) than men, and similarly a slightly overall lower rating (6.1) to Taxi.

6. **The <u>importance</u> of service attributes differ from rated service attributes**

Earlier slides depicted <u>performance</u> ratings customers give to the vehicle for hire industry on 14 service attributes. However the service attributes customer view as most <u>important</u> are rated differently.

Table: 6

Importance	Total	Men	Women
Cost	9.6	9.2	10.0
Convenience using App	7.9	8.3	7.4
Payment Process	8.5	8.6	8.4
Driver Courtesy	7.7	7.3	8.1
Wait Times	8.9	9.0	8.8
Driver Professionalism	8.2	7.8	8.5
Vehicle Comfort	7.4	7.4	7.5
Vehicle cleanliness	8.2	8.4	8.1
Functionality in other cities	7.0	6.8	7.3
Travel Time / Arriving on time	9.0	9.0	8.9
Feeling safe and secure	9.2	8.8	9.6
Vehicle Safety	9.1	9.0	9.2
Knowledge of the route	8.8	8.8	8.8
Vehicle is properly insured	8.5	8.1	8.9
Average	**8.4**	**8.3**	**8.5**

- Cost remains at the top of the list of service attributes customers view as important;
- However, service attributes having to do with safety and security, vehicle safety, travel time and wait times fill the remaining top 5 most important factors to customers.
- Of significant note is that service attributes such as Driver Courtesy & Professionalism, App Functionality, Payment process and Vehicle Comfort appear lower on the list of important service attributes, yet these factors combined with Cost are the factors customers most talked about during focus group discussions.

- Safety and security, vehicle safety…etc. are important “expected” factors versus cost and app convenience factors which “drive” decision making on which service they will use.

7. **Older adults more familiar with Taxi than Uber**

   The first and second focus groups were conducted among 17-29 year olds and 30-45 years olds respectively, whereas the third focus group consisted of adults between the ages of 46-75. Significant differences existed between the two younger groups and the older group. By a significant margin the two younger groups were:

   - Much more familiar with and experienced at using Uber
   - Slightly more harsh in their assessment of their experiences using taxis and more complementary of their Uber experiences
   - More certain of the cost benefit of Uber
   - More appreciative and complimentary of the benefits of the Uber App.
   - More resounding in their desire to see Uber succeed and flourish

   By contrast older focus group participants were:

   - Less familiar and experienced using Uber
   - More prone to discuss the virtues of Uber from what they heard from others versus what they experienced personally
   - Slightly more forgiving of the Taxi industry’s alleged failings
   - More keen to see that a level playing field emerges as a result of regulatory reviews
   - Nevertheless equally prone to believing Uber is “here to stay.”

Note – Despite the differences noted above, Performance and Importance ratings were not significantly different by age group.

8. **Focus Group participants say 62% of their Vehicle for Hire rides are with Uber**

   At the conclusion of each focus group, participants were asked to complete a brief survey including three questions aimed at determining any shift in frequency of vehicle for hire use.

   1. Prior to Uber how many Taxi rides would you take per month: 4.4
   2. Since Uber, how many Taxi **and** Uber rides do you take in a month: 5.5
   3. Of the total rides you now take, how many are with Uber: 3.4 … **61.8%**
      - Since Uber, total vehicle for hire rides by focus group participants has increased 25%.
      - Of the 5.5 vehicle for hire rides per month, 3.4 or 62% are Uber rides.
      - The remaining 38% of rides taken by Taxi (2.1 rides) represents ~50% decrease in Taxi rides.

***** Note ***** The figures obtained are the results from a self-completed quantitative survey conducted during qualitative focus groups. The data is NOT necessarily consistent with findings from a quantitative survey following industry standard survey practices and methodologies and should therefore be treated with caution. However, the figures are considered accurate in reporting the results from among focus group participants, but the same figures collected from a sample-based survey of the total population could be different.

9. **Public opinion shaped by recent incidents/behaviour within the industry**

   Customer service ratings are based on customer experience, not recent events as reported in the news.

   - Nevertheless, according to focus group participants:
     - Public opinion has been shaped by recent incidents and behaviour involving taxi drivers.
     - News reports of “thugs” and “bullies” have had an impact in shaping public opinion.
     - Some participants recognize the airport taxi dispute as a separate issue from the Uber dispute, however most

participants lump the issues together in forming their more negative opinion of the Taxi Industry.

- Most if not all focus group participants expect that Uber is "here to stay" but believe and expect new rules, policies, and guidelines will emerge to create a more level playing field.
- Most believe that both Uber and Taxis will change the way they operate in the future.
- Most believe Uber has been good for creating competition and while many believe costs may rise in the future, the overall net effect will be positive and good for customers.

10. Regulatory awareness is mixed; customers want new competitive/level playing field

Awareness among focus group participants of the regulatory issues surrounding the vehicle for hire industry is mixed.

- Public knowledge and awareness of regulatory issues is influenced heavily by media reporting.
- PR campaigns by Taxi Industry and Uber also serve to heavily influence knowledge and awareness of the issues in a highly spin-doctored way. Example…
  - "It's illegal for passengers to take an Uber ride and police can fine or arrest passengers."
  - "Taxi drivers have to pay hundreds of thousands of dollars for a taxi plate/permit."
  - "Uber vehicles are not insured to operate as a vehicle for hire, meaning passengers are at risk in the event of an accident."
  - "Uber and Uber drivers do not pay taxes."
- With regard to Uber's argument "they are not a taxi service; they are merely a technology platform that simply connects two or more parties," an overwhelming majority of focus group participants reject this argument and in "nudge-nudge wink-wink" fashion fully recognize the argument as an attempted business strategy intended to create the impression that existing vehicle for hire licensing By-laws do not apply to Uber. This recognition of strategy in no way diminishes customers' desire for Uber to remain part of the vehicle for hire business and social fabric, however, it solidifies the notion that Uber is perceived by customers as a quasi

“dispatcher” and the Uber vehicle/driver as providing a Taxi type of service.

- The participants are generally aware of and highly supportive of the vehicle for hire industry review currently taking place in many Canadian cities. The most common desired outcomes include:
  - New rules, policies, and regulations that allow both Taxi and Uber to operate.
  - Continued lower fares as a result of competition, although most believe Uber costs will increase as regulatory issues are resolved.
  - That all vehicle for hire agencies be regulated in terms of safety and security standards.

Appendix A – Chart summarizing all data from tables 1 through 6

	Performance Ratings									Importance		
Attribute	**Total** (All participants)			**Men**			**Women**			**Total**	**Men**	**Women**
Experience	Taxi	Uber	Diff	Taxi	Uber	Diff	Taxi	Uber	Diff	Vehicle for hire		
Cost	3.9	9.1	5.2	4.6	8.8	4.2	3.2	9.4	6.2	9.6	9.2	10.0
Convenience using App	5.1	9.4	4.3	6.6	9.3	2.7	2.0	9.5	7.5	7.9	8.3	7.4
Payment Process	6.0	9.6	3.6	5.9	9.6	3.7	6.0	9.5	3.5	8.5	8.6	8.4
Driver Courtesy	5.6	8.7	3.1	5.9	8.8	2.9	5.2	8.5	3.3	7.7	7.3	8.1
Wait Times	5.8	8.8	3.0	6.2	8.5	2.3	5.8	9.1	3.3	8.9	9.0	8.8
Driver Professionalism	5.5	8.3	2.8	5.7	8.3	2.6	5.3	8.3	3.0	8.2	7.8	8.5
Vehicle Comfort	6.4	8.2	1.8	6.8	8.2	1.4	5.9	8.3	2.4	7.4	7.4	7.5
Vehicle cleanliness	7.1	8.5	1.4	6.9	8.7	1.8	7.2	8.3	1.1	8.2	8.4	8.1
Functionality in other cities	7.5	8.4	0.9	8.2	8.4	0.2	6.6	8.5	1.9	7.0	6.8	7.3
Travel Time / Arriving on time	7.4	7.9	0.5	7.7	7.4	-0.3	7.2	8.4	1.2	9.0	9.0	8.9
Feeling safe and secure	7.6	7.8	0.2	8.4	7.8	-0.6	6.9	7.9	1.0	9.2	8.8	9.6
Vehicle Safety	7.5	7.7	0.2	7.8	7.8	0.0	7.3	7.7	0.4	9.1	9.0	9.2
Knowledge of the route	7.9	7.9	0.0	8.6	7.9	-0.7	7.2	7.9	0.7	8.8	8.8	8.8
Vehicle is properly insured	9.0	6.1	-2.9	9.1	5.9	-3.2	8.9	6.3	-2.6	8.5	8.1	8.9
Average	6.6	8.3	1.7	7.0	8.2	1.2	6.1	8.4	2.4	8.4	8.3	8.5

Appendix B – Survey questions completed at the conclusion of Focus Groups

1. **Prior to Uber how many Taxi rides would you take per month:**

2. **Since the existence of Uber, how many Taxi and Uber rides TOTAL do you take in a month:**

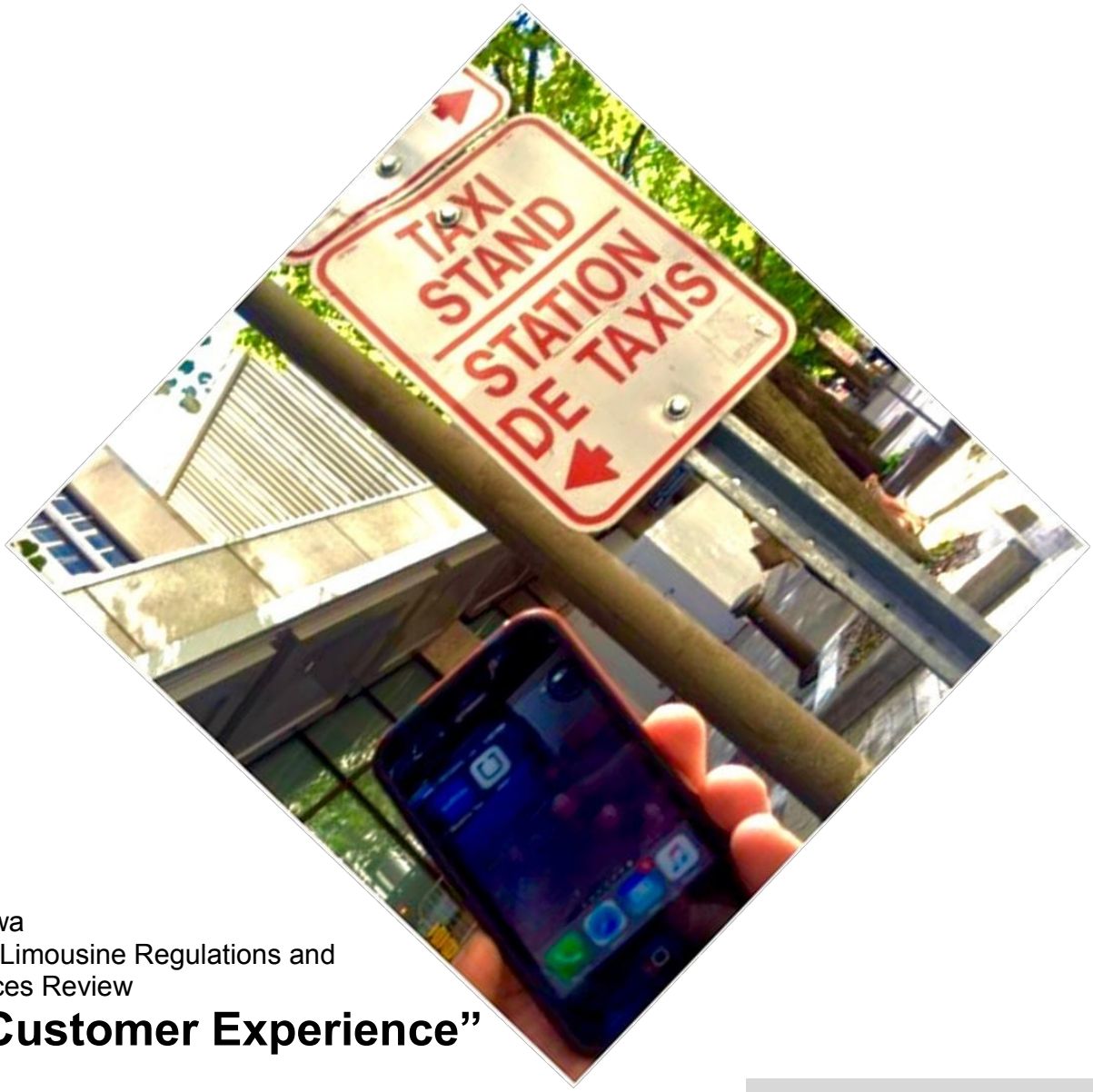
3. **Of the total (Taxi + Uber) rides you take as listed in Question 2, how many are with Uber:**

4. **Your impression of using "for hire vehicles" may consist of various factors related to your Taxi and Uber experience. For each of the following factors please tell me what rating you give to the Taxi and Uber experience using a scale of 1 to 10, where 10 means you have a very positive impression and 1 means you have a very negative impression:**

Experience	**Taxi**	**Uber**
Wait Times		
Cost		
Vehicle Comfort		
Driver Courtesy		
Driver Professionalism		
Travel Time / Arriving on time		
Knowledge of the route		
Convenience using App		
Functionality in other cities		
Feeling safe and secure		
Vehicle cleanliness		
Vehicle Safety		
Vehicle is properly insured		
Payment Process		

5. **For each of the following factors when using a "for hire vehicle" how important are each of the following using a scale of 1 to 10, where 10 means it is very important and 1 means it is not at all important:**

Experience	Importance
Wait Times	
Cost	
Vehicle Comfort	
Driver Courtesy	
Driver Professionalism	
Travel Time / Arriving on time	
Knowledge of the route	
Convenience using App	
Functionality in other cities	
Feeling safe and secure	
Vehicle cleanliness	
Vehicle Safety	
Vehicle is properly insured	
Payment Process	



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Taxi and Limousine Regulations and Services Review

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