VEHICLES FOR HIRE SAFETY AND ACCESSIBILITY

Public Engagement Summary

November 2018

Background

The City of Winnipeg (City) Vehicles for Hire By-law No. 129/2017 was approved by Council on December 13, 2017 and came into effect on February 28, 2018. Stakeholders were involved in the development of the Vehicles for Hire By-law. As part of the Vehicles for Hire By-law, the accessibility and driver safety surcharges collect revenue from vehicle for hire dispatchers.

An accessibility surcharge of $0.07 per trip is a fee charged to both personal transportation provider dispatchers and to taxi dispatchers.

A driver safety surcharge of $0.03 per trip is applied to personal transportation providers (vehicles for hire that are not taxis).

Engagement

The City consulted with vehicles for hire stakeholders and the public to gather input for consideration while developing future recommendations to Council on the regulation of Vehicles for Hire and how the revenue from the accessibility and driver safety surcharges should be used.

Stakeholders on the Vehicles for Hire Advisory Committee were engaged at different stages in the process. The Advisory Committee was consulted early on to gather initial feedback on safety and accessibility and for their input on the draft survey, and was also consulted after the survey was closed to gather input on potential recommendations.

Members of the public provided input through the online survey. To review the full survey, see Appendix B.

Promotion

Public engagement opportunities were promoted using the following methods:

- City of Winnipeg website – updated on September 14, 2018;
- News release - September 14, 2018;
- Facebook posts with over 16,500 followers - posts from September 14 to October 7, 2018;
- Twitter posts with over 78,000 followers - posts from September 14 to October 7, 2018;
- City of Winnipeg public engagement newsletter with over 5,300 recipients - September 27, 2018; and,
- Stakeholder email - September 14, 2018.

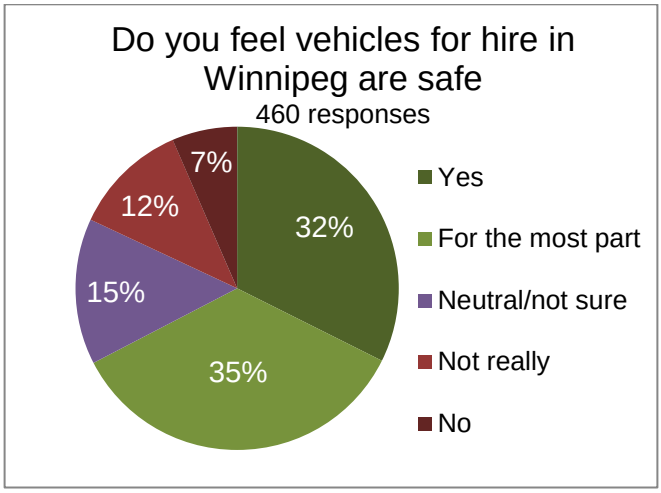

Figure 1 Perception of safety

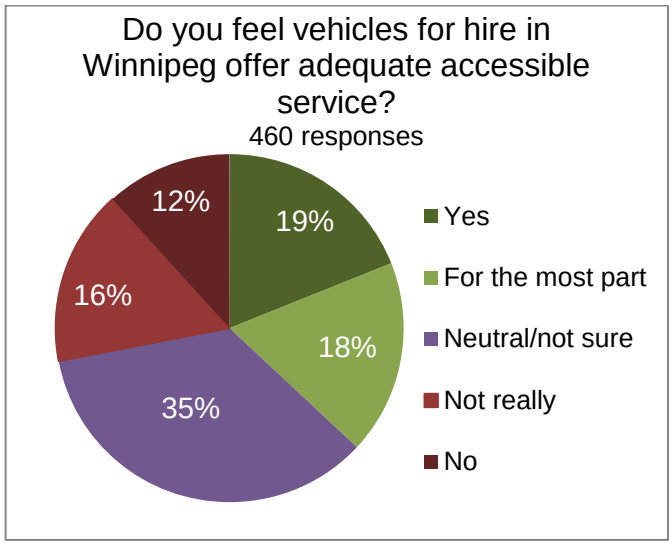

Figure 2 Perception of accessibility

Date(s)	Activity	Details
July 8, 2018 August 15, 2018 October 17, 2018	Vehicles for Hire Advisory Committee meetings	Representation from 14 stakeholders. Discussions on safety, accessibility, draft survey, and draft recommendations.
September 14 to October 7, 2018	Online survey	460 responses. Survey results do not provide a scientific sample, but rather, provides a general sense of feedback.

Table 1 Engagement activities

To learn more about Vehicles for Hire safety and accessibility, please visit winnipeg.ca/vehiclesforhire

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Key Survey Findings

- Most survey respondents were passengers: 72% (330 of 460.)
- Most respondents (310 of 460) feel vehicles for hire in Winnipeg are safe (see Figure 1).
- Most respondents (161 of 460) were neutral or unsure if vehicles for hire in Winnipeg offer adequate accessible service (see Figure 2).
- Of those who require accessible service (23), eight were not satisfied with the service.
- Most drivers who responded to the question about safety feel safe most of the time: 75% (30 of 40)
- "Reduce the number of conflicts between drivers and passengers" was the most popular objective of a safety and security program
- An education campaign to provide information on the rights of drivers and passengers and the consequences of violence was the most popular potential safety and security measure.
- "Reduce the financial impact on accessible vehicle for hire owners" was the most popular objective of an accessibility program
- An incentive grant program for accessible vehicle owners was the most popular measure for improving accessibility.

Limitations

Survey results are not statistically relevant but are intended to provide insight into levels of support and respondent rationale. Results validate the input that was received during the feedback collected prior to drafting the Vehicles for Hire By-law and the feedback from the advisory committee. Expanding reach and ensuring the survey is accessible to those who may not have access to the internet will be discussed with advisory committee members to improve future surveys

What We Heard

The following sections provide highlights of the feedback the City received from stakeholders and the public on safety and accessibility. To review all feedback received from the advisory committee and survey, please see appendices C and D.

Safety Feedback

Safety in vehicles for hire is a top concern for vehicle for hire stakeholders and the public. Although most survey respondents (67%) think vehicles for hire are safe, there was valuable feedback from stakeholders and survey on how to improve safety using the safety surcharge.

What does a safe vehicles for hire industry mean to you?

It means that there is a guarantee that I will not be harmed, intimidated, or at risk in any way when I take that type of transportation. As a single woman traveling alone, that is very important to me. - passenger

More options, safer options, better service, equal service. - driver

The advisory committee noted the importance of training in ensuring safety, including updated refreshers on training for safety. The advisory committee was also open with their knowledge of existing resources such as the taxi usage guide, and the Winnipeg Police Service's trends by area. The advisory committee discussed incorporating an online component for training formulated through input from the industry that ensures accountability would be a welcome addition to improve safety. Advisory Committee members were also open to working together and with the City to formulate training for improved safety.

Although most survey respondents (67%) felt vehicles for hire in Winnipeg are safe or safe for the most part, those who went on to provide further feedback in the survey provided insight on how to improve safety.

Forty-one drivers responded to the survey, and of those, 30 feel safe while driving all or most of the time. Taxi drivers supported the use of safety measures such as strobe lights, cameras, and audio recording. Personal Transportation Providers (PTP) drivers did not support safety features in PTP vehicles (and noted the online platform eliminates the need for such features). Seventeen of twenty-one drivers responded that they have brought up safety concerns with their dispatch company in the past, and ten responded that their company was supportive in trying to resolve their concerns.

To learn more about Vehicles for Hire safety and accessibility, please visit winnipeg.ca/vehiclesforhire

Survey respondents who did not identify as drivers were asked about their safety while using taxis and PTPs during the day and at night. When asked about using taxis, more respondents feel safe during the day (47%) than at night (25%). When asked about using PTPs, the response was similar; more feel safe during the day (43%) vs. at night (33%). See Figure 3 for the full results.

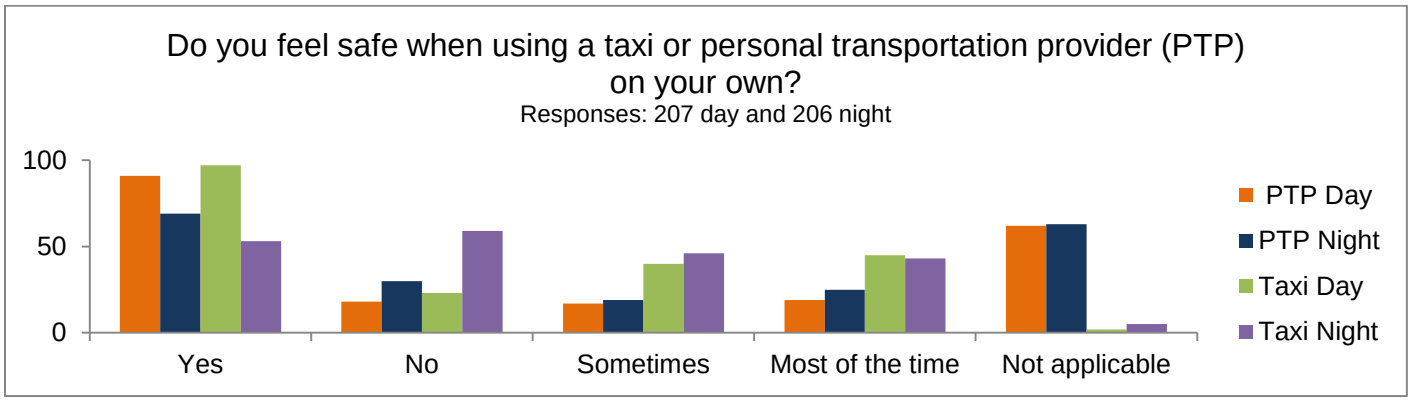

Figure 3 Passenger perception of taxi and PTP safety

The highest rated objective of a safety and security program was to reduce the number of conflicts between drivers and passengers. The top safety measure (selected by 115 of 178 respondents) was an education campaign to provide information on the rights of drivers and passengers and the consequences of violence. Five respondents noted that a competitive industry will improve safety for passengers overall.

What does an accessible vehicles for hire industry mean to you?

All citizens have equal access and equal rights to services. - passenger

Giving the passenger the choice. - driver

Accessibility Feedback

The vehicles for hire advisory committee noted that service levels and prevailing attitudes are the biggest hurdles to accessible service in vehicles for hire in Winnipeg. A central dispatch system for accessible vehicles was proposed at an advisory committee meeting as a method for improving accessible service.

Many survey respondents (35%) answered that they were not sure or neutral on the quality of vehicles for hire accessible service. Those that went on to provide further input beyond the first page of the survey provided insight on their experiences, objectives of accessibility improvements, and measures to improve accessible vehicles for hire service. Several respondents provided input on Handi-Transit, rather than Vehicles for Hire, indicating that there was some confusion with regards to the service that we were requesting input on.

Twenty-three respondents said they request an accessible vehicle for hire. Eight of those said they were dissatisfied or very dissatisfied with vehicle for hire service, and four said they were satisfied or very satisfied (three were neutral and five said the question did not apply to them). Sixteen of those had not had an experience hailing a taxi and were denied a ride, and five had been denied a ride before.

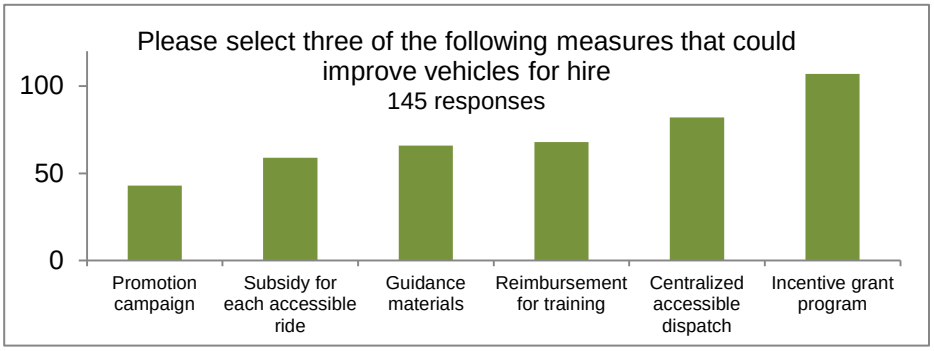

Figure 4 Respondent choices of measures for improving vehicles for hire

To learn more about Vehicles for Hire safety and accessibility, please visit winnipeg.ca/vehiclesforhire

'Improve response times for individuals using on-demand wheelchair accessible vehicles for hire' was the highest ranked objective of an accessibility program. The most popular measure to improve accessibility was an incentive grant program for accessible vehicle owners (grants provided to offset the costs of retrofitting or purchasing an accessible vehicle).

What We Heard	How It Was Considered
Safety	
The highest ranked objective for a safety program was reducing the number of conflicts between drivers and passengers. In previous and ongoing discussions with drivers, fare disputes were noted as the most common cause for conflict.	In order to reduce fare disputes, the City is planning to investigate the steps necessary to implement a mandatory minimum pre-payment in collaboration with the industry on a trial basis. If the trial is successful, the vehicles for hire regulations will be amended to reflect the change. A campaign to notify residents and the industry will be required for effective implementation.
The Advisory Committee noted that requiring pre-payment would assist in avoiding profiling of passengers and drivers.	The City is planning to investigate the steps necessary to implement a mandatory minimum pre-payment in collaboration with the industry on a trial basis. If the trial is successful, the vehicles for hire regulations will be amended to reflect the change. A campaign to notify residents and the industry will be required for effective implementation.
The top selected safety improvement measure was an education campaign to provide information on the rights of drivers and passengers and the consequences of violence.	An education campaign will be initiated, including a passenger and driver bill of rights posted in all vehicles for hire. Funds from the surcharge are intended to go towards funding a public education program, including the creation and printing of materials and the costs of an advertising campaign. Using funds for this purpose requires Council approval.
Improved driver training to reduce conflicts was a popular choice amongst survey respondents and was discussed by the Vehicles for Hire Advisory Committee, with offers from committee members to assist in the creation of such training.	A review of vehicles for hire training will be undertaken. A taxi driver refresher course will be developed with advice and content from advisory committee members as well as experts in vehicles for hire training and safety. Using funds for this purpose requires Council approval. Further discussion with PTP stakeholders will take place to determine how best to adapt taxi refresher training materials for PTP drivers.
The advisory committee and several survey respondents noted the need for communicating the complaints process to the public. Not dealing with complaints was raised as a concern.	The complaints process is available on the vehicles for hire webpage. Improvements to communicating the process will be included with the introduction of the driver and passenger bill of rights. Consequences for not dealing with complaints will be recommended as a new fine. A new fine requires Council approval.
Accessibility	
Those who require accessible vehicles for hire service noted they are not satisfied with service levels.	Sixty accessible taxi licenses were awarded through a lottery process in July 2018. There were 67 accessible licenses before the lottery, and following the implementation there will be 127, representing a 9% increase. Thirteen percent of all taxis were accessible before the lottery and now comprise 22% of taxis. The City will continue to monitor service levels for accessible vehicles to determine if the new accessible licenses improve service levels. A bylaw amendment will be recommended that will require dispatchers with more than 50 vehicles to have 10% of their current standard fleet and one or more accessible vehicle available at all times. A By-law amendment requires Council approval.
A centralized accessible vehicle dispatch system was proposed by the advisory committee and it is the second highest rated	A centralized accessible vehicle dispatch system will be investigated; however, it would be premature to recommend at this time. Continued monitoring of service levels following the introduction of 60 new accessible

To learn more about Vehicles for Hire safety and accessibility, please visit winnipeg.ca/vehiclesforhire

measure by survey respondents.	taxis will assist in determining next steps and may prompt further research on what would be required for a centralized dispatch system.
Several survey respondents who require accessible vehicles for hire service noted that drivers do not always know how to properly secure a mobility device.	A review of vehicles for hire training will be recommended, including a review of training for accessible vehicle securement. In order to improve enforcement, a fine for lack of proper securement is being recommended. A new fine requires Council approval.
Attitudes towards accessibility was noted as a challenge to improved service by accessibility advocates and the advisory committee.	All taxi drivers and accessible PTP drivers are required to have accessible training. A mandatory accessibility refresher course to be taken every two years is currently being developed for taxi drivers and accessible PTP drivers The City will continue to collaborate with the industry and stakeholders on mechanisms for improving attitudes.
The top selected measure (chosen by 107 of 145 of respondents) to improve accessibility was to develop an incentive grant program for accessible vehicle owners (grants provided to offset the costs of retrofitting or purchasing an accessible vehicle).	Recommended measures for the use of accessibility surcharge funds will require further investigation, including stakeholder input, cost, available funds from the surcharge, and feasibility of implementation. Using funds from the accessibility surcharge will require Council approval.
'Improve response times for individuals using on-demand wheelchair accessible vehicles for hire' was the highest ranked objective for an accessibility program.	60 accessible taxi licenses were awarded through a lottery process in July 2018. There were 67 accessible licenses before the lottery, and following the implementation there will be 127, representing a 9% increase. 13% of all taxis were accessible before the lottery and now comprise 22% of taxis. The City will continue to monitor service levels for accessible vehicles to determine if the new accessible licenses improve service levels. A By-law amendment will be recommended that will require dispatchers with more than 50 vehicles to have 10% of their current standard fleet and one or more accessible vehicle available at all times. A By-law amendment requires Council approval.

Next Steps

The input from stakeholder and the public will be used to develop recommendations around vehicle for hire safety and security and accessibility programs to present in reports to the Executive Policy Committee and to Council.

Consideration of measures for the use of accessibility and safety surcharge funds will depend on a number of factors, including stakeholder input, cost, available funds from the surcharge, and feasibility of implementation.

In early 2019, the Standing Policy Committee on Infrastructure Renewal and Public Works, Executive Policy Committee and Council will be provided with an update on Vehicles for Hire in Winnipeg as well as a recommended safety and security program for their review and consideration. Recommendations for the accessibility program are expected to come with the next annual update following further stakeholder engagement.

Recommendations and changes will require approvals. Some changes require approval by the Manager of Vehicles for Hire and other require Council approval. Implementation of program initiatives requiring approval will occur following consideration, including additional stakeholder engagement with the Vehicles for Hire Advisory Committee, the Access Advisory Committee, and the Winnipeg Committee for Safety.

Appendices

Appendix A – News release

Appendix B – Email to stakeholders

Appendix C – Survey results

Appendix D – Advisory Committee Notes

To learn more about Vehicles for Hire safety and accessibility, please visit winnipeg.ca/vehiclesforhire

Appendix A – News release

Winnipeg

INFORMATION - COMMUNIQUÉ

For Immediate Release
September 14, 2018

Vehicles for hire stakeholders asked to weigh in on safety and accessibility

Winnipeg, MB – The City of Winnipeg is asking vehicles for hire stakeholders and the public to provide input on the development of safety and accessibility programs, funded through surcharges.

Stakeholders and the public are asked to take the time to complete the survey to provide input for consideration for future recommendations to Council on the regulation of Vehicles for Hire and the application of revenue from the accessibility surcharge and the driver safety surcharge. Survey input will be accepted from September 14 to October 7, 2018.

Accessibility surcharge details:

- An accessibility surcharge of $0.07 per trip is a fee charged to both personal transportation provider dispatchers and to taxi dispatchers.
- The Accessibility Surcharge is applicable to a licensed dispatcher if less than 10% of a dispatcher's fleet is comprised of accessible (wheelchair roll-on) vehicles demonstrated to be in operation each month (in order to qualify, an accessible vehicle must provide accessible service at least one day per week).
- All revenue from the accessibility surcharge will be used to support a program to improve accessible service within the vehicle for hire industry. The program recommendations will be developed through collecting input from industry stakeholders, the vehicle for hire advisory committee, the general public, and by conducting research to determine best practices and the types of accessibility measures that may be most effective.

Safety surcharge details:

- A driver safety surcharge of $0.03 per trip is applied to personal transportation providers (vehicles for hire that are not taxis).
- All revenue raised from this surcharge will be used to support a program to promote safety and security in the vehicle for hire industry.

- The safety and security program recommendations will be developed through collecting input from industry stakeholders, the vehicle for hire advisory committee, the general public, and by conducting research to determine best practices and the types of safety and security measures that may be most effective.

Consideration of measures for both programs will depend on a number of factors, including stakeholder input, cost, available funds from the surcharge, and feasibility of implementation.

For more information, please visit winnipeg.ca/vehiclesforhire.

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Appendix B – Email to stakeholders

Accessibility and safety survey email invitation

September 14, 2018

Subject: Vehicles for hire safety and accessibility survey

Dear vehicles for hire stakeholder,

You are invited to provide input on the vehicles for hire stakeholder safety and accessibility survey.

A vehicles for hire survey is now available to collect feedback on accessibility and safety and security. We ask that stakeholders and the public please take the time to complete the survey to provide input for consideration for future recommendations to Council on the regulation of Vehicles for Hire and the application of revenue from the accessibility surcharge and the driver safety surcharge.

If you require alternate formats to participate, please contact City-Engage@winnipeg.ca. Survey input will be accepted from September 14 to October 7, 2018.

Take the survey

For more information, please visit winnipeg.ca/vehiclesforhire.

Regards,

Vehicles for Hire Office

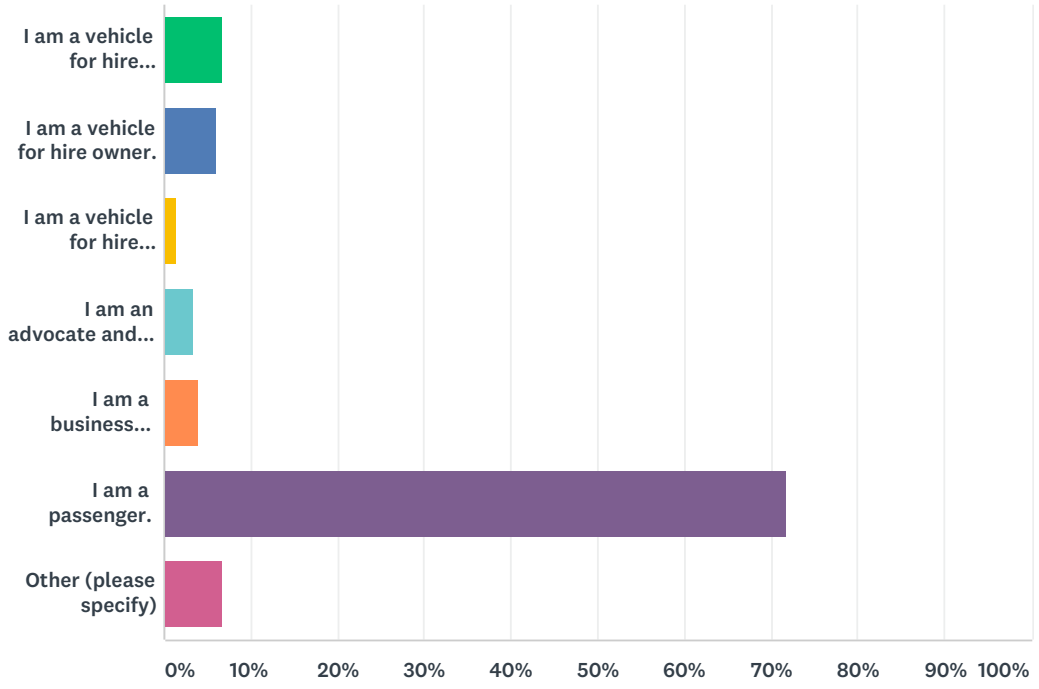
Winnipeg Parking Authority

You are receiving this email because you are on the vehicles for hire stakeholder contact list. If you would like to be removed from this email list, please respond to this email and let us know.

Appendix C – Survey results

Q1 What is your relationship to the vehicles for hire industry in Winnipeg? Please select the option that most closely matches your connection to the industry.

Answered: 460 Skipped: 0



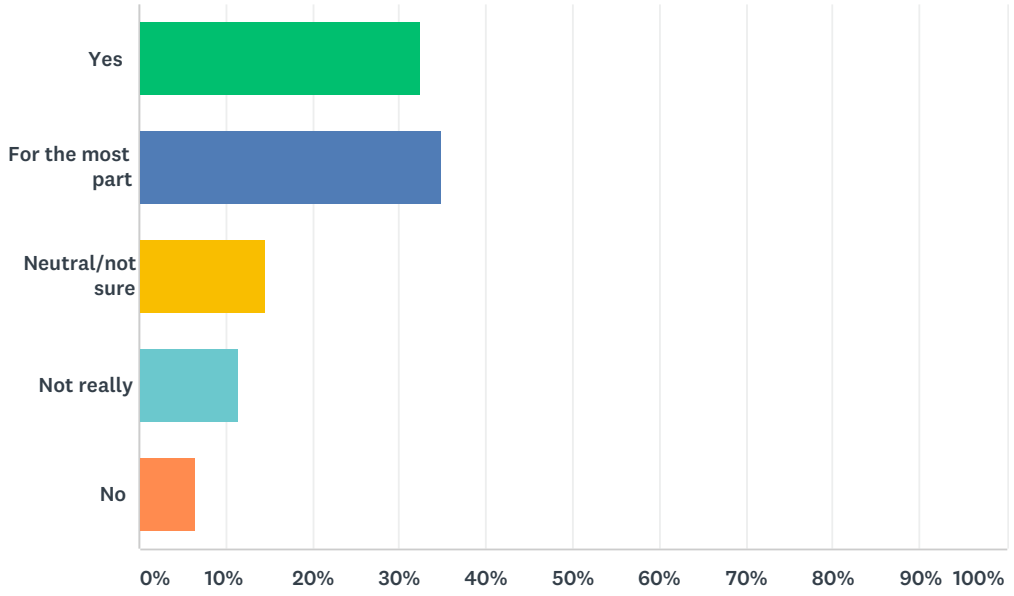
ANSWER CHOICES	RESPONSES	
I am a vehicle for hire driver.	6.74%	31
I am a vehicle for hire owner.	6.09%	28
I am a vehicle for hire dispatcher/I work for a dispatch company.	1.52%	7
I am an advocate and/or represent a special interest group.	3.26%	15
I am a business owner/work at a business in an industry connected to vehicles for hire.	3.91%	18
I am a passenger.	71.74%	330
Other (please specify)	6.74%	31
TOTAL		460

#	OTHER (PLEASE SPECIFY)	DATE
1	I may be a passenger in the future	10/7/2018 9:06 PM
2	Use taxi occasionally	10/7/2018 5:44 AM
3	I am aware of such service but have never used one	10/3/2018 9:20 AM
4	I have no relationship	10/2/2018 1:15 PM
5	None of the above	10/1/2018 2:30 PM
6	wheelchair usrr	10/1/2018 2:18 PM
7	I live in Winnipeg and commute by bicycle	10/1/2018 2:08 PM

8	don use	9/30/2018 7:43 AM
9	except for cabs have never used vehicle for hire	9/28/2018 11:44 AM
10	I am a disabled passenger	9/28/2018 11:43 AM
11	I don't use the service very often - about once a year	9/28/2018 8:26 AM
12	none, I do not use this service.	9/28/2018 7:50 AM
13	None of the above	9/28/2018 6:33 AM
14	none of the above	9/28/2018 12:05 AM
15	I am a Winnipeg resident who believes this city needs more options for its residents and visitors	9/27/2018 8:51 PM
16	none	9/27/2018 8:45 PM
17	I am a citizen in Winnipeg	9/27/2018 6:14 PM
18	Stand operator	9/27/2018 5:57 PM
19	none of them	9/27/2018 5:47 PM
20	No relationship	9/27/2018 5:16 PM
21	I am none of the above	9/27/2018 4:44 PM
22	would be interested about don`t have the proper phone to access	9/27/2018 4:41 PM
23	none of the above. I would choose driver for hire over taxi if the need arises.	9/27/2018 3:58 PM
24	Na	9/27/2018 3:42 PM
25	Planning to drive.	9/26/2018 11:20 AM
26	Someone who hates stupid questions "Is safety in vehicles for hire important to you?" - Um, no? I want axe murderers and meth heads together in cabs???	9/26/2018 11:05 AM
27	Interested bystander	9/22/2018 5:41 AM
28	N	9/21/2018 5:19 PM
29	Good start by asking people s opinion	9/18/2018 5:14 PM
30	Training provider	9/14/2018 11:32 AM
31	Government Regulator	9/14/2018 8:44 AM

Q2 Do you feel vehicles for hire in Winnipeg are safe

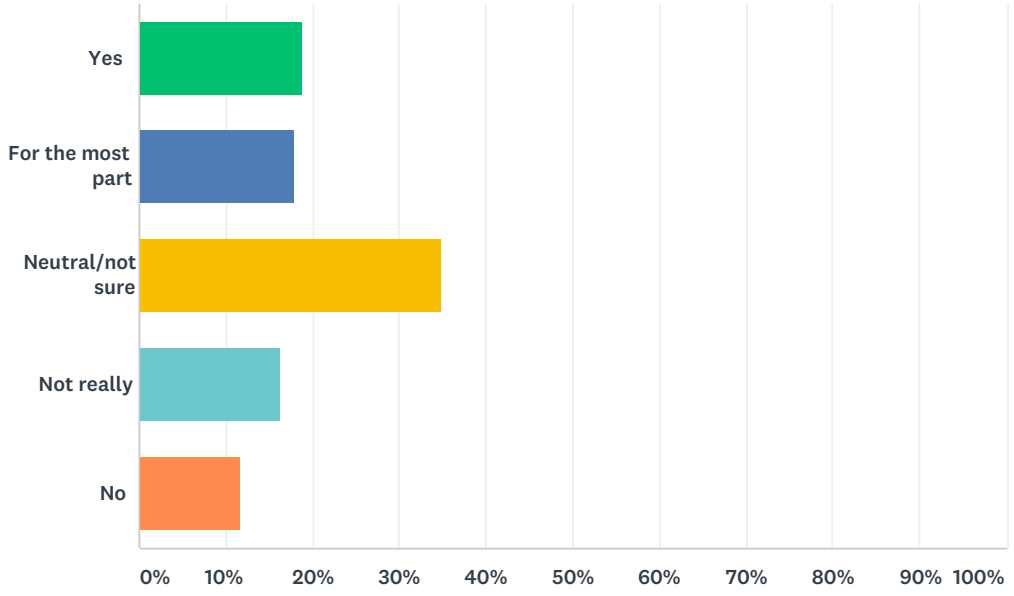
Answered: 460 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	32.39%	149
For the most part	35.00%	161
Neutral/not sure	14.57%	67
Not really	11.52%	53
No	6.52%	30
TOTAL		460

Q3 Do you feel vehicles for hire in Winnipeg offer adequate accessible service?

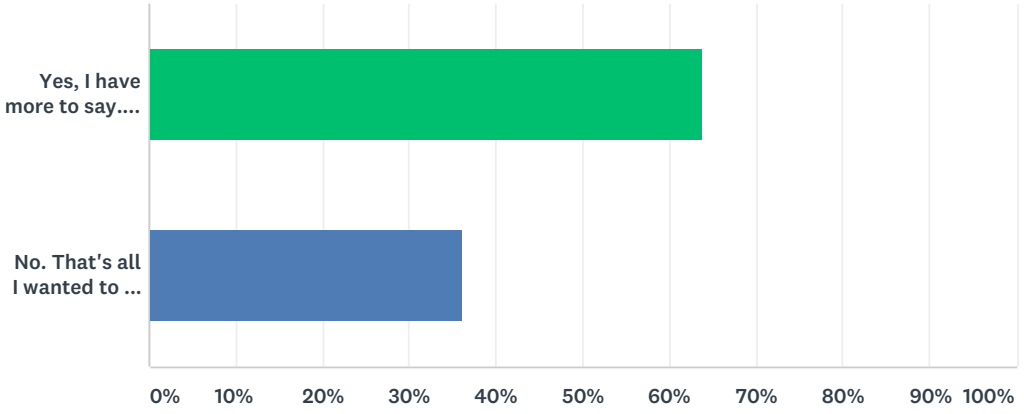
Answered: 460 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	18.91%	87
For the most part	18.04%	83
Neutral/not sure	35.00%	161
Not really	16.30%	75
No	11.74%	54
TOTAL		460

Q4 Would you like to answer more questions on safety and accessibility?

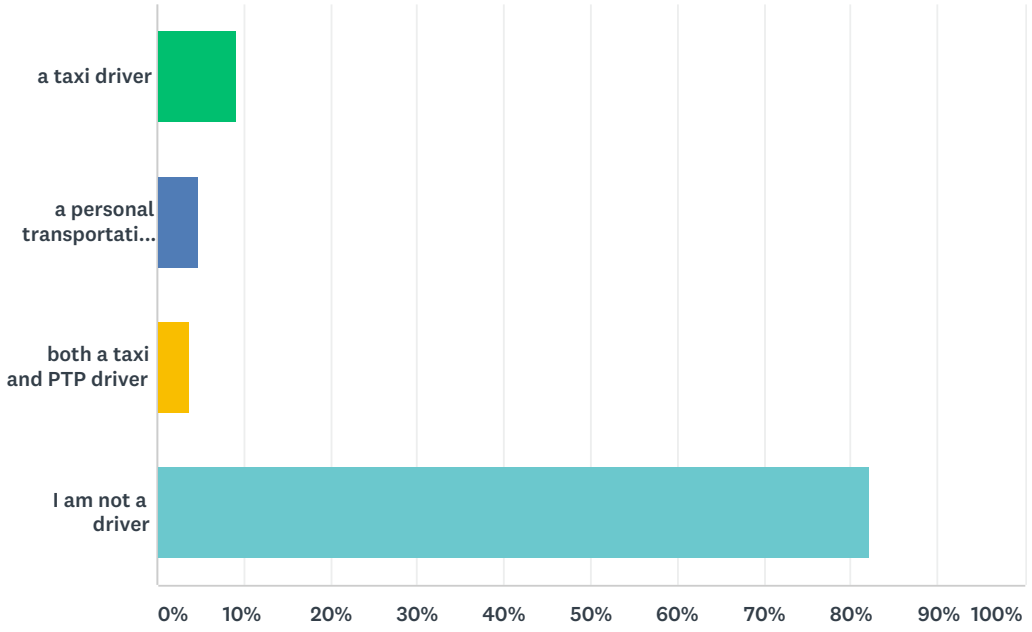
Answered: 457 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, I have more to say. (The rest of the survey will take approximately five minutes)	63.89%	292
No. That's all I wanted to say on this topic.	36.11%	165
TOTAL		457

Q5 Would you describe yourself as:

Answered: 294 Skipped: 166



ANSWER CHOICES	RESPONSES	
a taxi driver	9.18%	27
a personal transportation provider (PTP) driver	4.76%	14
both a taxi and PTP driver	3.74%	11
I am not a driver	82.31%	242
TOTAL		294

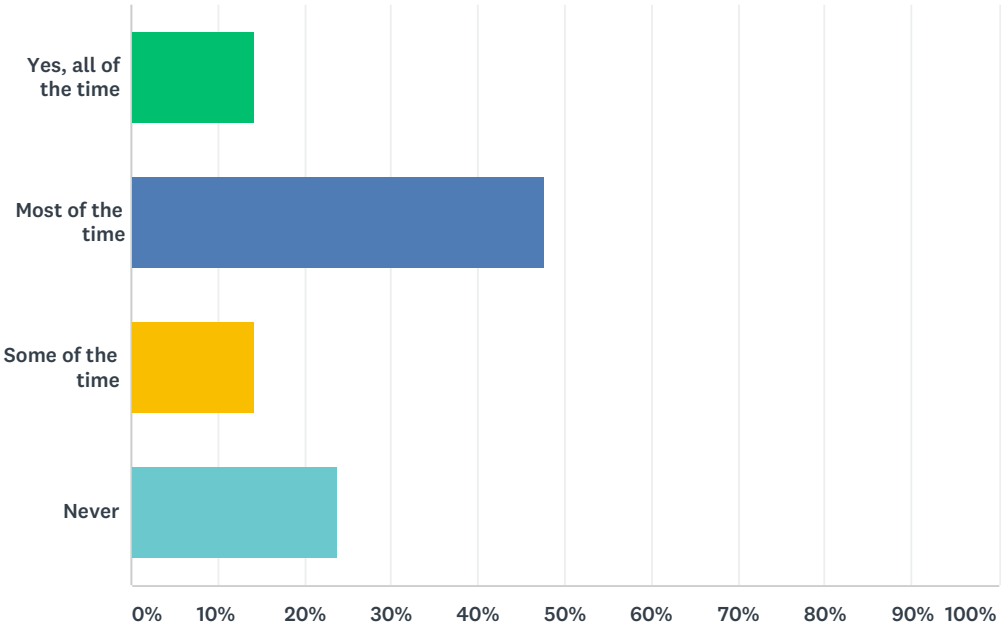
Q7 What does a safe vehicles for hire industry mean to you?

Answered: 8 Skipped: 452

#	RESPONSES	DATE
1	Only customers service	10/5/2018 9:32 AM
2	Full valid taxi and van are more safe for people	9/27/2018 7:32 PM
3	Safety means you feel secure while driving that means you have no fear of robbed or stabb	9/27/2018 12:09 PM
4	Respectful behaviour give and expect and drive safely with professional manner.	9/26/2018 4:55 PM
5	Safety for everybody. Safety for the customer and driver and the vehicle. But there is no safety for driver and the vehicle.	9/26/2018 10:52 AM
6	Safety for driver and customer both	9/23/2018 5:36 PM
7	Live next day	9/18/2018 5:20 PM
8	This is local government control but it is not beneficial for driver, owner enjoying because they increased rate for taxi driver from 90 to 100, other side driver crying because they have no benefit taxi board was good for driver because there law said that half price give to owner now city law tell how much owner want from driver city do not care	9/14/2018 11:25 AM

Q8 Do you feel safe when driving a taxi?

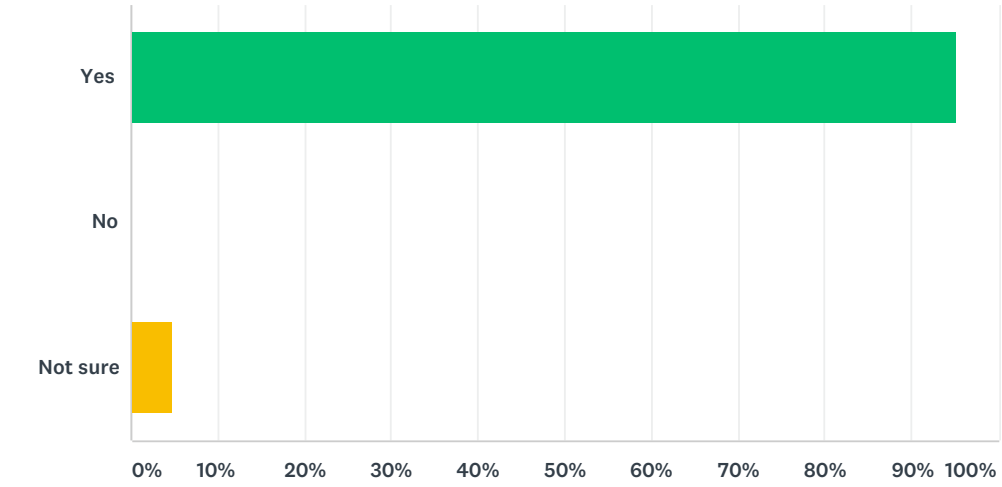
Answered: 21 Skipped: 439



ANSWER CHOICES	RESPONSES	
Yes, all of the time	14.29%	3
Most of the time	47.62%	10
Some of the time	14.29%	3
Never	23.81%	5
TOTAL		21

Q9 Do you support the use of shields in taxis?

Answered: 21 Skipped: 439

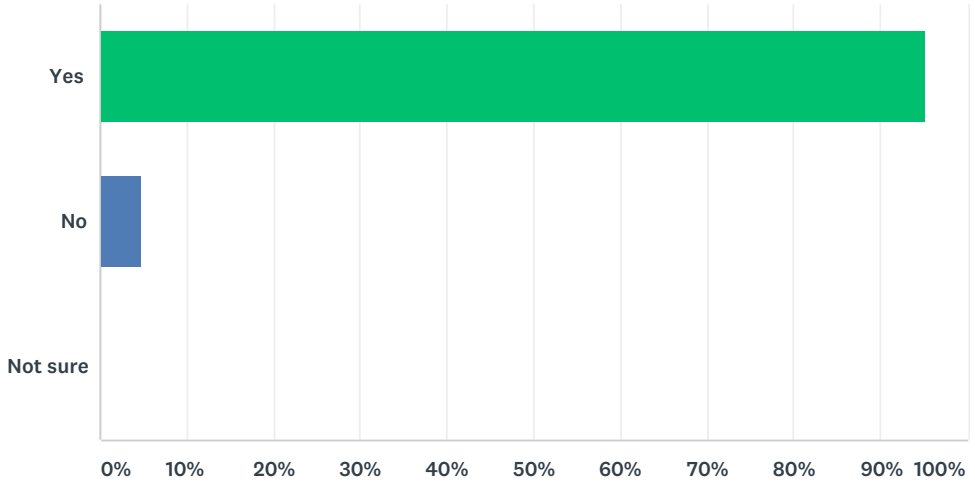


ANSWER CHOICES	RESPONSES	
Yes	95.24%	20

No	0.00%	0
Not sure	4.76%	1
TOTAL		21

Q10 Do you support the use of a strobe light in taxis?

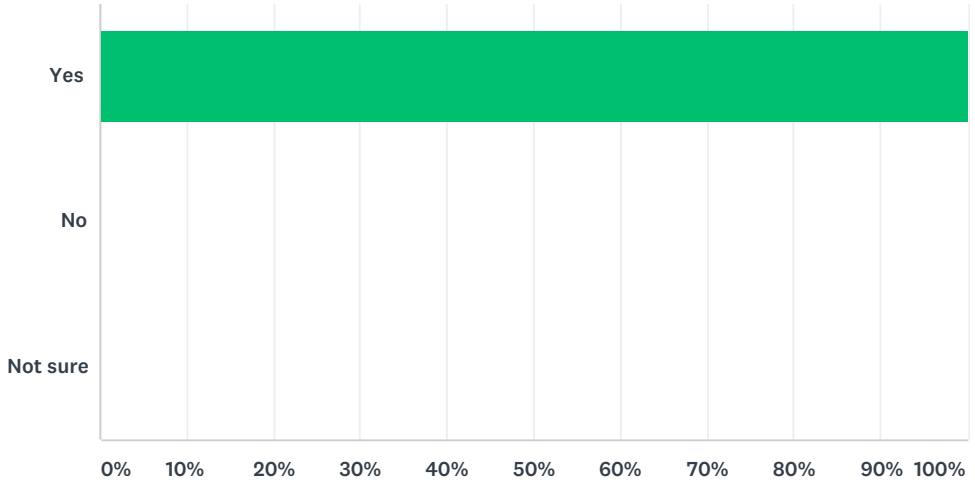
Answered: 21 Skipped: 439



ANSWER CHOICES	RESPONSES	
Yes	95.24%	20
No	4.76%	1
Not sure	0.00%	0
TOTAL		21

Q11 Do you support the use of cameras in taxis?

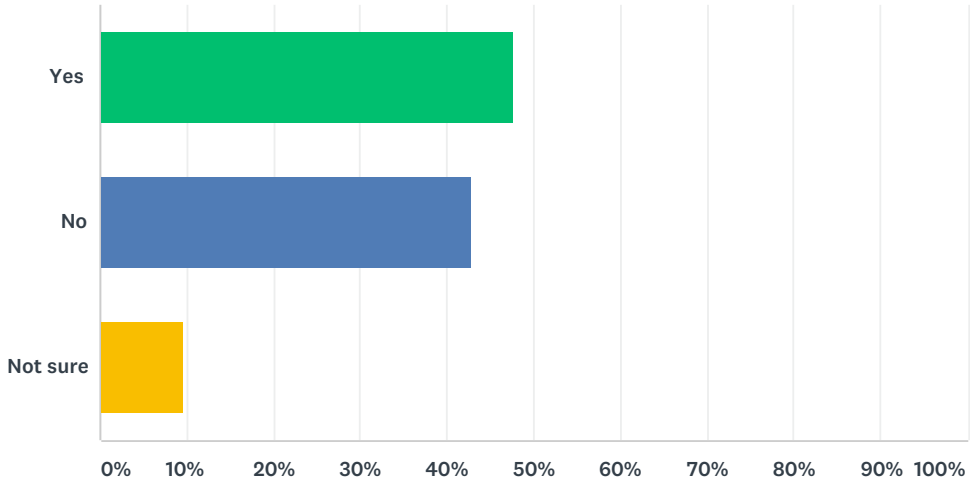
Answered: 21 Skipped: 439



ANSWER CHOICES	RESPONSES	
Yes	100.00%	21
No	0.00%	0
Not sure	0.00%	0
TOTAL		21

Q12 Would you support the use of audio recording in taxis?

Answered: 21 Skipped: 439



ANSWER CHOICES	RESPONSES	
Yes	47.62%	10
No	42.86%	9
Not sure	9.52%	2
TOTAL		21

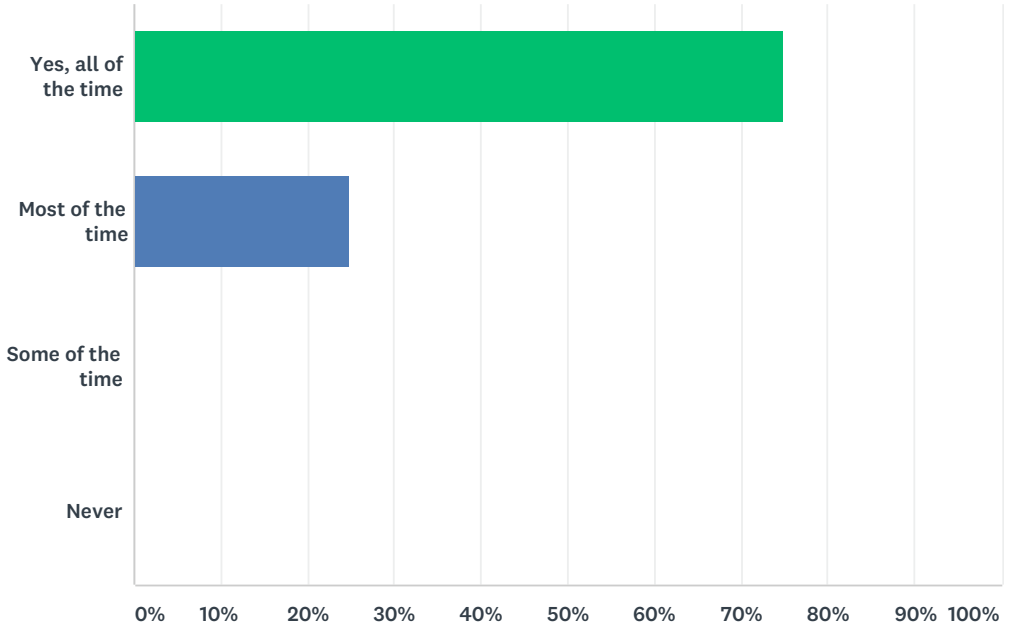
Q14 What does a safe vehicles for hire industry mean to you?

Answered: 6 Skipped: 454

#	RESPONSES	DATE
1	Safer for individuals	10/3/2018 6:20 AM
2	The make up of the vehicle	9/29/2018 8:10 AM
3	Safe drivers who are not talking on their cells phones whether on Bluetooth or not. Drivers of all hired vehicles including taxis should have yearly driving tests. Many taxi drivers are dangerous. Changing lanes without signalling, talking on cell phones in languages other than English, speeding, and the list goes on.	9/28/2018 10:55 AM
4	Being able to rate passengers and know/identify them (pictures) just like they can identify us with our pictures on the profile and ratings. This way we know who to avoid pickup's at late nights.	9/27/2018 10:17 PM
5	It is good very safe	9/26/2018 4:13 PM
6	More options, safer options, better service, equal service	9/18/2018 10:48 AM

Q15 Do you feel safe when driving a PTP?

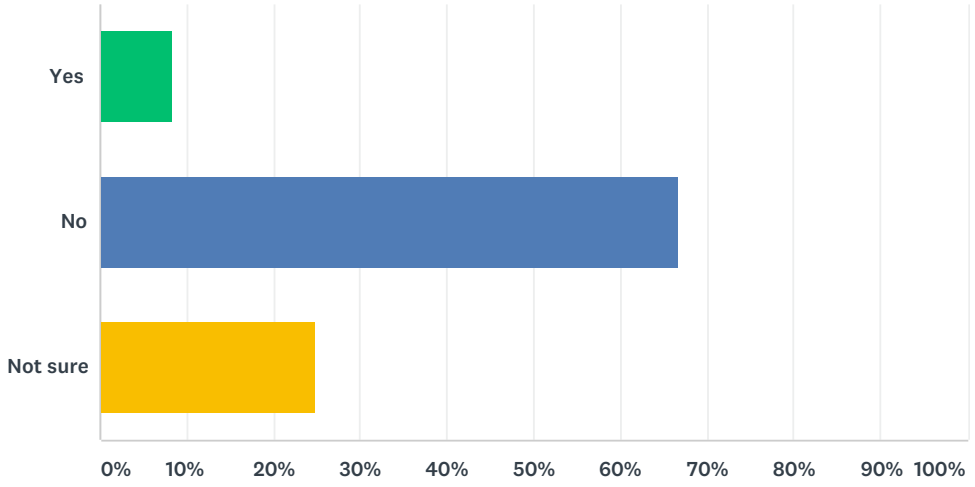
Answered: 12 Skipped: 448



ANSWER CHOICES	RESPONSES	
Yes, all of the time	75.00%	9
Most of the time	25.00%	3
Some of the time	0.00%	0
Never	0.00%	0
TOTAL		12

Q16 Would you support the use of shields in PTPs?

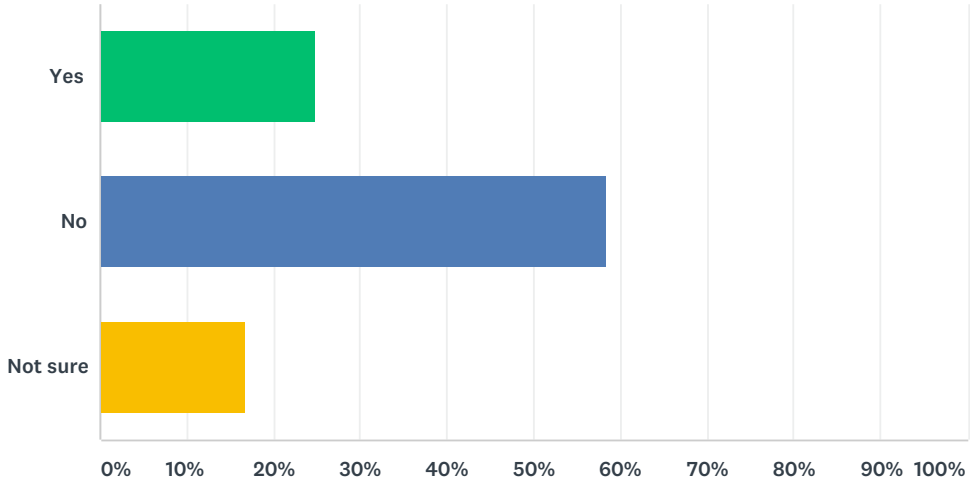
Answered: 12 Skipped: 448



ANSWER CHOICES	RESPONSES	
Yes	8.33%	1
No	66.67%	8
Not sure	25.00%	3
TOTAL		12

Q17 Would you support the use of a strobe light in PTPs?

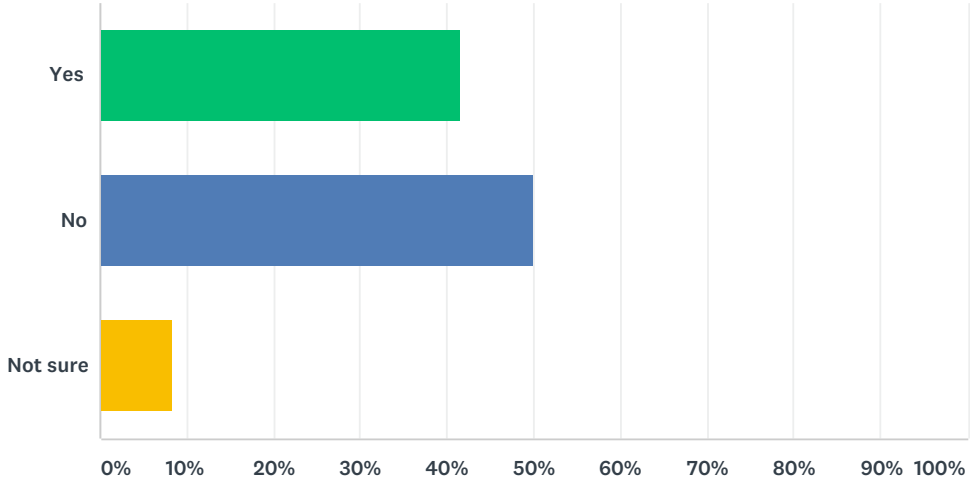
Answered: 12 Skipped: 448



ANSWER CHOICES	RESPONSES	
Yes	25.00%	3
No	58.33%	7
Not sure	16.67%	2
TOTAL		12

Q18 Would you support the use of cameras in PTPs?

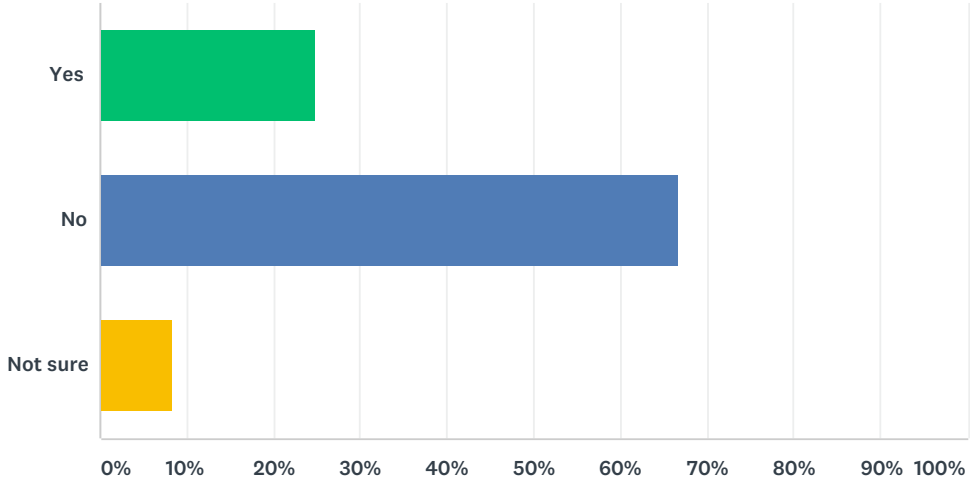
Answered: 12 Skipped: 448



ANSWER CHOICES	RESPONSES	
Yes	41.67%	5
No	50.00%	6
Not sure	8.33%	1
TOTAL		12

Q19 Would you support the use of audio recording in PTPs?

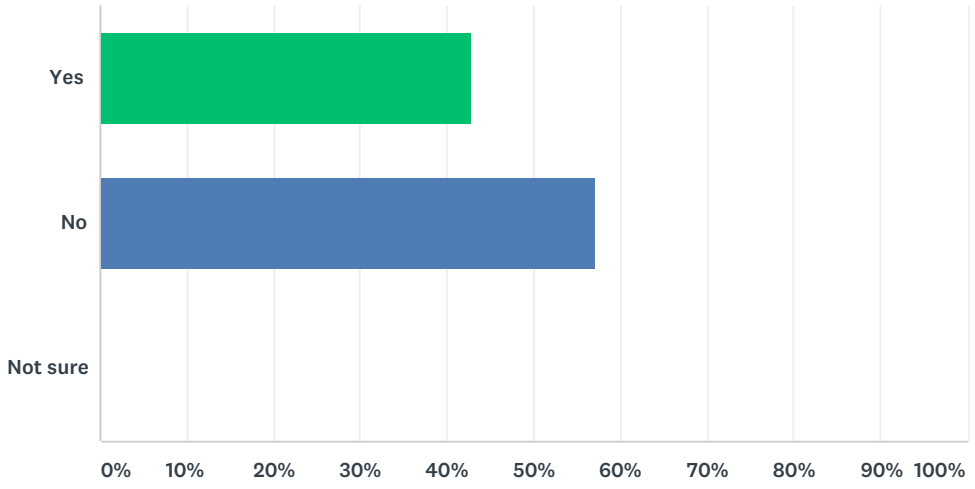
Answered: 12 Skipped: 448



ANSWER CHOICES	RESPONSES	
Yes	25.00%	3
No	66.67%	8
Not sure	8.33%	1
TOTAL		12

Q21 Would you support the use of audio recording in PTPs?

Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	42.86%	3
No	57.14%	4
Not sure	0.00%	0
TOTAL		7

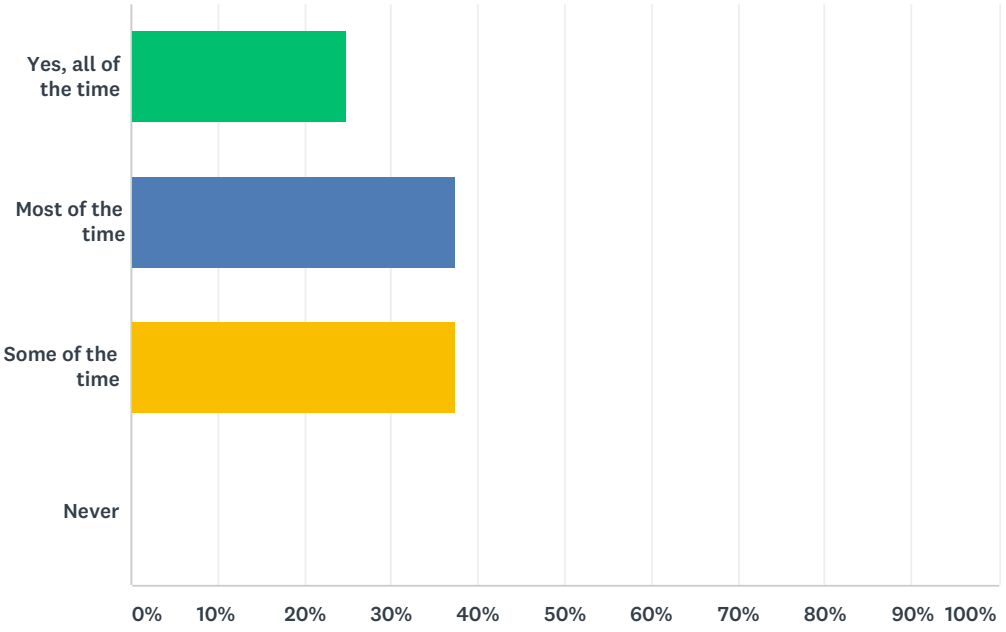
Q23 What does a safe vehicles for hire industry mean to you?

Answered: 4 Skipped: 456

#	RESPONSES	DATE
1	It means a lot to me	10/7/2018 1:30 PM
2	Everything	9/26/2018 5:42 AM
3	To have a camera and safty Sheild and operator to have class 4 licence	9/24/2018 1:18 AM
4	When a driver is in emergency the Winnipeg police must respond and give priority than any emergency call.	9/14/2018 11:51 AM

Q24 Do you feel safe when driving a taxi or PTP?

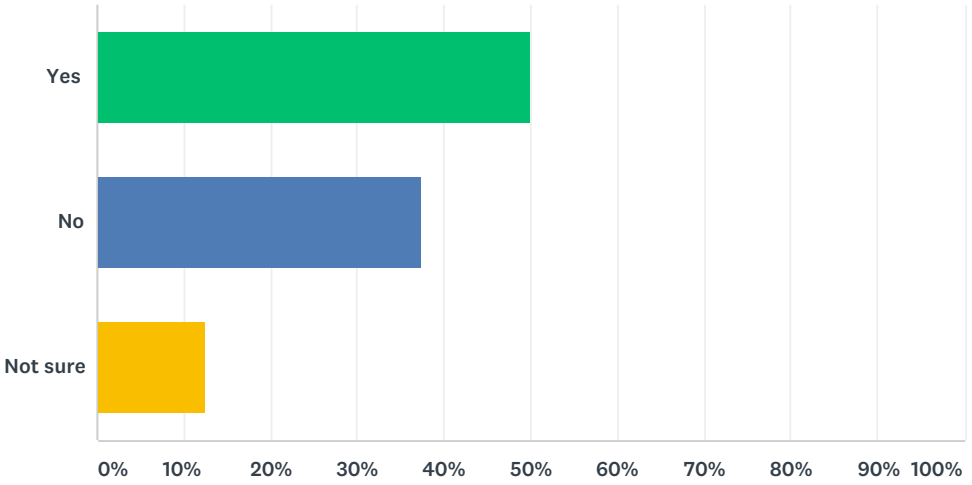
Answered: 8 Skipped: 452



ANSWER CHOICES	RESPONSES	
Yes, all of the time	25.00%	2
Most of the time	37.50%	3
Some of the time	37.50%	3
Never	0.00%	0
TOTAL		8

Q25 Would you support the use of shields in PTPs?

Answered: 8 Skipped: 452

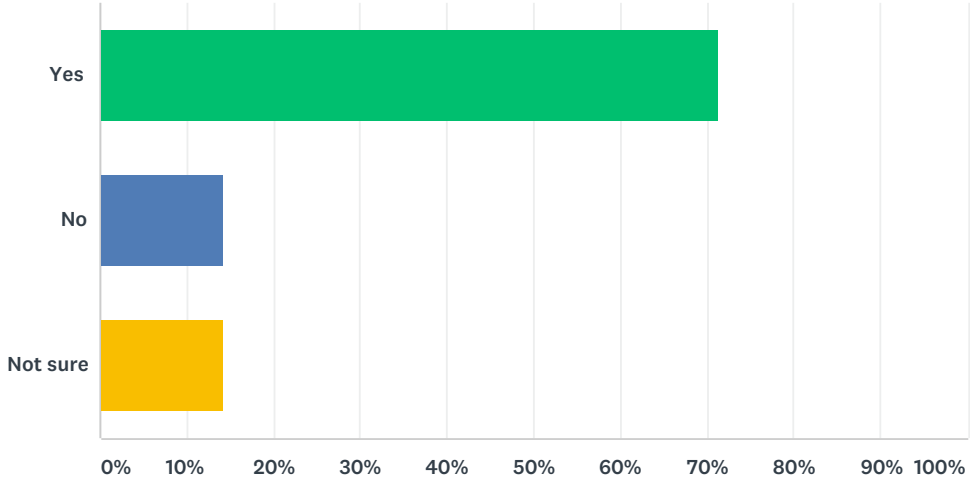


ANSWER CHOICES	RESPONSES	
Yes	50.00%	4
No	37.50%	3

Not sure	12.50%	1
TOTAL		8

Q26 Would you support the use of a strobe light in PTPs?

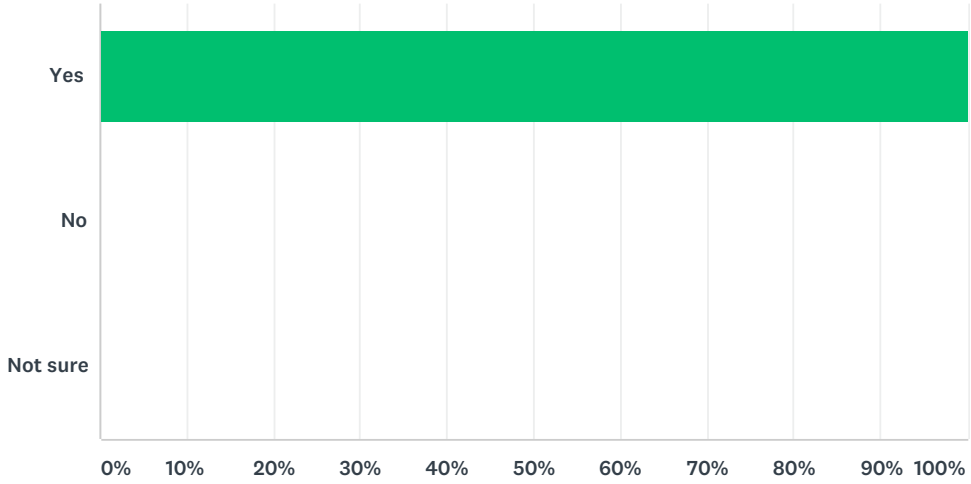
Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	71.43%	5
No	14.29%	1
Not sure	14.29%	1
TOTAL		7

Q27 Would you support the use of cameras in PTPs?

Answered: 8 Skipped: 452

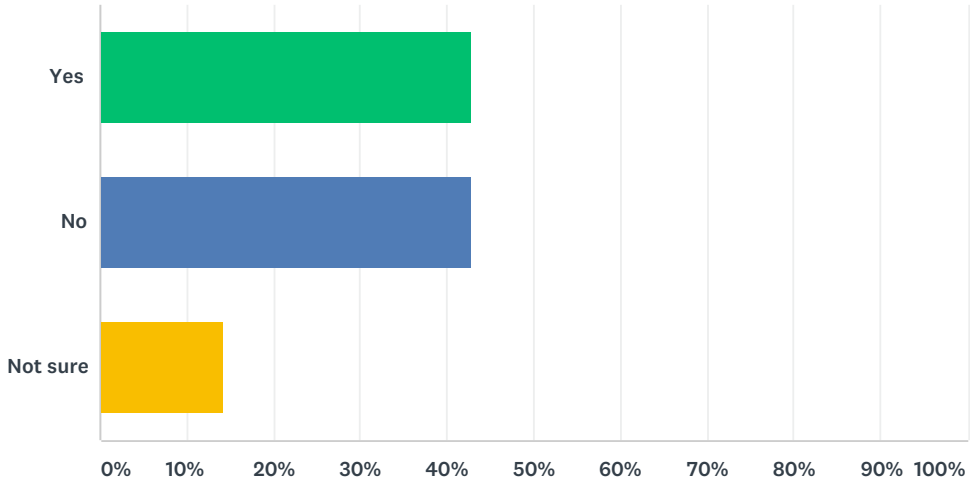


ANSWER CHOICES	RESPONSES

Yes	100.00%	8
No	0.00%	0
Not sure	0.00%	0
TOTAL		8

Q28 Would you support the use of audio recording in PTPs?

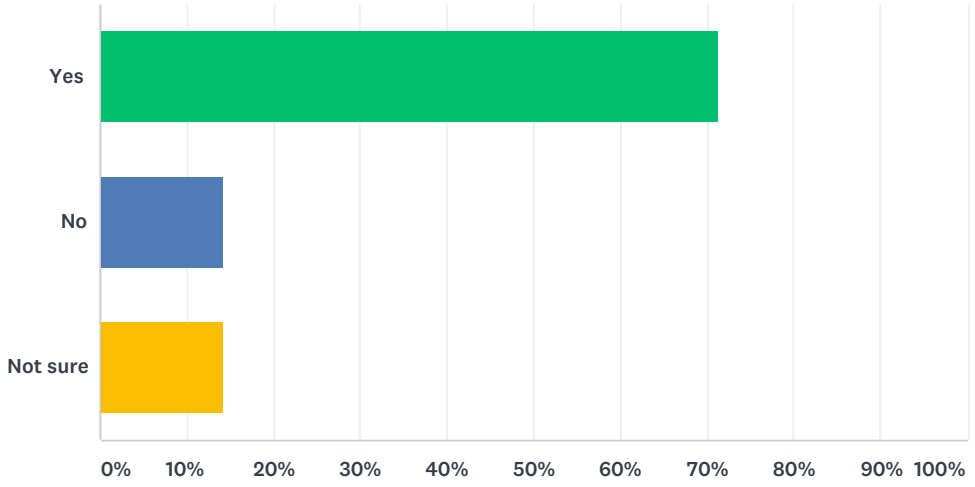
Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	42.86%	3
No	42.86%	3
Not sure	14.29%	1
TOTAL		7

Q29 Do you support the use of shields in taxis?

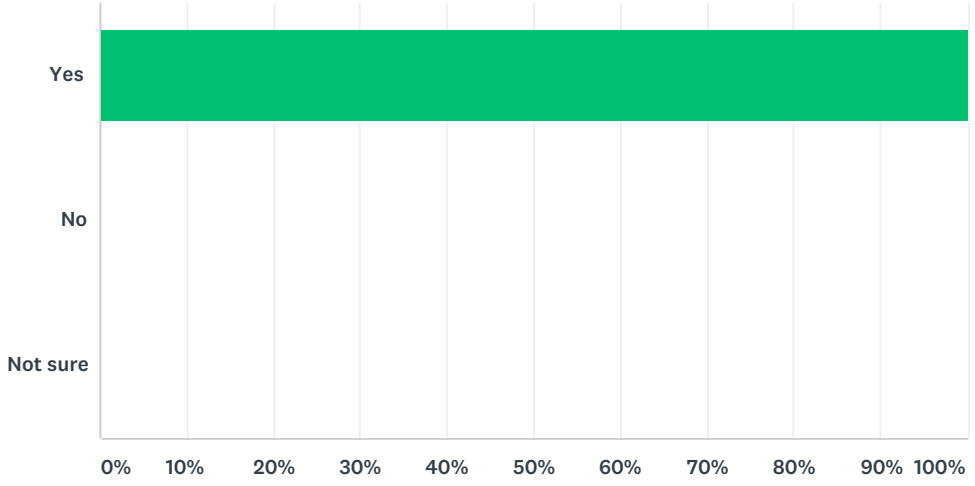
Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	71.43%	5
No	14.29%	1
Not sure	14.29%	1
TOTAL		7

Q30 Do you support the use of a strobe light in taxis?

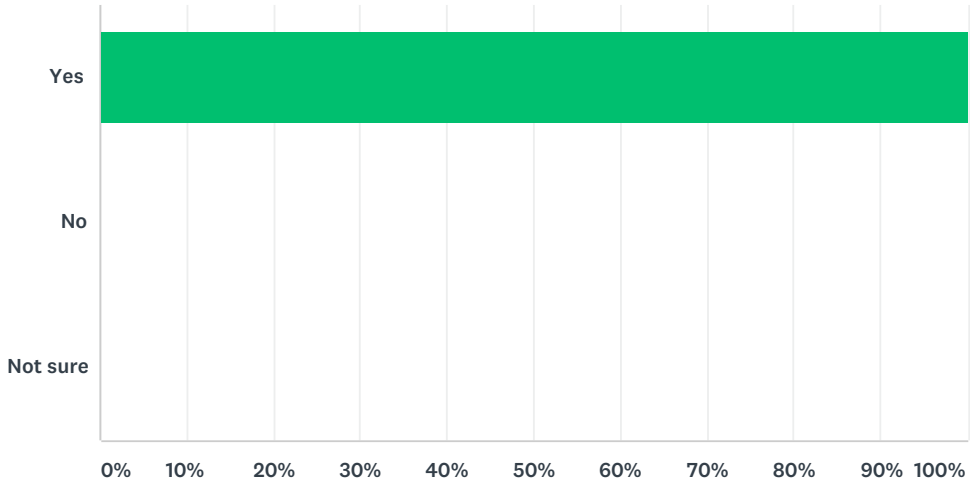
Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	100.00%	7
No	0.00%	0
Not sure	0.00%	0
TOTAL		7

Q31 Do you support the use of cameras in taxis?

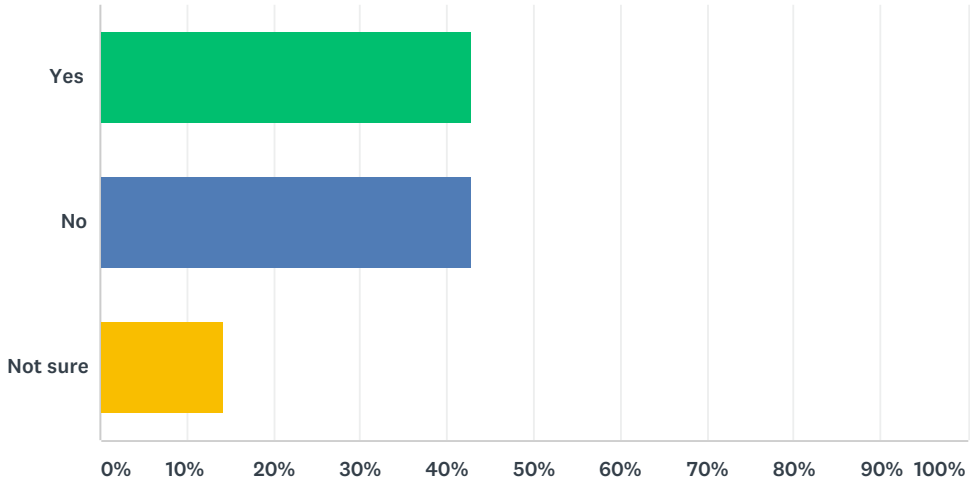
Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	100.00%	7
No	0.00%	0
Not sure	0.00%	0
TOTAL		7

Q32 Would you support the use of audio recording in taxis?

Answered: 7 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes	42.86%	3
No	42.86%	3
Not sure	14.29%	1
TOTAL		7

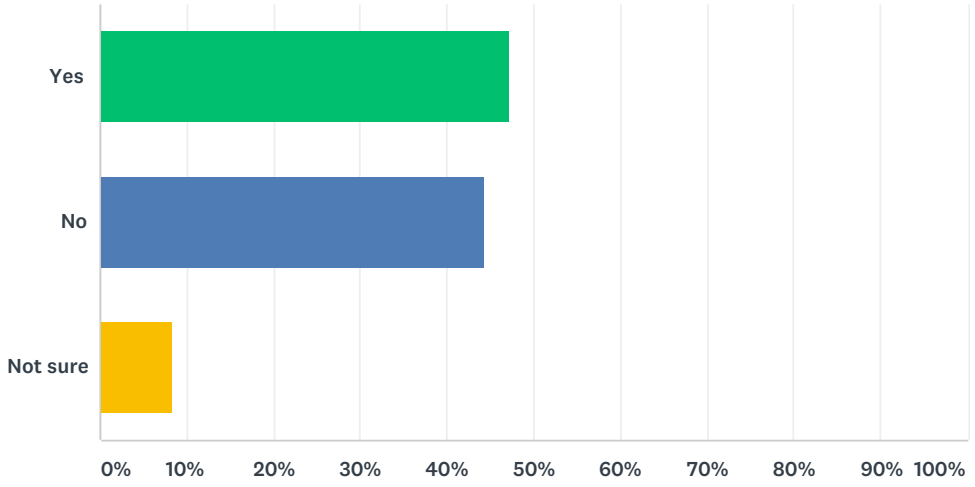
Q33 How would you describe your experience with safety as a vehicle for hire driver in Winnipeg?

Answered: 21 Skipped: 439

#	RESPONSES	DATE
1	Its good experience i feel safe while i am taking taxi	10/7/2018 1:31 PM
2	Money in advance after 6 pm to 6 am	10/5/2018 9:36 AM
3	Not sure	10/3/2018 6:21 AM
4	Really good..I have done 300 rides without a single problem	9/29/2018 1:21 PM
5	The rear entrance vehicle is too tight specially for two wheelchairs.	9/29/2018 8:15 AM
6	Customer like ptp service very much	9/28/2018 3:01 PM
7	I am not paid and I drive for elderly friends because I can serve them in this way. FYI - this survey is quite unclear at the beginning and whoever designed it needs some editing.	9/28/2018 10:56 AM
8	I tend to drive during the day and stop around 11 pm as after that we encountere a lot of intoxicated people and based on the bylaws and company i work for, it’s cutomers way or get fired.	9/27/2018 10:19 PM
9	Shields, camera are very helpful in securing a driver but all these things doesn’t help me to save from robbers.i already robbed two times on knife point.thanks	9/27/2018 12:17 PM
10	Bad	9/26/2018 11:42 PM
11	Experience is good, and we need support from the administration, which is often less supportive.	9/26/2018 5:00 PM
12	Drivers should speak English. Problem comes when there are communication problems.	9/26/2018 4:15 PM
13	According to my experience it looks like driver's safety has no priority by the City of Winnipeg. It is just 4 out of 10 driver safety ranking in Winnipeg. International customers and the customers from other cities of Canada are always question about the safety shield in taxi.They are always surprised by the answer they have got from the driver. Drivers are always harrased by the no money or less money people and sometimes by drunk peaple.Rides should be prepaid bylaw.There is no single day in Winnipeg when a cab driver has not been assaulted.	9/26/2018 11:23 AM
14	I have a Taxi licence since 1994 and I have been owner and operator since that time and I think every body has to have camera and safety Sheild and strobe light and class 4 licence to serve public	9/24/2018 1:24 AM
15	Good	9/21/2018 4:11 PM
16	It is safety	9/21/2018 2:16 AM
17	Always on standby to avoid any danger from passenger	9/18/2018 5:22 PM
18	I drove for friends and family privately and it was safe	9/18/2018 10:50 AM
19	Good	9/14/2018 4:49 PM
20	I am working at st vital neighbours hood usually safer	9/14/2018 11:26 AM
21	Very safe	9/14/2018 9:01 AM

Q34 Have you brought up safety concerns with your dispatch company in the past?

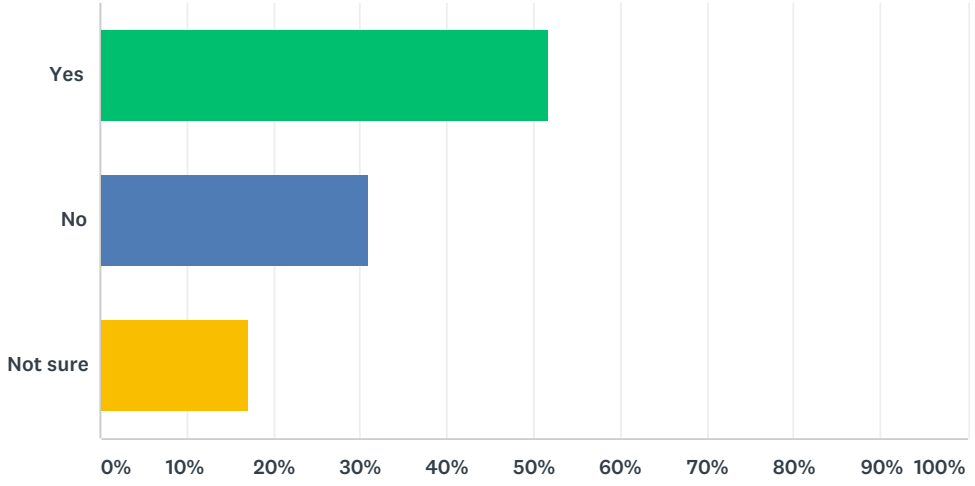
Answered: 36 Skipped: 424



ANSWER CHOICES	RESPONSES	
Yes	47.22%	17
No	44.44%	16
Not sure	8.33%	3
TOTAL		36

Q35 If you have brought a safety concern to your dispatcher, was the company supportive in trying to resolve the safety concern?

Answered: 29 Skipped: 431



ANSWER CHOICES	RESPONSES	
Yes	51.72%	15
No	31.03%	9
Not sure	17.24%	5
TOTAL		29

Q36 Please explain

Answered: 9 Skipped: 451

#	RESPONSES	DATE
1	Inexperience dispatcher	10/5/2018 9:36 AM
2	No issues at this time	10/3/2018 6:21 AM
3	Replace the vehicle with side entrance. But the concern is not to build those vehicles.	9/29/2018 8:15 AM
4	Not applicable.	9/28/2018 10:56 AM
5	Driving to a sketchy neighbourhood for pickup late night with nothing but a nickname and no one answers the call when arrived and dispatch are closed and when they're open to complain during office hours, they say that I shouldn't have accepted the pickup. TappCar management are assholes and don't support the drivers.	9/27/2018 10:19 PM
6	My dispatcher say call 911 for help.i called 911 and report the incident but I wait at location for an hour but no one come on the scene.	9/27/2018 12:17 PM
7	Our despatch company is always supportive and with us	9/26/2018 5:00 PM
8	Duffy and University they have a monopoly they just do whatever they like	9/26/2018 4:15 PM
9	We always updat our cameras and check our safety Sheild in car and strobe lights and and tell our dispatcher and manager to check out all our cars and I do watch for safty concern signs	9/24/2018 1:24 AM

Q37 What does a safe vehicles for hire industry mean to you?

Answered: 140 Skipped: 320

#	RESPONSES	DATE
1	Safe, dependable transportation. Respectful interactions.	10/7/2018 4:20 PM
2	Good communication with the driver.	10/7/2018 3:56 PM
3	Drivers who are properly trained and licensed. There should be no subletting of licenses for cabs or any vehicle to anyone who does not have the proper training and licensing. Training must include how to communicate effectively with passengers - determining what assistance is required, what address is sought and what route will be taken, and most importantly appropriate conversation. While I have been able to deal with inappropriate questions, others may experience much greater discomfort. With passenger needs training, the habit IN WINNIPEG - not in other cities I have visited - to stay in the cab and talk on the phone is to conducive to proper customer service.	10/7/2018 3:52 PM
4	Keeping people safe	10/7/2018 1:07 PM
5	A safe industry means that people can get to where they need to go in a timely fashion without their safety being compromised.	10/7/2018 11:06 AM
6	Vetted drivers.	10/7/2018 5:46 AM
7	I would hope that this would be an alternative option for people. My concern would be that if or when might have a concern with a driver may not have the ability to voice those concerns. This has been my experience with Duffys - there is NO ONE made available to express concerns with other than a FULL voice mail on a consistent basis.	10/5/2018 10:23 AM
8	Would be an industry where there were provisions made for the safety of passengers & drivers (ie Taxi's have shields and radios) Concerned that PTP drivers will face hazardous clients, as well as I am leery as a passenger to book with a PTP as I am not confident of the screening process for PTP drivers (I do trust the current TaxiCab companies)	10/4/2018 5:16 PM
9	a vehicle that I am able to go from place to place safely and in a pleasant space	10/3/2018 12:38 PM

10	An industry that provides a service of vehicles for hire - where all safety concerns are addressed comparable as in the Food Services Industry.	10/3/2018 9:28 AM
11	an industry that has a minimum standard of vehicles and drivers that are clean, safety-inspected. and traceable (ie ID # orsomething) so that passenger can note vehicle. Also, for drivers safety, they should have an emerg option (cel phone at least)to protect themselves from criminal customers.	10/2/2018 5:48 PM
12	There is a way to track all trips and drivers, passenger pickups/drop offs and vehicle is equipped with accessible equipment where necessary	10/2/2018 9:49 AM
13	Good drivers that follow the rules of the road.	10/1/2018 7:08 PM
14	I normally feel safe taking a vehicle for hire, but the recent incidents have definitely affected my perception of safety. I don't take taxis very often, and when I do I am usually not alone. My idea of safety would be that I don't need to think about my safety at all. That I am able to take taxis without the fear in the back of my mind.	10/1/2018 4:17 PM
15	No taxis in bike lanes	10/1/2018 2:08 PM
16	safe vehicle, safe person driving	10/1/2018 10:24 AM
17	It means that drivers will be friendly & curteous, never aggressive in their comments or opinions. Never sexual innuendo or comments. Never physical contact. Also, be a good driver.	10/1/2018 10:09 AM
18	Drivers who are not on their dam cell phones for most of the ride. Drivers who do not demand cash payment or threats of kicking you out of the cab	9/30/2018 2:19 PM
19	trained and fully insured with back groung checks	9/30/2018 7:45 AM
20	safe drivers, well-maintained cars	9/29/2018 7:03 PM
21	Another option for travel within Winnipeg	9/29/2018 10:06 AM
22	Access to critical medical care without fighting the traffic on run down and outdated streets.	9/29/2018 6:09 AM
23	Ability to get around without paying $40 each way. Onerous fares to taxis make vehicles for hire industry a vital necessity, especially for seniors and those with cancer.	9/28/2018 8:21 PM
24	How is this policed? How are drivers screened?	9/28/2018 7:50 PM
25	No concerns about driver skill and character	9/28/2018 4:38 PM
26	Mandatory permits needed to operate a vehicle including background checks on drivers for any previous serious criminal activity (for violence, theft) and a driving record check (unsafe driving, DUI's)	9/28/2018 2:36 PM
27	Not racists. Not sexist. Not sexually harassing/assaulting women	9/28/2018 1:05 PM
28	Protection for the passenger and driver like safety shields, strobe lights. Ride share drivers are insured and regulated just like taxi drivers. I was concerned to hear news reports of hundreds of sexual assalts that have occurred in Uber vehicles in the US.	9/28/2018 11:50 AM
29	not crazy raping drivers	9/28/2018 11:48 AM
30	Not sexually assaulting your customers.	9/28/2018 11:31 AM
31	It means that there is a guarantee that I will not be harmed, intimidated, or at risk in any way when I take that type of transportation. As a single woman traveling alone, that is very important to me.	9/28/2018 10:30 AM
32	Safety for both drivers and passengers, systems to alert authorities	9/28/2018 9:59 AM
33	Being able to know how to drive properly. Not sure how some of these taxi drivers got their license in the first place?	9/28/2018 9:56 AM
34	Efficient transportation between 2 or more points, without fear of harassment or harm	9/28/2018 9:46 AM
35	I arrive to/from without incident. I can confidently use the service to get my child to/from locations. A smoke and odor free environment.	9/28/2018 9:42 AM
36	Obeying the rules of the road. No speeding, cutting off others in traffic, talking on headsets/distracted driving.	9/28/2018 9:26 AM
37	More options for travelling	9/28/2018 9:23 AM
38	It means the driver takes you to point A to point B in an efficient manner and through a safe route.	9/28/2018 8:42 AM

39	Considerate drivers, who do not try to hurry.	9/28/2018 8:38 AM
40	Knowledge that the driver has been vetted, and that any complaints against the behaviour of that driver will be taken seriously.	9/28/2018 8:34 AM
41	that if I take use a vehicle for hire I will not be attacked by the driver	9/28/2018 8:27 AM
42	Accountability, respect and fair fare	9/28/2018 8:02 AM
43	Clean courteous drivers, who **CAN SPEAK ENGLISH, clearly and UNDERSTAND ENGLISH !	9/28/2018 7:52 AM
44	I like ride share, they are safer	9/28/2018 6:49 AM
45	To me a safe vehicles for hire industry means that passengers and drivers both feel safe in the vehicle, when stopped, or moving. This includes not only feeling safe being in a vehicle with the other individual, but also feeling safe while the driver is driving the vehicle (I.e. their ability to drive safely).	9/28/2018 6:28 AM
46	It means that drivers are screened and bonded. It means the vehicles are properly cared for , inspected and insured.	9/28/2018 5:28 AM
47	I really don't know how to answer this. I had an aggressive taxi driver one night who wouldn't let me leave without my phone number. Removing the locks from the car wouldn't help me feel safer. Having an automated car that drives itself wouldn't help me feel safer. Every time I get into a taxi (or other) I have to trust that driver isn't going to assault, harass, stalk, or any number of scary things towards me. How do you make it safer against these things?	9/28/2018 4:50 AM
48	Very important	9/28/2018 3:48 AM
49	Taxi drivers who aren’t yelling at other, texting and looking at their phones while driving, and generally driving recklessly. Also who aren’t sexually harassing vulnerable passengers. There’s a level of accountability that taxis lack, but PTP apps do a better job of. Uber in particular, wish we could have it here.	9/28/2018 3:35 AM
50	Accountability for drivers AND passengers	9/28/2018 1:18 AM
51	Back ground checks for all drivers Vehicles that are properly maintained and meet safety standards Being able to get a ride without fear to personal safety or harrassment	9/27/2018 9:59 PM
52	dangerous	9/27/2018 9:54 PM
53	No crime against passengers or drivers	9/27/2018 9:54 PM
54	I want and need a driver who can understand and speak English; verbal communication is especially important for us totally blind folk.	9/27/2018 9:17 PM
55	Dispatched through an app and companies like UBER, Tappcar or lift. Taxi's are not safe and terrible service in Winnipeg	9/27/2018 9:13 PM
56	Uber	9/27/2018 9:07 PM
57	that they don't endanger me as a cyclist when they drive in the transit lane	9/27/2018 9:05 PM
58	Being able to feel comfortable around the driver, that they will transport you safely.	9/27/2018 9:02 PM
59	Rating systems for drivers and passengers. Ban abusers.A	9/27/2018 8:54 PM
60	Where the drivers and passengers are both provided information on their rights and responsibilities.	9/27/2018 8:53 PM
61	No risk of personal endangerment in any form - vehicles, drivers, etc.	9/27/2018 8:47 PM
62	Safety for female passengers especially and accountability. If there are complaints about a driver, they should no longer be working in the industry.	9/27/2018 8:07 PM
63	It means that I know there is a strong mechanism in place to ensure that drivers have adequate background checks and that there is a strong reporting system within the city if any incident took place. I need to know where I can report any incidents and know that it will be properly investigated. I don't want vehicle for hire or the taxi industry responsible for investigating because they have a conflict of interest.	9/27/2018 8:06 PM
64	Not sure at the moment.	9/27/2018 7:47 PM
65	I like the idea that drivers could be rated, which is why personal transportation providers are nice. That way it would weed out the bad eggs.	9/27/2018 7:35 PM

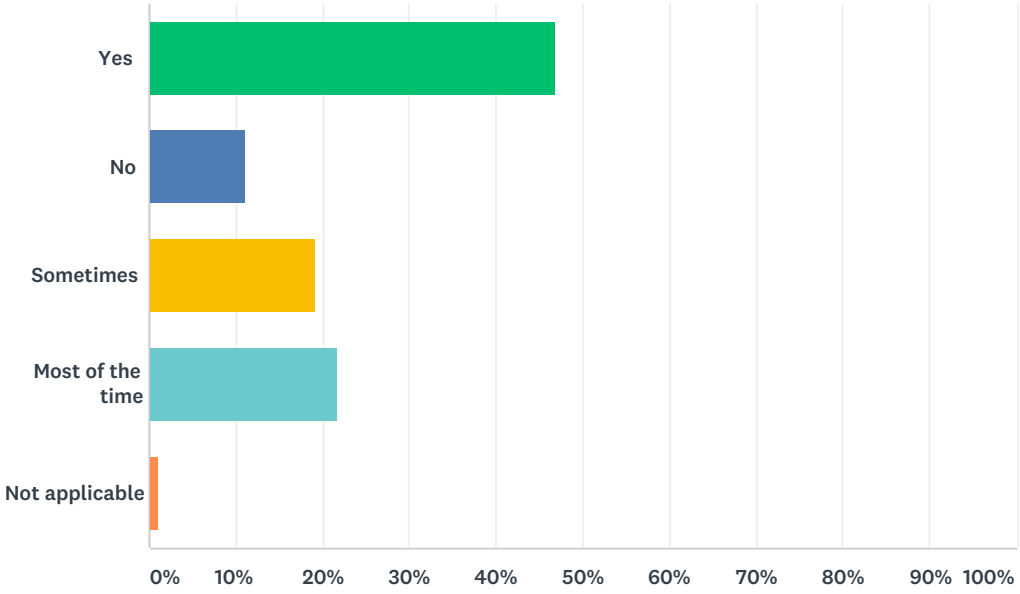
66	Trust the drivers to follow all road rules and get me where I want to go safely. Won't take advantage of people physically or financially. Shouldn't have to question whether the driver is going to be safe or not when booking, they should all be safe	9/27/2018 7:25 PM
67	It means any person using a taxi or hired car feels 100% safe with both the driver's abilities on the road and safe with the driver	9/27/2018 7:23 PM
68	Safety as a woman travelling alone; save driving habits	9/27/2018 7:02 PM
69	All forms of vehicle-for-hire transportation protect their users from all harms they might reasonably expect to encounter when using the service. Everything from bedbugs to the risk of vulnerable people being assaulted or exploited.	9/27/2018 6:44 PM
70	It means I can trust I will get to my destination in a safe and reasonable time for a reasonable rate. The vehicle will be up to code and accommodate me and those of things with me	9/27/2018 6:44 PM
71	safety for all involved, both riders and drivers. a background check system for drivers and clear and quick system to report issues	9/27/2018 6:43 PM
72	Properly insured transportation	9/27/2018 6:35 PM
73	It is very important. When my children were younger sometimes a taxi was used as means to get everyone together.	9/27/2018 6:25 PM
74	That personal safety is penultimate. This means strict vehicle inspections, background checks on drivers, and investigation & serious sentencing of drivers that make passengers uncomfortable or scared (eg: aggressive driving, sexual advances, disrespectful attitudes).	9/27/2018 6:23 PM
75	Not crashing, nice and professional experience	9/27/2018 6:21 PM
76	Means licensed, inspected taxicabs. Not companies that claim to be sharing rides but really aren't.	9/27/2018 6:19 PM
77	it means that taxi drivers who don't assault customers/lock customers	9/27/2018 6:17 PM
78	Regulation, and not through a corrupt parking authority.	9/27/2018 6:15 PM
79	The ability to feel safe during my trip. That the industry is regulated/policed. Drivers have background checks and are registered. That there are mechanisms to address and fix issues.	9/27/2018 6:08 PM
80	Back ground checks and accurate photo id	9/27/2018 6:04 PM
81	It means an industry that is foremost there for the customers and meeting their needs for safe reliable and available vehicles/drivers.	9/27/2018 5:59 PM
82	Safety	9/27/2018 5:58 PM
83	Quicker better service, it's already safer than the taxi industry since all transactions are done via credit card in an app.	9/27/2018 5:58 PM
84	As a commercial vehicle, the operating company must comply and be certified by Governing authorities. The vehicle must be safe, checked and recertified at least twice per year. All drivers must be licensed and experienced drivers. Those with less than two years of driving experience or numerous driving violations should be disqualified from driving a for Hire vehicle.	9/27/2018 5:57 PM
85	Where the drivers are tested and complete many hours of safe and respectful service. There should be a standard. It feels safer in new york to take a taxi then here	9/27/2018 5:47 PM
86	no rape	9/27/2018 5:25 PM
87	vehicles for hire should be as safe as taxis, or even more so.	9/27/2018 5:10 PM
88	Honest drivers and have a regard for a passengers safety	9/27/2018 5:02 PM
89	Good drivers who obey city regulations and treat passengers respectfully.	9/27/2018 5:01 PM
90	As much as is reasonable has been done to insure drivers are not a threat to the passengers	9/27/2018 4:57 PM
91	Ones with accountability. Won't leave you stranded or harass you. Vehicles kept in good working order.	9/27/2018 4:55 PM
92	More reliable	9/27/2018 4:43 PM
93	It would mean a driver who is trained properly in safety on the road. It would also mean a driver who is trained to be excepting to people who are emotionally, physically, or mentally disabled; people of color; people from the LGBTQIA+ community, etc.	9/27/2018 4:40 PM

94	That there must be no more risk to a passenger's personal safety than there would be in their own, private vehiclei	9/27/2018 4:37 PM
95	Feeling confident in the driver and their ability to drive in a safe manner	9/27/2018 4:30 PM
96	An inexpensive fare ride where I feel very safe with a perfume-free, smoke-free environment.	9/27/2018 4:28 PM
97	Camera’s for both passenger and driver safety. Drivers who have a complete understanding of disabilities and minority groups. Drivers who are required to perform services regardless of their personal beliefs about a disability, minority group or others and accountability systems to provide customer service.	9/27/2018 4:19 PM
98	Fewer taxis would be great. Failing that, holding taxi drivers and their companies to a much higher standard and level of accountability. Drivers should be punished when they take advantage of passengers. Companies should be fined when a taxi fails to show up. The current system is terrible and needs to be amended. Having some way of tracking where a driver is and when they will be arriving would help a great deal. Eliminating the exchange of funds physically would also be a good idea. You know what, just approve ride sharing already. The taxi industry is lobbying for protection to an outdated, unsafe, and inefficient mode of transportation. If they're truly a better service, then they have nothing to fear from competition. If not, then why are we protecting the chokehold monopoly they hold on the citizens of this city?	9/27/2018 4:18 PM
99	Knowing who is driving me, with a camera in the car, license clearly visible.	9/27/2018 4:16 PM
100	Safe and adequate transportation	9/27/2018 4:04 PM
101	Freedom from harassment or unwanted advances from a driver. Driver focused on driving the vehicle and NOT nattering in a foreign language on a cell phone, even if handsfree. Pay attention to the road and to traffic.	9/27/2018 4:02 PM
102	Safe drivers - no criminal history. Safe driving - clean driving record.	9/27/2018 4:01 PM
103	pick up and drop off people without fighting the passengers	9/27/2018 4:00 PM
104	There should be an easy way to give feedback on individual drivers.	9/27/2018 3:59 PM
105	Having a safe comfortable ride. Taxis business will lose customer base because they do not keep up with the times. Don’t blame amazon for targets demise.	9/27/2018 3:51 PM
106	Would mean that using the service I would feel more safe and secure. I could pick a driver with a good rating, instead of being scared of the driving of 99% of the taxis I get into. They’re always talking on their Bluetooth and I don’t feel comfortable with their driving at all.	9/27/2018 3:46 PM
107	A safe vehicles for hire industry requires policies, procedures and standards (to which drivers and organizations are held accountable) to ensure the safety, security and privacy of passengers (and their personal confidential information) at all times. This includes stringent security requirements with respect to any apps they are using to collect financial data for payments. It further includes diligent hiring procedures for drivers. Ideally, someone would not be able to operate as a driver if they have a criminal record or any items of note on a background check. I would further recommend that drivers who have previously been responsible for accidents of which MPI is aware (of a certain nature, within a certain timeframe) are not allowed to obtain a license to drive. Security measures to protect the driver while in the "taxi" are also important; for example, alerts to a monitoring body when a taxi deviates a certain amount from the designated route. A creative solution may also be to give safety conscious passengers the option to "check in" when they arrive at their desired destination; create a flow within apps such that if someone doesn't check in within 10 minutes of their arrival time, they receive a phone call from someone who works for the company to ensure they have arrived safely, etc.	9/27/2018 3:45 PM
108	safety is everything	9/27/2018 3:44 PM
109	When hiring a vehicle to give me a ride, I have an expectation that the driver will be competent and will not try to harm or injure me in any way.	9/27/2018 3:44 PM
110	- well maintained vehicle - dash cam - inside cam	9/27/2018 3:39 PM
111	Consistent regulations and safety requirements for all services	9/27/2018 3:35 PM
112	The Driver is a good driver - does not speed and follows the rules of the road. The driver should be experienced and professional. As a woman - I want to feel safe and want to be treated respectfully.	9/27/2018 3:35 PM

113	There are strict rules that protect passengers and drivers, and these are enforced 100% of the time, with serious consequences against drivers or passengers who endanger the passenger or driver, respectively, or who are abusive, threatening, harassing, or violent.	9/27/2018 1:39 PM
114	It means I can take a cab without getting hit on or driven to a location I didn't ask to be driven to on routes I didn't want to go on, or stopped in random places to "meet another driver to exchange something"	9/27/2018 12:19 PM
115	Safe for rider safe for pedestrians	9/26/2018 11:10 PM
116	Competent drivers, responsible drivers, trustworthy drivers, proper lock downs for personal equipment	9/26/2018 1:11 PM
117	It means opportunities for community participation, personal networking, being part of my community	9/26/2018 12:49 PM
118	Confidence that driver is a person of good character and integrity, and that when inappropriate behaviour is suggested, there is available adequate evidence to support the truth.	9/26/2018 11:07 AM
119	One with side ramp for wheelchair	9/26/2018 10:22 AM
120	Taxi not a ride sharing	9/25/2018 4:26 PM
121	Physically, and emotionally safe as well as accessable.	9/23/2018 10:44 PM
122	its good but not good to do to many ride share not good for other industry drivers we are going to loose our taxi driver industry	9/23/2018 7:19 PM
123	Very convenient and low price than normal cabs usually we are waiting for cab more than 1 hour know with vehicle for hire they are pretty fast	9/22/2018 12:49 PM
124	Professional, clean, reliable, easily identifiable drivers and vehicles. Knowing they have had criminal and vulnerable sector record checks and random drug and alcohol testing.	9/22/2018 9:43 AM
125	Safety of the passenger, safe driving and safety of the driver. 0 tolerance policy for unsafe behaviour of the service provider.	9/22/2018 7:26 AM
126	not smelly cars	9/21/2018 6:04 PM
127	A fully insured vehicle (as a taxi is fully insured) and vehicle safety and metre monitored by government	9/21/2018 4:26 PM
128	Na	9/21/2018 3:42 PM
129	Most imp	9/21/2018 12:17 PM
130	All drivers and dispatchers must be held accountable for their actions when persons are refused transportation and/or when a lack of safety is provided.	9/17/2018 2:30 PM
131	It means consistent, courteous, compassionate, transportation services provided to the citizens.	9/17/2018 1:26 PM
132	Vehicle for hire not safe way to go	9/17/2018 1:24 PM
133	I don't drive and I have a disability so there are many times I have to hire a vehicle. It's important that they are safe and reliable.	9/17/2018 7:41 AM
134	Passengers and rivers respect protocol.	9/16/2018 1:31 PM
135	Safety for both passengers and drivers. Passengers should not feel unsafe with drivers, especially female passengers when they are alone in the vehicle. Drivers should also not feel unsafe in the vehicle - this is their workplace.	9/14/2018 1:38 PM
136	Drivers and passengers should not be physically, emotionally or financially in jeopardy.	9/14/2018 12:04 PM
137	Drivers are screened for criminal record checks, and any offender registries, not just in Winnipeg but all possible jurisdictions.	9/14/2018 11:45 AM
138	Being free to take vehicles for hire without thoughts to my safety or acceptance in a taxi.	9/14/2018 11:35 AM
139	Honest and Reliable staff. Safe vehicles and mechanisms in good repair.	9/14/2018 9:49 AM
140	That the vehicle is saftied and insured and the drivers have passed a clearance/background check similar to teachers in the public school system. That when booking a ride for hire I have their vehicle make/colour & name/picture available to me and that the fare is set and paid upon booking so no transactions need to occur at the end of my ride.	9/14/2018 8:15 AM

Q38 Do you feel safe when using a taxi on your own, during the day?

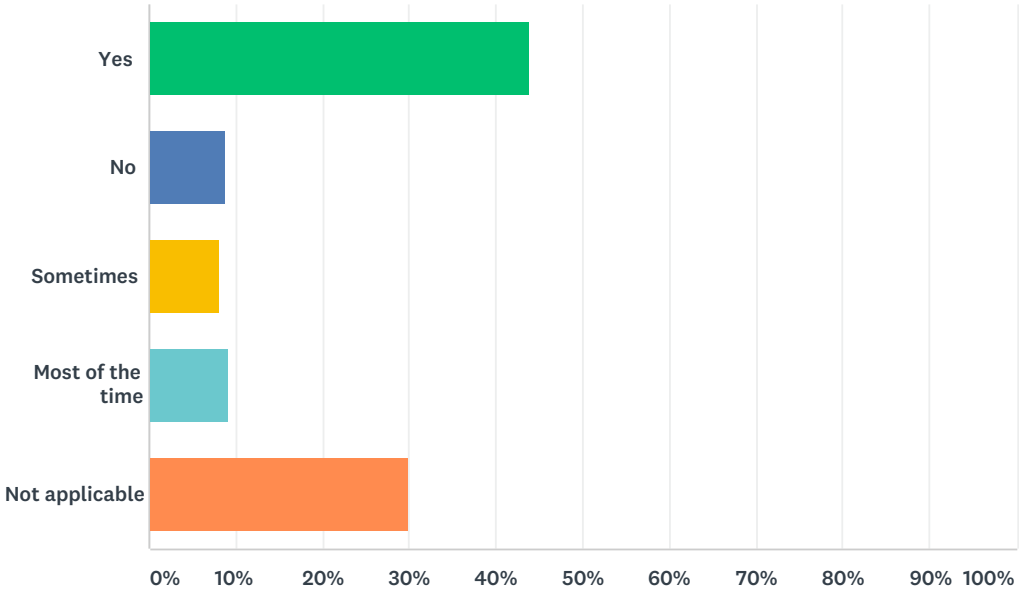
Answered: 207 Skipped: 253



ANSWER CHOICES	RESPONSES	
Yes	46.86%	97
No	11.11%	23
Sometimes	19.32%	40
Most of the time	21.74%	45
Not applicable	0.97%	2
TOTAL		207

Q39 Do you feel safe when using a personal transportation provider (PTP) on your own, during the day?

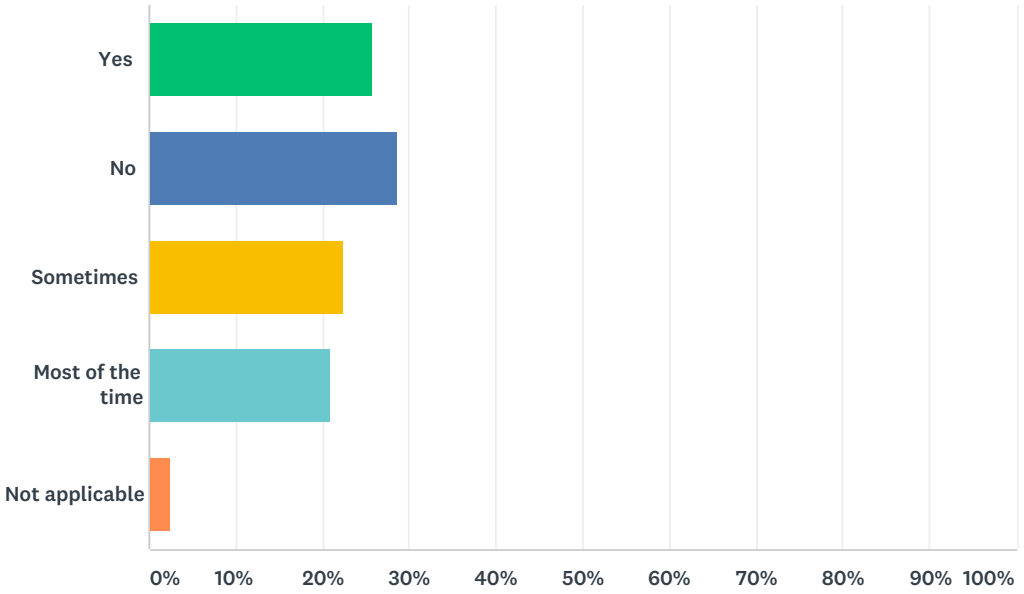
Answered: 207 Skipped: 253



ANSWER CHOICES	RESPONSES	
Yes	43.96%	91
No	8.70%	18
Sometimes	8.21%	17
Most of the time	9.18%	19
Not applicable	29.95%	62
TOTAL		207

Q40 Do you feel safe when using a taxi on your own, at night time?

Answered: 206 Skipped: 254

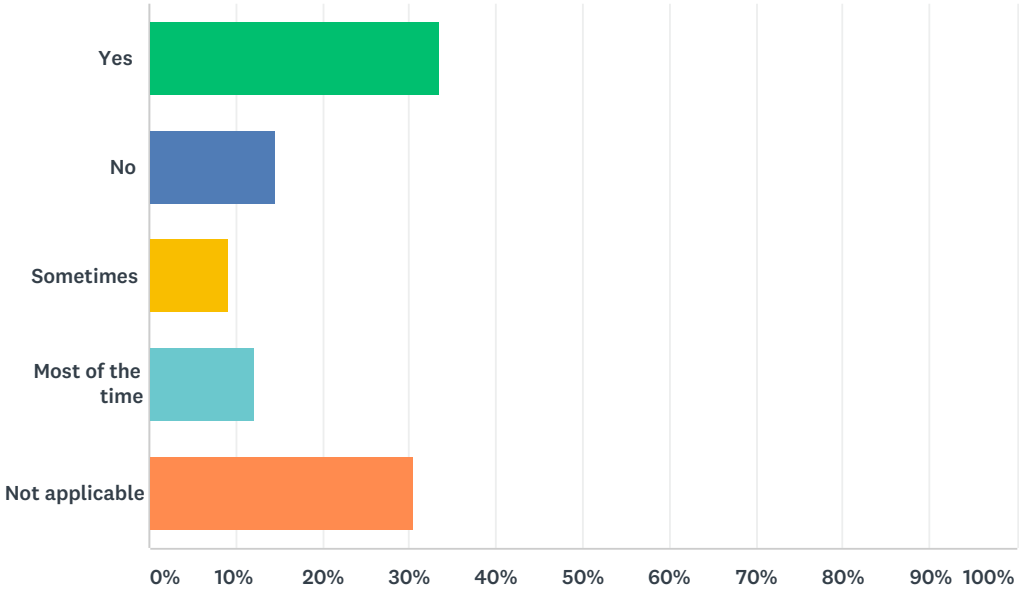


ANSWER CHOICES	RESPONSES

Yes	25.73%	53
No	28.64%	59
Sometimes	22.33%	46
Most of the time	20.87%	43
Not applicable	2.43%	5
TOTAL		206

Q41 Do you feel safe when using a PTP on your own, at night time?

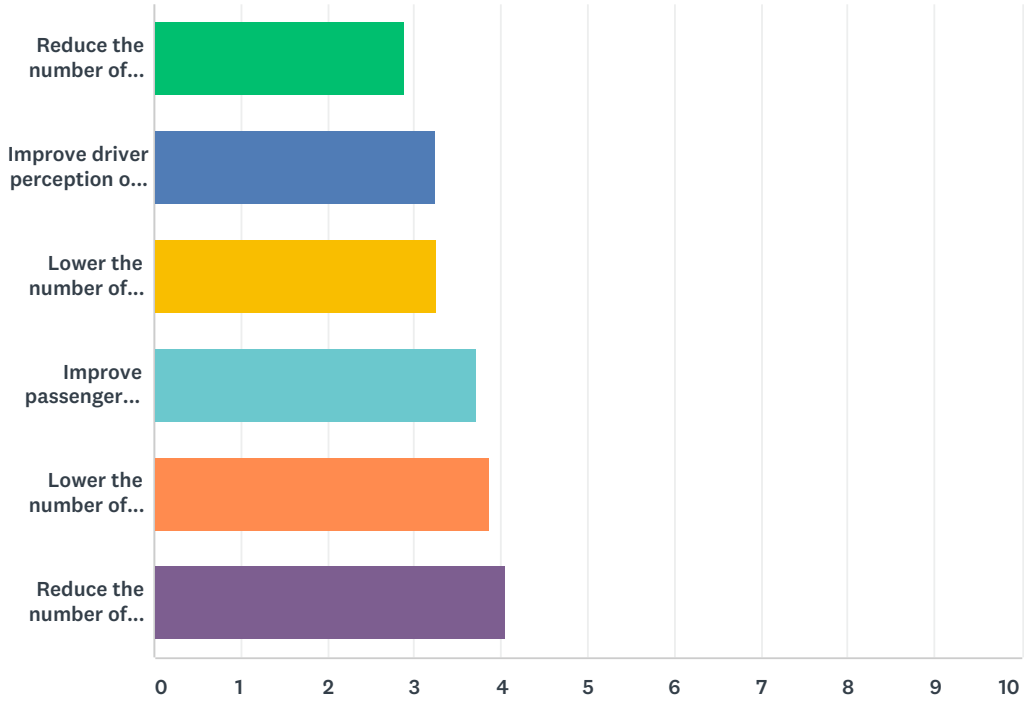
Answered: 206 Skipped: 254



ANSWER CHOICES	RESPONSES	
Yes	33.50%	69
No	14.56%	30
Sometimes	9.22%	19
Most of the time	12.14%	25
Not applicable	30.58%	63
TOTAL		206

Q42 What do you think a safety a security program should try to accomplish? Drag and drop the following safety objectives so your highest priority is on top and your lowest priority is at the bottom. Please add others if there are other safety objective you think should be considered.

Answered: 191 Skipped: 269



	1	2	3	4	5	6	TOTAL	SCORE
Reduce the number of collisions involving vehicles for hire.	14.52% 27	11.29% 21	11.29% 21	15.59% 29	6.45% 12	40.86% 76	186	2.89
Improve driver perception of safety.	8.74% 16	16.39% 30	21.31% 39	18.03% 33	15.30% 28	20.22% 37	183	3.25
Lower the number of driver injuries.	12.64% 23	12.64% 23	20.88% 38	14.84% 27	21.43% 39	17.58% 32	182	3.27
Improve passenger perception of safety.	21.93% 41	17.65% 33	10.70% 20	19.25% 36	21.93% 41	8.56% 16	187	3.73
Lower the number of passenger injuries.	16.20% 29	22.35% 40	18.44% 33	22.91% 41	15.08% 27	5.03% 9	179	3.87
Reduce the number of conflicts between drivers and passengers.	25.67% 48	20.86% 39	18.18% 34	9.63% 18	19.25% 36	6.42% 12	187	4.05

Q43 Other safety objectives:

Answered: 60 Skipped: 400

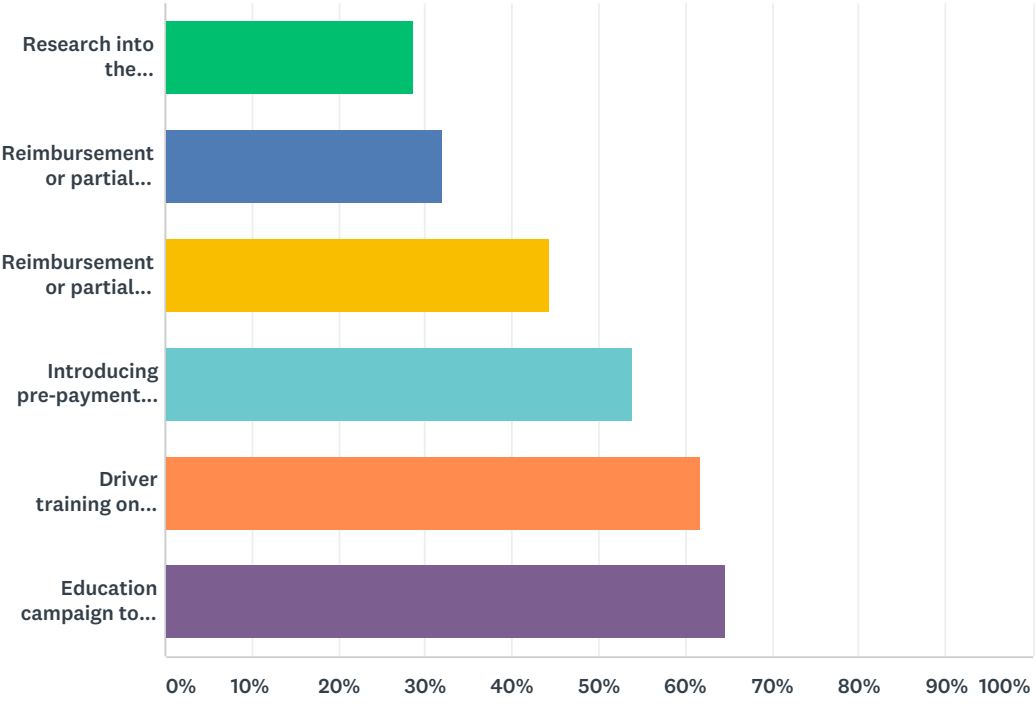
#	RESPONSES	DATE
1	Safe transportation for women and children.	10/7/2018 4:22 PM
2	Good, open communication between riders and drivers. Focus should be on treating each other as people, not just money and vehicle.	10/7/2018 3:57 PM
3	Ensure that drivers are properly trained, including how to properly use securement systems in accessible vehicles.	10/7/2018 11:08 AM
4	Have an independent 24 hr accessible call center of sorts to report any and all concerns by the passengers using this type of transportation.	10/5/2018 10:31 AM
5	Have to only 3 customers 6 pm to 6 am back seat	10/5/2018 9:47 AM

6	If conflicts reduced, it would improve perceptions of both drivers and passengers and should also lower number of injuries from both. Reducing collisions would have same rebound effect (reducing injuries and improving safety perceptions.)	10/4/2018 5:26 PM
7	All of the above are important. I do not believe there is value in ranking them.	10/3/2018 12:40 PM
8	Ensure all vehicles are safe, maintained, energy efficient and road worthy and all drivers have a clear: driving record, criminal records check and sexual abuse registry check. Provide road/driving safety instruction to all drivers; conflict resolution and stress management skills.	10/3/2018 9:38 AM
9	None at this time	10/3/2018 6:25 AM
10	Stay out of bike lanes	10/1/2018 2:09 PM
11	Dramatically increase the number of universally accepted vehicles. Eliminate the $12 surcharge for door-to-door service and make that sort of assistance a requirement for drivers upon request. Nonviolent Crisis Intervention for drivers.	10/1/2018 10:23 AM
12	Have weapons available for passenger use when crowds attack cabs with passengers in them.	9/28/2018 8:55 PM
13	End the horrible problems of taxis and rape	9/28/2018 1:07 PM
14	Transparency of who my driver is and having paid before ride arrives so there is no argument.	9/28/2018 11:34 AM
15	Safer drivers on the road at all times whether for hire or not.	9/28/2018 10:59 AM
16	Sometimes I don't feel safe when drivers take detours from usual, more common routes. I had one person take back alleys in a more industrial area that I was not familiar with, and I was not at all comfortable. I had concerns for my safety, but then he got back on track.	9/28/2018 10:50 AM
17	Significant background and criminal checks.	9/28/2018 9:46 AM
18	Ability to see the driver and reviews from customers prior to hailing the cab through an app. Ability to complain about the driver and receive answers.	9/28/2018 8:46 AM
19	Improve road safety for other road users, including pedestrians and cyclists	9/28/2018 8:41 AM
20	Do not rely solely on the driver employer to handle complaints against drivers.	9/28/2018 8:37 AM
21	Actual consequences for taxi drivers who harass female passengers.	9/28/2018 8:30 AM
22	don't allow drivers to attack passengers	9/28/2018 8:29 AM
23	Main safety concern is not having safe transportation available to pick up passengers curbside late at night. This causes poor decisions and potentially drunk driving as the alternative.	9/28/2018 8:05 AM
24	Taxi drivers talk on the phones while driving. Taxis are not safe	9/28/2018 6:51 AM
25	I don't want the driver to have access to me.	9/28/2018 4:56 AM
26	I feel safer in services like Uber or TappCar because a vehicle is tracked and you know who is a driver and a driver knows who is a passenger. In addition you do not need to pay in cash.	9/27/2018 10:00 PM
27	Drivers need disability awareness and sensitivity training (how to guide a blind person when needed/asked for.)	9/27/2018 9:26 PM
28	Stop taxies	9/27/2018 9:15 PM
29	The taxis are old and unsafe and driven by questionable drivers. Very unsafe.	9/27/2018 9:09 PM
30	Reduce driver distraction by all the gadgets they use, either as part of the job or to distract from it.	9/27/2018 9:07 PM
31	none	9/27/2018 8:51 PM
32	Address the discrimination issue. Both drivers and passengers face discrimination.	9/27/2018 8:12 PM
33	There needs to be more accountability with Cabs, a lot of times theres verbal abuse and confrontation from cab drivers. Unwanted sexual advances from both can drivers and ptp. We, the public, should not have to worry about the person who we are paying to drive us home. Bus drivers wouldnt treat us like this. Ijs.	9/27/2018 7:53 PM
34	Voice recording	9/27/2018 7:37 PM
35	Safe, efficient, economical (proper direct travel to destination w/o padding the bill with unnecessary detours).	9/27/2018 6:27 PM

36	Every vehicle for hire should have police accessible cameras in case an incident happens. I've seen elsewhere PTP be involved in incidents and then there is no evidence ...Becomes a total he-said she said situation and difficult.	9/27/2018 6:25 PM
37	What does it matter, the Mayor is bought and paid for.	9/27/2018 6:19 PM
38	Ensuring the safety, particularly of female passengers. Customers should at all times be free from harassment and not concerned over a driver knowing where they live or that they are not home.	9/27/2018 6:03 PM
39	Random checks for compliance, mandatory quarterly checks of the driver's licence and driver's abstract.	9/27/2018 6:01 PM
40	Woman should always feel safe.	9/27/2018 5:50 PM
41	get drivers off the phone, stop texting, and focus on the road	9/27/2018 5:29 PM
42	Ensuring that the drivers are able to comprehend and speak English.	9/27/2018 4:40 PM
43	Safeguarding the private/confidential information of passengers. Credit card information, name, home address and more.	9/27/2018 3:47 PM
44	Proper training of drivers should be a priority. Most are new to Canada and new to Winnipeg and do not know where they're going and have limited understanding of the rules of the road or driving culture.	9/27/2018 3:38 PM
45	Ensure the safety of lone female passengers, protecting them from threats, harassment and/or assault from drivers.	9/27/2018 1:41 PM
46	Educate public about driver has a right of cash up front so he make sure driver get paid off	9/27/2018 12:26 PM
47	NO HARASSMENT OF PASSENGERS	9/27/2018 12:20 PM
48	Na	9/26/2018 11:16 PM
49	Education speaking and understanding	9/26/2018 4:18 PM
50	Training of drivers -- thorough and frequent	9/26/2018 1:16 PM
51	If if whicle for hire doesn't have camera and safty Sheild and strobe light and driver with class 4 licence then our citizens are not safe and we paid for all this and we installed them after many incident happened in Winnipeg remember 40% population of Winnipeg are on social assistant and they call Taxi and they want free ride and they do not want to pay and then confelect start between driver and the passenger and I think our Mayer did a big mistake to open the door for Tapp cars and the Uber because this guys on street with non of above features and have no experience so I order to serve citizen mr bowman should increase Taxi number in existing dispatch companies and respect the system that we are working because camera and safty Sheild and strob lights and class 4 driver licenc were became law and the government force us to do it after many incident happened .Drivin Taxi or giving ride to public in Winnipeg without all this is not safe	9/24/2018 1:44 AM
52	Defensive driving	9/22/2018 10:12 PM
53	Put shield that no contact between driver n passenger	9/18/2018 5:31 PM
54	Have a basic first aid kit for each vehicle for hire	9/17/2018 1:34 PM
55	None	9/17/2018 1:27 PM
56	PASSENGERS MUST RESPECT DRIVERS AND WHAT THEY ARE ALLOWED OT DO AND NOT ALLOWED TO DO.	9/16/2018 1:35 PM
57	Reduce speeding of drivers.	9/14/2018 1:44 PM
58	I don't think the perception of safety should be improved, but rather that safety (period) should be improved. Improving the perception does nothing to make safety actually improved.	9/14/2018 11:51 AM
59	Ensure drivers are trained and able to deal with passengers who have challenges (physical, mental or emotional). Having drivers trained in the various societal aspects of our cultural. Having drivers aware and versed with the city and ensuring that they use direct routes to safely transport their customers. Ensuring drivers are respectful and kind to whomever enters their taxi. Ensuring drivers provide a safe and clean environment for their passengers. Thanks	9/14/2018 11:46 AM
60	Reduce racism	9/14/2018 9:53 AM

Q44 Please select three safety and security measures from the list below that you think will improve safety in the industry. These safety and security measures may be considered as part of a safety and security program, funded through the driver safety surcharge. Consideration of measures for the program will depend on a number of factors, including stakeholder input, cost, available funds from the surcharge, and feasibility of implementation.

Answered: 178 Skipped: 282



ANSWER CHOICES	RESPONSES	
Research into the effectiveness of vehicles for hire safety measures and pilots to test and collect data.	28.65%	51
Reimbursement or partial reimbursement to drivers for skipped fares to support drivers who do not pursue a potentially dangerous situation to collect a fare.	32.02%	57
Reimbursement or partial reimbursement for safety equipment installation in vehicles for hire.	44.38%	79
Introducing pre-payment regulations and an education campaign to inform the public on pre-payment.	53.93%	96
Driver training on conflict resolution.	61.80%	110
Education campaign to provide information on the rights of drivers and passengers and the consequences of violence.	64.61%	115
Total Respondents: 178		

Q45 Do you know of any other safety measures you would like to see implemented as part of a safety and security program?

Answered: 67 Skipped: 393

#	RESPONSES	DATE
1	Carseats for children	10/7/2018 4:22 PM
2	Better lighting in cabs for nighttime entering and exiting. Drivers waiting until someone is in the door unless the passenger indicates that this is not necessary, or responds no to a question about waiting. Drivers and passengers looking at each other and treating each other as people. Maybe the taxi companies getting together to put on some sort of public relations event to put a human face on the industry. The city could co-sponsor.	10/7/2018 3:57 PM
3	Quick response from police when driver is in danger	10/7/2018 1:38 PM
4	Not everyone has the ability to pre-pay a fare although this might be an idea for the cabs especially those who attempt to scam or go as slowly as possible to reach destination ...	10/5/2018 10:31 AM
5	Have to course caltaker and dispatch company for passengers ,driver understanding and driver safety.	10/5/2018 9:47 AM
6	Easy way to report unacceptable behaviour of ghost cabs - these I find WAY more hazardous than PTP that need booking as these drivers haunt grocery stores and malls and solicite fares from people leaving stores, most times very agressively.	10/4/2018 5:26 PM
7	The comments I stated in # 12.	10/3/2018 9:38 AM
8	None at this time	10/3/2018 6:25 AM
9	city police to cooperate to work with the taxi drivers on safety issues	10/2/2018 5:10 PM
10	Cab driver training- take calls from Safeway -	9/30/2018 2:21 PM
11	Introduce LAVs as transportation vehicles. Make the public aware they live in a war zone.	9/28/2018 8:55 PM
12	strict rules and permit required to drive a vehicle for hire including intensive background checks of the drivers (background checks on a history violence, theft, and unsafe driving)	9/28/2018 2:40 PM
13	cameras in vehicles for hire	9/28/2018 11:53 AM
14	Taxi offering prepaid rides.	9/28/2018 11:34 AM
15	Can't think of any	9/28/2018 10:59 AM
16	It seems like you're generally more concerned about the safety of drivers, rather than passengers. I understand that they can be at risk, but so are passengers--especially females--who get into a car with a strange driver. I would like to see better training so that drivers would interact positively and professionally with passengers, so especially women would feel more at ease. E.g. So they are friendly and not on the phone during the entire trip, or when they ask what route you want to take, yet take another...or if you don't know the route, or don't have a suggestion, they take the long way around. It doesn't feel safe or secure or instill a sense of trust when you know they are not taking the most direct/efficient route. (I even had a driver argue with me about where my house was. I've lived in Winnipeg for most of my life! As a result, he missed the turn. That added stress to my trip.) It is hard to trust drivers and feel safe and comfortable when you have to direct them. Likewise an increased perception of safety would be there if cars were always clean, and drivers were uniformed.	9/28/2018 10:50 AM
17	Significant background checks.	9/28/2018 9:46 AM
18	A screening process that doesn't allow criminally violent people to be drivers.	9/28/2018 9:28 AM
19	Ability to call call for help from inside the vehicle by way of pushing a button that enable a light outside the vehicle to inform the public.	9/28/2018 8:46 AM
20	Much more driver education. Do not let them pass in the transit lane, or any right-most lane in the city. Enforcement against aggressive driving	9/28/2018 8:41 AM
21	Driver training on sexual harassment and respect for women.	9/28/2018 8:30 AM
22	train drivers not to attack customers	9/28/2018 8:29 AM
23	Drivers should speak English.	9/28/2018 7:56 AM
24	Focus on rideshare. They have your ID on file and drivers are more trusted.	9/28/2018 6:51 AM

25	No	9/28/2018 5:29 AM
26	Sadly I don't. I've pondered over this for both driver and passenger, both taxi and transit bus. So much of it seems to require trust that another person isn't a horrible human being.	9/28/2018 4:56 AM
27	Consequences and accountability in the taxi industry and SEVERE penalties when you try to report issues to dispatchers. COMPETITION is in my opinion the BEST safety measure in the long run.	9/28/2018 3:37 AM
28	Bring Uber to Manitoba and build competitive market	9/27/2018 10:00 PM
29	Some folks are too large to settle safely in the rear seart of vehicles with low roofs; I've banged my head (slightly) in a Prius seated in back.	9/27/2018 9:26 PM
30	We need Uber. It's much safer. Crouse sourcing is better than government regulation.	9/27/2018 9:09 PM
31	none	9/27/2018 8:51 PM
32	Develop a stronger relationship between police and the vehicle for hire industry. Place cameras with audio and video in all vehicle for hire cars.	9/27/2018 8:12 PM
33	Driver training on etiquette and customer service standards.	9/27/2018 8:09 PM
34	Audio and better visual. Sometimes can drivers have been known to steal from passengers. Again, there is no proof. With audio you can hear who escalated an argument or if a cab driver engaged in inappropriate behavior.	9/27/2018 7:53 PM
35	Driver license re-testing every year to keep their license.	9/27/2018 7:36 PM
36	Basic education on social norms and what's appropriate to discuss between drivers and passengers	9/27/2018 7:25 PM
37	Tamper-proof recording cameras in vehicles, with one week of recording time.	9/27/2018 6:48 PM
38	Cameras with audio recording inside as well as dash cameras pointing outside	9/27/2018 6:32 PM
39	Complete biometric police checks. Proper police accessible tamper proof vehicle for hire cameras in ALL vehicles including PTP's. If not that, then must require a shield for safety. Otherwise we have seen severe problems.	9/27/2018 6:25 PM
40	The City should not be in charge of taxis or rides for hire.	9/27/2018 6:19 PM
41	Customer service skills would go along way.	9/27/2018 6:01 PM
42	Education	9/27/2018 5:50 PM
43	criminal background checks on all drivers. spot checks on drivers to prevent license sharing.	9/27/2018 5:29 PM
44	Make it mandatory to record audio in addition to video inside taxis to assist with investigating complaints.	9/27/2018 5:07 PM
45	Higher standards of background checks for drivers, with ongoing routine background checks including drug testing. Higher driving standards (higher driver safety rating mandated, more driving instruction/testing).	9/27/2018 4:08 PM
46	All drivers and vehicles to have the same licencing requirements and insurance liability. They should all have the same classification of licence.	9/27/2018 4:07 PM
47	Driver/vehicle screening process prior to being authorized to be a driver.	9/27/2018 3:54 PM
48	Passenger rating if that would be possible to keep the drivers safe from the sketchy people. They would definitely have to pre-pay for their destinations so that they couldn’t skip out and the driver doesn’t have to worry about carring cash	9/27/2018 3:50 PM
49	Drivers should have the right to refuse a fare if they fee unsafe.	9/27/2018 3:38 PM
50	Stricter sanctions against drivers who attack, assault or harass female drivers. None has ever been prosecuted or convicted, lost their driver's license, or their job.	9/27/2018 1:41 PM
51	full fledge safety shield like cops car should install in cabs	9/27/2018 12:26 PM
52	Professional driver (class 4) Security cam inside the cab Hold credit card information like uber	9/26/2018 11:16 PM
53	Police petroling and administration support for the Taxis as well as passengers.	9/26/2018 5:08 PM
54	Pre payment is the best	9/26/2018 4:18 PM

55	A priority action when a vehicle for hire driver call 911.	9/26/2018 11:29 AM
56	All public driver should get extra training from their dispatch company as we do and the city should train more new drivers and teach them all stay tecnique as the Taxi Cabboard thought us long time a go . More drivers should be train and if possible let dispatch company train them and help existing dispatch companies to train more and new drivers	9/24/2018 1:44 AM
57	Driver registrar	9/22/2018 10:12 PM
58	More competition	9/22/2018 7:30 AM
59	Drivers should be licensed and no criminal record, vehicles fully licensed and fully insured	9/21/2018 4:33 PM
60	Research is also important, we can learn from history and what currently works for other places!	9/17/2018 1:34 PM
61	No	9/17/2018 1:27 PM
62	END THE PRACTICE OF DRIVERS BEING FORCED TO LEASE VEHICLES PER SHOFT OR PER WEEK. THE FINANCIAL SUBSIDY ALLOWS OWNERS TO SKIP THEIR RESPONSIBILITY FOR THEIR OWN INDUSTRY SAFETY AND DRIVERS TAKE ON RISKS AS A RESULT. THE PRESSURE ON DRIVERS WHO ARE ALREADY OUT OF POCKET ADDS STREES AND THEREAFTER CONFLICT CAN AND DOES RESULT.	9/16/2018 1:35 PM
63	require all VFH apps to have an emergency button that would connect the passenger with 911; Fines for dispatch companies that do not comply with safety or have a certain number of complaints that upon investigation are found to be factual where safety was compromised.	9/14/2018 1:44 PM
64	Proper handling and securement of wheelchairs in taxis.	9/14/2018 12:12 PM
65	Perhaps this is already a measure in place - "the driver has the right to refuse service" - if a driver feels unsafe about a prospective passenger, he or she should be allowed to drive past, without negative consequences to his or her employment	9/14/2018 11:51 AM
66	It is harder explaining but I will try explain one thing is important when I am driving one or some time two customers do not pay the taxi fare, when taxi board we was offer the customer to pre paid then we go but now city rule all the time meter should be running so once customers pre paid then customer told us stop the meter we wil already pay you	9/14/2018 11:33 AM
67	Education to reduce biases and stereotyping, promote equality in our society.	9/14/2018 9:53 AM

Q46 What does an accessible vehicles for hire industry mean to you?

Answered: 107 Skipped: 353

#	RESPONSES	DATE
1	Anyone should be able to have the service they require provided when it is offered, whether they suffer from any disabilities or not	10/7/2018 4:23 PM
2	Depends on the vehicle. Passengers should know ahead of time if the vehicle meets their accessibility issue. Drivers should not, however, be expected to assist handicap passengers unless they agree to do so in their contract.	10/7/2018 4:01 PM
3	It means that people have an alternative to private cars or public transportation, that is dignified, convenient, that treats people as they would other passengers (i.e. people going out for an evening are not confronted by dirty vehicles, inaccessible travel or inappropriate interactions.	10/7/2018 3:59 PM
4	It means a lot it lots of help for handicapped people	10/7/2018 1:39 PM
5	Easy to get around, know the price before your trip. No cash money needed when using app	10/7/2018 1:10 PM
6	Vehicles are available within a reasonable timeframe. Drivers are properly trained. Vehicles are safe.	10/7/2018 11:09 AM
7	People with mobility devices accepted as passengers. Help getting in and out of vehical	10/7/2018 5:50 AM
8	I currently do not use but may require in future as I am not impressed with the current methods in city.	10/5/2018 10:35 AM

9	Some people need for that passenger have knowledge accessible vehicles. City provide fincial help to make a accessible van.	10/5/2018 9:58 AM
10	Means that people I love to visit with can actually come and visit without having to deal with HandiTransit and its very NOT helpful rigid pickup/drop-off system. The more vehicles on the road that can dual cab/accessible the better.	10/4/2018 5:29 PM
11	Welcoming to all	10/3/2018 12:41 PM
12	A vehicle that allows for persons with various types of disabilities to get in and out of and to ride safely inside. A fare system that is accessible to persons with disabilities on reduced income.	10/3/2018 9:40 AM
13	that vehicles can transport person with wheelchair, crutches, limited mobility, mom with baby stroller, etc.	10/2/2018 5:52 PM
14	Accessible for people of all abilities --> consider low vision as well as blind, partial mobility as well as no mobility, hearing loss and deafness	10/2/2018 10:43 AM
15	anyone, everytime	10/1/2018 2:10 PM
16	Accessible to me means available ride without waiting, quick response/pickup.	10/1/2018 10:15 AM
17	More wheelchair accessible vehicles. I had surgery and was in a wheelchair for 4 months. Too hard to get a cab to get to hospital at night. Cab ride home - the cab driver left me at the curb in my wheelchair. NO assistance at 4am.	9/30/2018 2:23 PM
18	help people get in and out car and luggage	9/30/2018 7:48 AM
19	Essential for economical transport throughout the city	9/28/2018 8:57 PM
20	All citizens have equal access and equal rights to services	9/28/2018 7:52 PM
21	n/a	9/28/2018 2:40 PM
22	Anyone with any body can get a ride with support getting to and from their front door if needed	9/28/2018 1:08 PM
23	It means that there is enough room for a disabled person to easily enter the vehicle and sufficient space for mobility aids	9/28/2018 11:55 AM
24	I do not require accessibility, but having it for people who do should be considered.	9/28/2018 11:36 AM
25	Accessible means that anyone can use it whether wheelchair bound or not. Many elderly folks need help walking from the door of the building to the vehicle and the driver should ask if they need assistance. Drivers need training of how to ask if the person needs assistance or how they can assist. Give the passenger the choice. A wheelchair van does not need to go to every call but the dispatcher should ask if any assistance will be needed and listen to what the person says and send the appropriate vehicle.	9/28/2018 11:03 AM
26	It does not apply to me. I think that it is important to have wheelchair accessible vehicles, since handitransit is cheap, but their vehicles take a very long time to get anywhere. There are many improvements needed there.	9/28/2018 10:53 AM
27	Able to accomodate people with physical disabilities, sight impairment, reduced mobility	9/28/2018 10:03 AM
28	acessable to disabled persons	9/28/2018 9:51 AM
29	Service animals welcome. Options for wheelchair. Support person 'discounts'	9/28/2018 9:47 AM
30	Makes sense, we have an aging population. Accessibility to mobility for those people is important.	9/28/2018 9:29 AM
31	It means a car that will take me to point a to point b. That is convinient, reliable, safe and clean. No issue with payments.	9/28/2018 8:47 AM
32	n/a	9/28/2018 8:41 AM
33	Vehicles that can transport a wheelchair.	9/28/2018 8:38 AM
34	those with accessibility issues should be able to use the transport	9/28/2018 8:30 AM
35	sufficient supply of safe accessible transportation allowing passengers with physical limitations the same access as someone without limitations.	9/28/2018 8:07 AM
36	available with a few minutes after calling dispatch for a ride.	9/28/2018 7:57 AM
37	wheelchair accessible	9/28/2018 6:51 AM

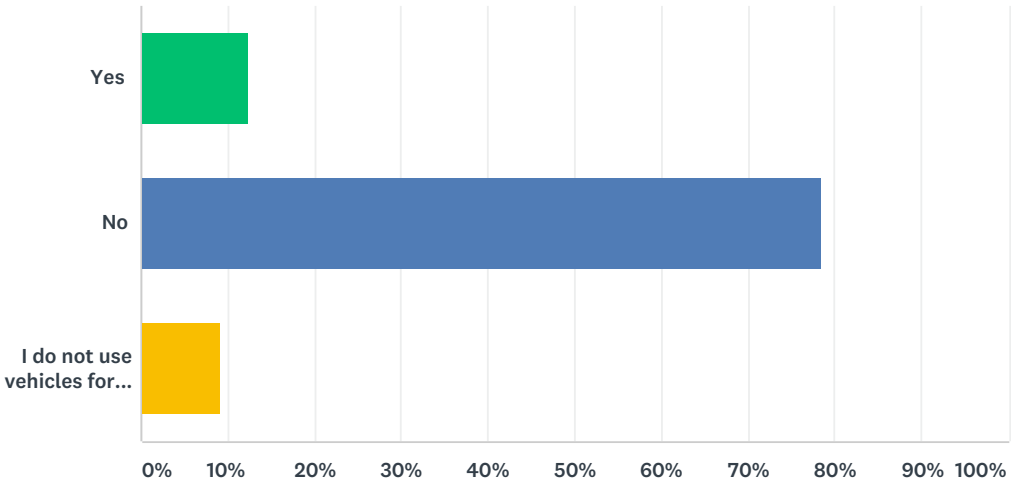
38	This means that no one should feel that they cannot use a vehicle for hire, simply because of a disability that they have.	9/28/2018 6:31 AM
39	It means it can be easily accessed by everyone who uses it.	9/28/2018 5:30 AM
40	Well it helps if they have the vehicles they claim to have. Many times was told the taxi company had nothing free at the moment for wheelchair, all day... that isn't very accessible is it? Sure I can also sort of walk, but if my chair can't fit in the trunk once folded, that doesn't help either. For me, it means being able to bring my wheelchair with me, even if only via the trunk.	9/28/2018 5:00 AM
41	I don’t know if it needs to be 10% of their fleet, and hiring city employees to enforce that feels like a waste of money for added bureaucracy. It should depend on the demand from people who need accessible transportation. If they must call ahead to make arrangements and don’t always have a car on call, that may be a necessary extra step, rather than having a bunch of accessible cars that aren’t being used at capacity. The option should exist but I’m not sure if an arbitrary number of special cars is the answer.	9/28/2018 3:40 AM
42	Able to put a wheelchair in the back, help blind, deaf or people with special needs to access the services just like any other customer.	9/27/2018 10:23 PM
43	It is imortant to have accesible vehicles for hire	9/27/2018 10:00 PM
44	wheelchair access	9/27/2018 9:58 PM
45	No issues accommodating service animals such as dog guides.	9/27/2018 9:27 PM
46	Nothing	9/27/2018 9:15 PM
47	A vehicle that can be accessed by everyone including those with mobility aid devices such as wheel chairs.	9/27/2018 8:58 PM
48	Accessibility means that members of the vehicle for hire industry should be given support to have a certain number of accessible vehicles on the road. I know that paying for accessible vehicles is not cost-effective (as a business) so this needs to be supported by the government. There needs to be enough accessible vehicles on the road so vehicle for hire companies should not be able to opt out. Everyone should have to provide some accessible vehicles. All drivers should also receive accessibility training whether they are driving an accesible vehicle or not. This training should be extensive and not a five minute video.	9/27/2018 8:16 PM
49	Not sure	9/27/2018 7:53 PM
50	Vehicles that can accommodate a wheelchair or someone with a disability	9/27/2018 7:37 PM
51	Ability to transport people who need wheelchair/walkers or have special needs.	9/27/2018 7:37 PM
52	A lot	9/27/2018 7:37 PM
53	Ultimately, it means that the people of Winnipeg can get to their work, appointments, and recreation when and as they wish, regardless of disability.	9/27/2018 6:49 PM
54	I dont understand	9/27/2018 6:48 PM
55	A vehicle that all people can entry and egress safely & efficiently.	9/27/2018 6:29 PM
56	All operators must provide equitable accessible service or none at all. One provider should not be allowed to skim the more easy runs and other operators responsible for accessible service. This should be BOTH PTP's and taxi. Unfair for one industry to be exempt to provide equitable service. THis should be audited regularly to make sure it is happening.	9/27/2018 6:27 PM
57	Cheap Fast Efficient Using modern tools (apps)	9/27/2018 6:24 PM
58	Corruption and a bought Mayor.	9/27/2018 6:19 PM
59	vehicles that can support people with disabilities	9/27/2018 6:18 PM
60	Today’s vehicles are inappropriate for accessible patrons.	9/27/2018 6:04 PM
61	A vehicle that can transport people of all disabilities.	9/27/2018 6:03 PM
62	Quick service.	9/27/2018 6:00 PM
63	more opportunity for criminal rapist drivers to hurt others	9/27/2018 5:30 PM
64	Handi-transit service (expanded)	9/27/2018 5:15 PM

65	Providing transportation to those with physical limitations, particularly when Transit or Handi-Transit services aren't available.	9/27/2018 5:10 PM
66	A vehicle that someone with physical limitations can easily get in and out of. Sedans are not accessible.	9/27/2018 4:43 PM
67	Drivers understanding the disibiltiy laws and legislation. Service animals allowed regardless of a person personal beliefs or views as accorded through current legislation and laws. Drivers announcing themselves and the people they will be picking up if requested. Drivers assisting with bags and parcels as needed by the customer	9/27/2018 4:43 PM
68	Transportation that accommodates all disabilities.	9/27/2018 4:42 PM
69	A safe and perfume free ride that is rate-calculated by ride not minutes.	9/27/2018 4:32 PM
70	Every vehicle for hire is wheelchair accessible. So that when you call for a cab, no matter who you are, you can get into it. And if you made that the law, you could save a bunch of money on all that researching, which really isn't necessary in a truly accessible society.	9/27/2018 4:25 PM
71	Vehicles intended for Hand-Transit use need to be larger and easier to get into and out of than the stupid-choice Toy-Auto Prius that have taken over the market!!! Older adults, especially those who are tall, have trouble getting in and out of low-to-the-ground, tiny cars like the Prius. Arthritis is a common issue for older adults. We don't bend easily and doing so can be painful.	9/27/2018 4:09 PM
72	Safe, equally and properly insured .	9/27/2018 4:08 PM
73	n/a	9/27/2018 4:04 PM
74	Better choice of transportation for the community, I would use a service that I would have the option and opportunity to pick if I would ride with the driver.	9/27/2018 3:56 PM
75	Means nothing	9/27/2018 3:55 PM
76	An accessible industry means there are sufficient vehicles to meet passenger demand in a timely fashion, especially during peak times.	9/27/2018 3:48 PM
77	That some vehicle that is accessible is available for hire within a reasonable time period, at any point in the day.	9/27/2018 3:47 PM
78	These vehicles help people with disabilities and/or the aged have a quality of life and are able to shop, do their banking, go to doctors appointments.	9/27/2018 3:43 PM
79	Vehicles accessible for persons with disabilities and available on demand	9/27/2018 3:39 PM
80	saving money	9/27/2018 3:36 PM
81	Unfortunately I don't think I have enough information or knowledge to share an opinion. I imagine it means that the vehicle can transport someone with disabilities as well as their equipment (e.g. wheelchairs, walkers, etc)	9/27/2018 1:42 PM
82	That’s vehicle which help people with disability move from one place to another	9/27/2018 12:30 PM
83	Equity for folks who need accessible transportation- that is, they should be able to get it when they need, at the same cost as everyone else.	9/27/2018 12:20 PM
84	For wheel chair people ride	9/26/2018 11:19 PM
85	Accessible vehicles are already in service, my experince most of the people whos are having wheel chair, etc the don`t like to travel on accessible Vans, the prefer standard Taxis. Standard Taxis are also providing the same services	9/26/2018 5:13 PM
86	It is good for our city	9/26/2018 4:19 PM
87	To access a vehicle within a reasonable period of time and any time of day or night.	9/26/2018 1:18 PM
88	wheelchair accessible.	9/26/2018 11:46 AM
89	Every one who is mentally and physically able to travel alone should be able to hire a ride in a timely fashion. Example of a measurable objective: No one should be forced to wait more than double the current mean wait time due to adequately equipped vehicles being unavailable.	9/26/2018 11:16 AM
90	Side ramp for wheelchair	9/26/2018 10:24 AM
91	Separately accessible vehicle for dispatch Company must holding minimum 50 vehicles so can service better	9/25/2018 4:35 PM

92	To me as old days if the driver working with a dispatch company and had handi transit training and we Wehicke is checked by the dispatcher is enough	9/24/2018 1:47 AM
93	Vans, ramps	9/22/2018 10:12 PM
94	Clean, can accommodate mobility equipment.	9/22/2018 9:45 AM
95	N/A	9/21/2018 4:33 PM
96	Work with wheelchair	9/21/2018 2:20 AM
97	More availablity	9/18/2018 5:32 PM
98	It means that anyone is able to get anywhere anytime safely.	9/18/2018 12:59 PM
99	Having available vehicles for passengers with a disability, drivers not refusing transportation to persons with a disability and not overcharging persons with a disability. Drivers and dispatches educated on various disabilities and how accommodation can be met. Drivers receiving training and following the proper procedures for safely securing passengers.	9/17/2018 2:40 PM
100	Consistent, courteous, compassionate transportation services for anyone in need.	9/17/2018 1:37 PM
101	I have a disability so accessibility is imperative.	9/17/2018 7:43 AM
102	IT IS JIBBERSIH INVENTED BY BUREAUCRATS. WANT MORE ACCESSIBLE VEHICLES? GRANDFATHER IN THE PLATES PROVIDING THAT SERVICE THAT WERE DELIBERATELY EXCLUDED BY COUNCIL.	9/16/2018 1:36 PM
103	easy for everyone to access and use, ensuring a high level of customer service for everyone, including those with special needs.	9/14/2018 1:47 PM
104	An industry where all taxis are accessible to all members of the public. People who use a wheelchair should be able to access every licenced vehicle for hire (taxis and PTPs).	9/14/2018 12:21 PM
105	Whether or not an individual has a physical disability should not affect his or her accessibility to obtaining VFH service.	9/14/2018 11:52 AM
106	A passenger with challenges can have easy access to an accessible vehicle.	9/14/2018 11:47 AM
107	Available to low income and those with disabilities.	9/14/2018 9:53 AM

Q47 When you require vehicle for hire service, do you request that the vehicle is wheelchair accessible?

Answered: 185 Skipped: 275

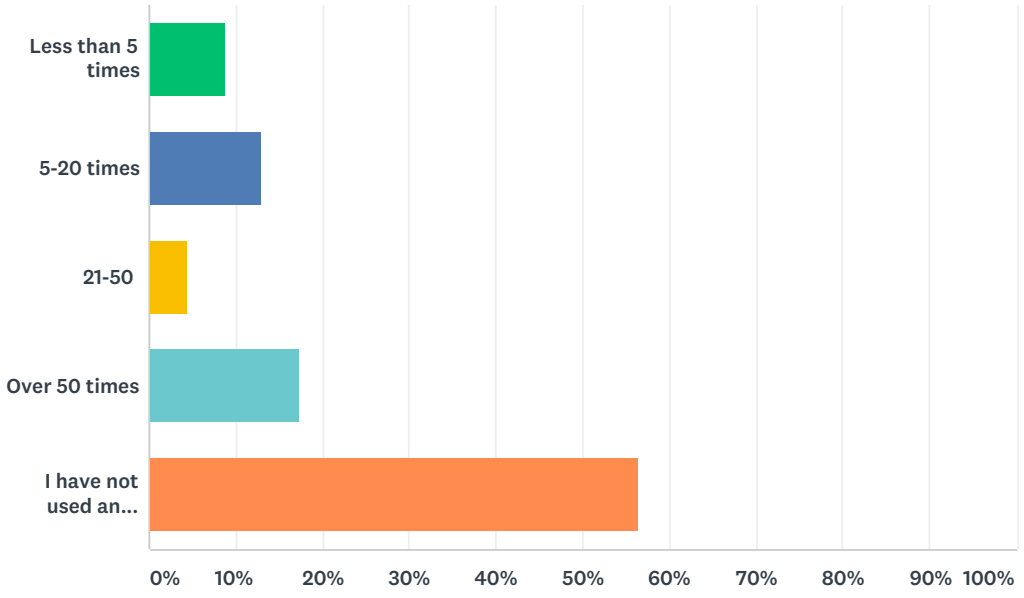


ANSWER CHOICES	RESPONSES	
Yes	12.43%	23

No	78.38%	145
I do not use vehicles for hire	9.19%	17
TOTAL		185

Q48 How many times have you used an accessible vehicle for hire service in the past year?

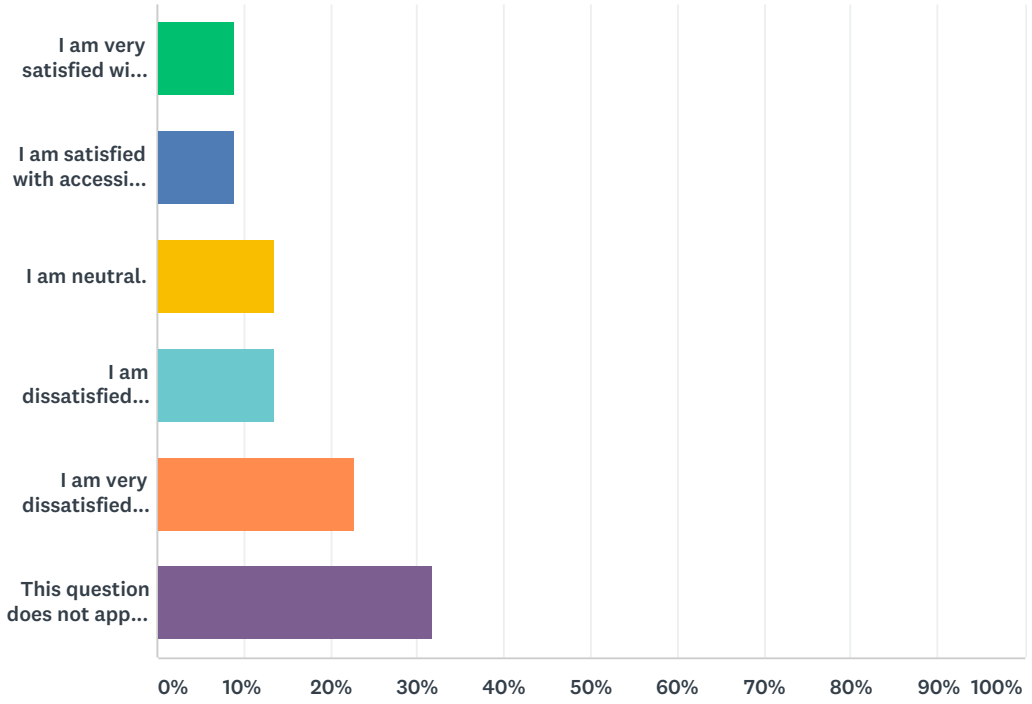
Answered: 23 Skipped: 437



ANSWER CHOICES	RESPONSES	
Less than 5 times	8.70%	2
5-20 times	13.04%	3
21-50	4.35%	1
Over 50 times	17.39%	4
I have not used an accessible vehicle for hire in the last year	56.52%	13
TOTAL		23

Q49 Please select the statement that best described how you feel about the accessible taxi service you have received:

Answered: 22 Skipped: 438



ANSWER CHOICES	RESPONSES	
I am very satisfied with accessible vehicle for hire in Winnipeg.	9.09%	2
I am satisfied with accessible vehicle for hire in Winnipeg.	9.09%	2
I am neutral.	13.64%	3
I am dissatisfied with accessible vehicle for hire in Winnipeg.	13.64%	3
I am very dissatisfied with accessible vehicle for hire in Winnipeg.	22.73%	5
This question does not apply to me.	31.82%	7
TOTAL		22

Q50 How would you describe your experience(s) using accessible vehicles for hire in Winnipeg?

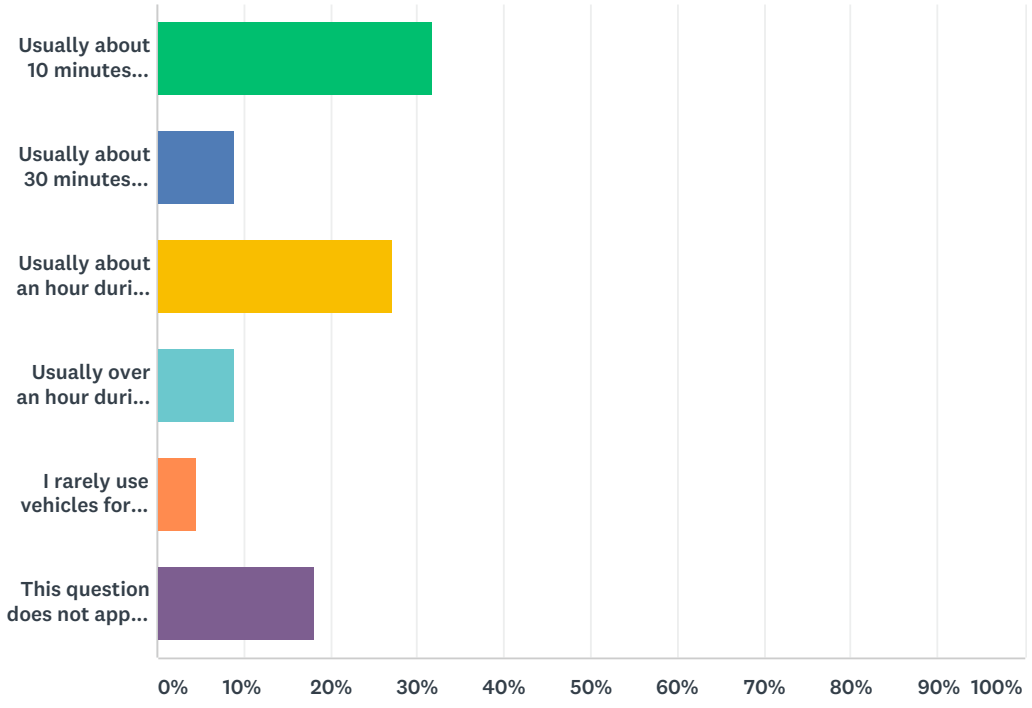
Answered: 15 Skipped: 445

#	RESPONSES	DATE
1	Its safe and convenient	10/7/2018 1:41 PM
2	The dispatchers at most companies are rude, some drivers don't know how to use securement systems, sometimes vehicles take too long to get to you or don't come at all. Some of the vehicles I have used have broken seatbelts.	10/7/2018 11:11 AM
3	Its better than taxi board.	10/5/2018 10:00 AM
4	Most of the time good, but there have been several incidents where the drivers did not know how to use the tie down equipment properly or how to attach the seat belt.	10/1/2018 10:25 AM
5	They are best	9/27/2018 7:39 PM

6	The current Handi transit system is very unreliable and in accessible for social or multiple appointments. They have no last minute appointments offered and there current practises are discriminatory.	9/27/2018 4:47 PM
7	The drivers are often rude, don't hold the building doors or car doors open for me, they don't offer to help with my equipment, they burp and fart in the car, talk loudly on their phones, and drive unsafely.	9/27/2018 4:46 PM
8	Poor. It seems like, once you find a company that is reliable and safe (i.e. strapping down the wheelchair properly), it's usually one good driver. Then word gets out about this good driver, they are always busy. And then the driver moves on, and you are left to find another reliable source for transportation. Handi Transit is not it.	9/27/2018 12:22 PM
9	N/s	9/26/2018 11:20 PM
10	not applicable to me.	9/26/2018 5:15 PM
11	Generally vehicles have been available when needed. I have not had occasion to request service late at night or during rush hour.	9/26/2018 1:22 PM
12	Poor	9/26/2018 10:25 AM
13	Long waiting times	9/25/2018 4:44 PM
14	booking an accessible vehicle for hire can be challenging at times. Large taxi companies only have small number of accessible taxis and some accessible companies still take much time to book you in. You need to know a good company to go with for taxis. I have not yet experienced an accessible PTP vehicle.	9/17/2018 1:40 PM
15	Difficult to get accessible service in a timely manner. This is particularly true if you have a short notice need.	9/14/2018 12:27 PM

Q51 On average, about how long do you wait for a vehicle for hire during non-peak hours (peak hours include rush hour, during inclement weather, and late night on weekends)?

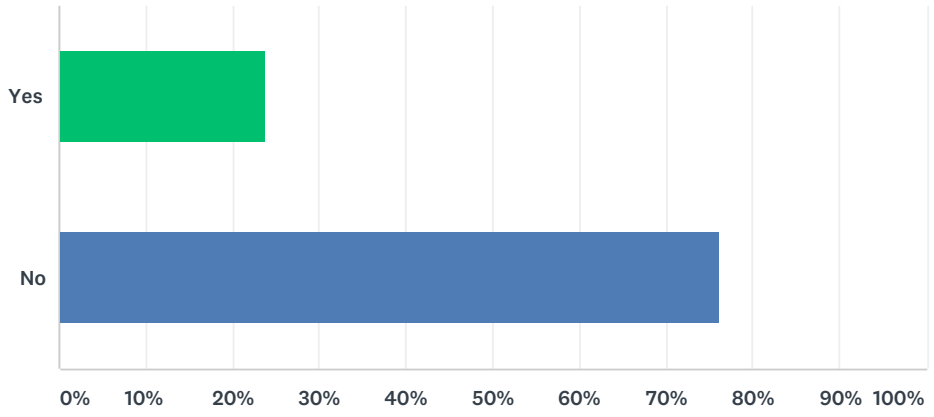
Answered: 22 Skipped: 438



ANSWER CHOICES	RESPONSES	
Usually about 10 minutes during non-peak periods.	31.82%	7
Usually about 30 minutes during non-peak periods.	9.09%	2
Usually about an hour during non-peak periods.	27.27%	6
Usually over an hour during non-peak periods.	9.09%	2
I rarely use vehicles for hire.	4.55%	1
This question does not apply to me.	18.18%	4
TOTAL		22

Q52 Have you had an experience where you tried to hail an accessible taxi and you were denied a ride?

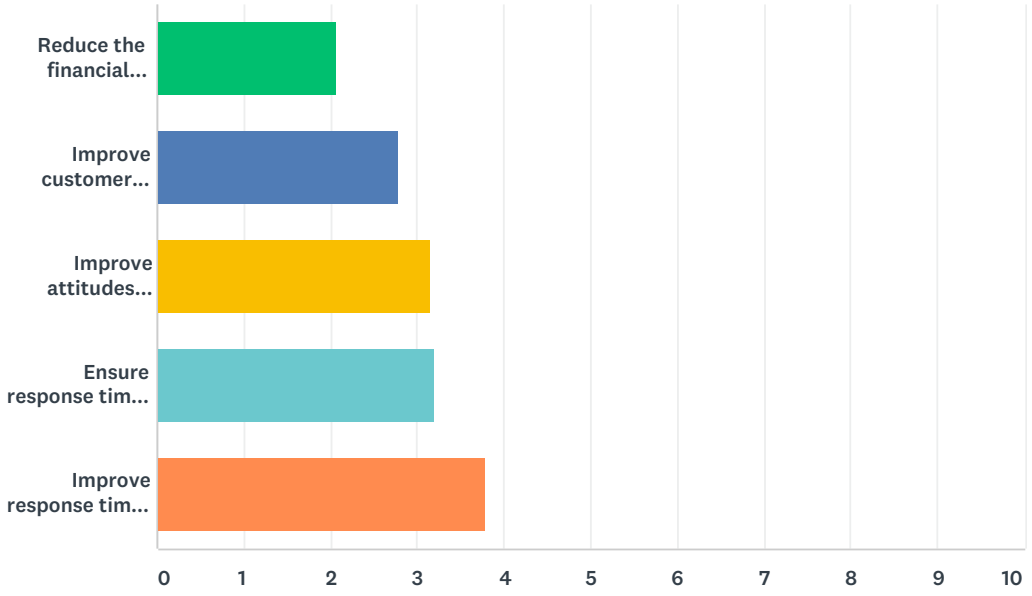
Answered: 21 Skipped: 439



ANSWER CHOICES	RESPONSES	
Yes	23.81%	5
No	76.19%	16
TOTAL		21

Q53 What do you think a vehicles for hire accessibility program should try to accomplish? Drag and drop the following objectives so your highest priority is on top and your lowest priority is at the bottom. Please add others if there are other accessibility objective you think should be considered.

Answered: 154 Skipped: 306



	1	2	3	4	5	TOTAL	SCORE
Reduce the financial impact on accessible vehicle for hire owners.	10.14% 15	8.78% 13	12.84% 19	15.54% 23	52.70% 78	148	2.08
Improve customer service for individuals using accessible vehicles for hire.	8.22% 12	23.29% 34	20.55% 30	34.25% 50	13.70% 20	146	2.78
Improve attitudes towards persons with disabilities who use vehicles for hire.	21.92% 32	23.97% 35	17.12% 25	21.92% 32	15.07% 22	146	3.16
Ensure response times for accessible vehicles for hire are comparable to standard vehicles for hire response times.	21.77% 32	19.05% 28	29.25% 43	18.37% 27	11.56% 17	147	3.21
Improve response times for individuals using on-demand wheelchair accessible vehicles for hire.	39.31% 57	24.14% 35	19.31% 28	10.34% 15	6.90% 10	145	3.79

Q54 Other accessibility objective(s):

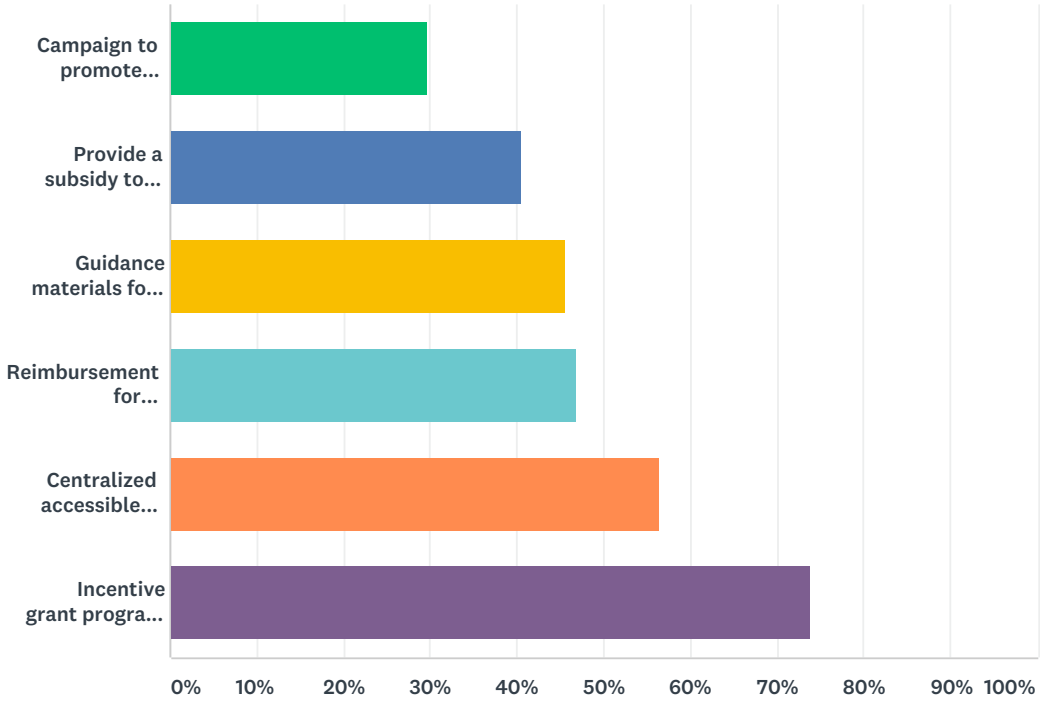
Answered: 28 Skipped: 432

#	RESPONSES	DATE
1	A central dispatch for accessible vehicles. Boosting the accessibility surcharge to 30 cents. Ensuring passengers know how to file complaints. Getting rid of the door-to-door $12.65 charge and raising fares slightly over the entire system to make up for it. Most jurisdictions don't charge extra for this service, and the City of Winnipeg would likely lose a human rights complaint on this specific issue.	10/7/2018 11:18 AM
2	If attitude toward those with disabilities were at an acceptable level the objectives of 1 thru 4 would be natural combination	10/5/2018 10:46 AM
3	No	10/5/2018 10:03 AM
4	If customer service is improved for individuals requiring accessible vehicles by definition it would involve improving attitudes towards disabilities as well as providing same response times regardless of ability!! Fares are higher but incentive could be given in the form of longer term loans to upgrade to accessible vehicles!	10/4/2018 5:38 PM
5	Easy and cost effective access to transportation for persons with various types of disabilities.	10/3/2018 9:45 AM
6	None	9/28/2018 9:01 PM

7	none I can think of at this time.	9/28/2018 11:06 AM
8	Have the vehicles be on time.	9/28/2018 10:57 AM
9	Ensure people with disabilities are treated with respect and dignity by drivers.	9/28/2018 10:01 AM
10	n/a for me	9/28/2018 8:42 AM
11	On the last page I put I don't use vehicle for hire, I can't go back, but I meant no, I don't request a special vehicle as I'm not bound to the chair, but some trunks won't fit a wheelchair. (My answer: try to accommodate by having a good trunk, I'm really ok with putting my chair in there.)	9/28/2018 5:08 AM
12	Ensure safe transportation of service animals.	9/27/2018 9:31 PM
13	I'm not sure. I don't require the service not do I know anyone personally who does.	9/27/2018 7:57 PM
14	Handi-Transit represents a conflict of interest for the City of Winnipeg.	9/27/2018 6:22 PM
15	Vehicles/drivers that are clean and respect the needs of the patron, including respect.	9/27/2018 6:07 PM
16	Have the drivers trained to handle medical equipment and open doors for clients	9/27/2018 4:48 PM
17	Just make them all accessible. Problem solved.	9/27/2018 4:27 PM
18	Pet friendly	9/27/2018 3:58 PM
19	Some of the wait times or windows for wait times are a challenge for the elderly. It baffles me why an older person has to be available in a half hour to hour window outside a shopping centre - just sitting waiting. Its unsafe I believe for that person.	9/27/2018 3:47 PM
20	Drivers may not know how to treat people with disabilities. They need training to understand how to provide helpful and respectful service and ensure the dignity of passengers is maintained.	9/27/2018 3:42 PM
21	Safety safety safety of the person using the service. Proper training for drivers. Trauma-informed care training for drivers.	9/27/2018 12:23 PM
22	Serve people with pride	9/26/2018 5:21 PM
23	I sure do your pre-trip every day	9/26/2018 4:21 PM
24	Enforcement of by laws to ensure companies implement policies to reflect standards set out in the by laws	9/26/2018 12:56 PM
25	The costumers should know that the servic for them is hard to not expect too much from the drivet	9/24/2018 1:52 AM
26	All the questions above NEED to be all top priority.	9/17/2018 3:10 PM
27	Increase the number of VFH that are wheelchair accessible.	9/14/2018 11:56 AM
28	All above objectives were very important.	9/14/2018 9:55 AM

Q55 Please select three of the following measures that could improve vehicles for hire accessibility.The measures have been proposed/implemented in other cities and may be considered as part of an accessibility program in Winnipeg, funded through the accessibility surcharge. Consideration of measures for the program will depend on a number of factors, including stakeholder input, cost, available funds from the surcharge, and feasibility of implementation.

Answered: 145 Skipped: 315



ANSWER CHOICES	RESPONSES	
Campaign to promote accessible vehicles for hire.	29.66%	43
Provide a subsidy to drivers for each accessible ride.	40.69%	59
Guidance materials for those who provide or who may be interested in providing accessible service.	45.52%	66
Reimbursement for accessibility training.	46.90%	68
Centralized accessible vehicle dispatch.	56.55%	82
Incentive grant program for accessible vehicle owners (grants provided to offset the costs of retrofitting or purchasing an accessible vehicle).	73.79%	107
Total Respondents: 145		

Q56 Do you know of any other measures you would like to see implemented to improve accessibility?

Answered: 31 Skipped: 429

#	RESPONSES	DATE
1	A very important thing to watch out for is the influx of high vehicles (SUVs, Crossovers, etc.) being used for taxis. They are popular in other cities and will likely become so here. These are relatively inaccessible to anyone who cannot step up. They can be made accessible to people who do not require wheelchair services but cannot make the step up by the driver having a solid step-stool available. I have seen this in some cities. Anyone wishing to use a taxi licence with an SUV or other high vehicle should be required to have a certain grade of step stool (i.e. not a dollarama child's one). This is a very important issue if the number of people requesting accessible vehicles when all they need is a step up is not to rise.	10/7/2018 4:05 PM
2	Uber we need uber	10/7/2018 1:10 PM

3	Mandate 50% or 100% accessibility in fleets as some jurisdictions have done. Some companies should have accessible vehicles on the road 24/7. Central dispatch has worked well in other jurisdictions.	10/7/2018 11:18 AM
4	Would like to ensure that their are background check in place for all driver's who would have access to vulnerable people in place - didn't see a spot to put this as yet ??	10/5/2018 10:46 AM
5	No	10/5/2018 10:03 AM
6	Left notes earlier in survey, please read. Would be more vocal in this but my spouse (who was beginning to need more accessible service) passed away and until I need more accessible services I am making do with normal cabs and buses	10/4/2018 5:38 PM
7	Anything that will support my comment in #18	10/3/2018 9:45 AM
8	cost of accessibility conversions and high maintenance to take into consideration	10/2/2018 5:23 PM
9	No	9/28/2018 9:01 PM
10	require that a percentage of the vehicles in any fleet be accessible	9/28/2018 11:58 AM
11	Training of drivers in respectful attitudes toward people with disabilities or different abilities. That and English language requirements at spoken and written level of at least Grade 12 English. This would mean many would have to upgrade. I would have no problem with them driving while taking language classes but there should be a 5 or 7 year limit by which they needed to pass the English language requirements.	9/28/2018 11:06 AM
12	The type of medical assessment to see if you qualify for Handitransit is not appropriate to everyone. eg. I can walk, but it exhausts me for days later. They wanted to assess my walking on different surfaces, and distance. I likely would have passed...	9/28/2018 10:57 AM
13	no	9/28/2018 6:51 AM
14	No	9/28/2018 5:36 AM
15	Is there some rack you could attach the wheelchair to, like with bikes and a bike rack? Seriously, for me it's only accessible if I can bring my chair around with me.	9/28/2018 5:08 AM
16	No driver should be allowed to refuse a controlled service animal unless they can prove a medical condition through a city chosen doctor.	9/27/2018 9:31 PM
17	Accessibility training for all drivers in the vehicle for hire industry.	9/27/2018 8:19 PM
18	Etiquette training.	9/27/2018 8:10 PM
19	Same safety measures as regular cars for hire. Audio and visual	9/27/2018 7:57 PM
20	Yes - put disabled people in charge of Handi-Transit!	9/27/2018 6:51 PM
21	Outside accountability so that complaints can be properly dealt with rather than sitting on someone’s desk.	9/27/2018 4:53 PM
22	fully insured and licenced operators	9/27/2018 4:10 PM
23	This is a social service many people rely on. It is not a privilege, it is a necessity for persons with disabilities and should therefore not be privatized, this should be a publicly delivered service like Winnipeg transit to ensure quality.	9/27/2018 3:42 PM
24	City introduce some accessibility parking spots for those cabs in parking lots of malls and public places	9/27/2018 12:35 PM
25	No	9/26/2018 4:21 PM
26	Campaign to inform riders of by laws and complaints process	9/26/2018 12:56 PM
27	Making law minimum 50 vehicles for dispatch company to get dispatch license	9/25/2018 4:44 PM
28	Educate the customers too ask them and tell them that to respect the driver and behave good or they will lose the service	9/24/2018 1:52 AM
29	centralized dispatching is an interesting idea; not sure how one company would be chosen over another however I believe this measure could be very beneficial for the passengers who require timely accessible service.	9/17/2018 1:52 PM

30	Rather than depend on the current surcharge scheme, which I think is a very bad strategy, consideration should be given to increasing every vehicle for hire fare by a fixed amount and using the revenue to improve accessibility.	9/14/2018 12:44 PM
31	I would emphasize the incentive grant program for accessible vehicle owners	9/14/2018 11:56 AM

Q57 Do you have anything else you would like to add regarding safety and/or accessibility?

Answered: 88 Skipped: 372

#	RESPONSES	DATE
1	I hope that ride-sharing and taxi drivers are required to demonstrate safe driving through training.	10/7/2018 9:08 PM
2	When is Uber starting operations in Winnipeg?	10/7/2018 5:06 PM
3	Winnipeg does not need to reinvent the wheel on this, though we also do not need to copy exactly what others do. I have exemplary taxi service in many cities, which usually entails good communication, the driver getting out of the car and opening the door, ready to accommodate any requests, and fair fares. One thing that is good here is that taxi drivers do not tack on a fee for bags, which we recognize in the tip.	10/7/2018 4:09 PM
4	No	10/7/2018 1:11 PM
5	I think the city is going in the right direction by focusing on this and has taken some good steps. I would like to eventually see 50% accessibility as they have in NYC or 100% as they have in London UK. If more of the fleet is accessible, anyone can use those taxis without people with disabilities being concerned that non-disabled people are using them. I really think the concept of a central dispatch is a winner. It would be easier for the public to navigate that kind of system, particularly if you're visiting Winnipeg from elsewhere. I would like to see more requirements on PTPs to enhance accessibility. To my knowledge there are no accessible ride shares in Winnipeg yet.	10/7/2018 11:22 AM
6	no	10/7/2018 9:47 AM
7	We have all safety equipment installed in the cabs I don’t thank we need anything else like other cameras etc.	10/6/2018 9:28 AM
8	Background checks on all drivers as in Criminal and Abuse checks being updated on regular basis.	10/5/2018 10:47 AM
9	Outside have to pre pay	10/5/2018 10:05 AM
10	Accessibility is a problem as most cars are not equipped for wheelchairs.	10/4/2018 6:15 PM
11	I am older and I do not think I would ever be able to trust a ride ordered through an app - I just do not think the screening of drivers will be appropriately done and this will lead to safety concerns all around	10/4/2018 5:41 PM
12	Accessibility must be in place by November 2018 for all aspects of Manitoba society.	10/3/2018 12:47 PM
13	Not at this time. You may contact me if you have further questions, Penni 204.254.4563 . I have a friend who is physically challenged and transportation is an issue for her. I am sure she would be happy to provide input as well.	10/3/2018 9:48 AM
14	no	10/2/2018 4:37 PM
15	Accessibility does not only mean wheelchair accessibility. Accessibility also includes vision, hearing and partial mobility and hidden disabilities.	10/2/2018 10:49 AM
16	I have my own car and wouldn't use this service that often and probably only late at nite. I don't know how reliable it is yet.	9/30/2018 5:22 PM
17	Safety must come first	9/28/2018 9:01 PM
18	as a female passenger, safety and feeling safe in the hands of a driver are my main priorities.	9/28/2018 2:43 PM
19	We need uber. The current offerings are not well operated	9/28/2018 1:39 PM

20	The system for accessible is not adequate. People living with a disability do not have the same level of service as people living without a disability. This is not acceptable! The city signing another 7 years contract for the same level of service without listening to the concerns of people living with disabilities is a real problem and shows the city doesn't listen to its citizens. I am saying this as an able bodied person whose work is not in the area of disabilities but rather as a concerned citizen.	9/28/2018 12:15 PM
21	Feel unsafe and often pressured when cab drivers ask to do a 'cash' flat rate. Find it happens the magority of my fares	9/28/2018 11:39 AM
22	I rarely take a taxi but many times over the last 40 years I have felt unsafe. I have reported it to the dispatcher and the taxi board and nothing was done. No followup, nothing. Yes, hired drivers face dangers but so do many women taking hired vehicles. I am lucky enough at the moment to have my own vehicle. I dread the day, when because of aging I am forced to take a taxi or hired vehicle.	9/28/2018 11:08 AM
23	If there is a safety program or other training that drivers participate in. I'd like to see certificates posted inside their vehicles. That would make me feel safer/better about individual drivers.	9/28/2018 10:59 AM
24	For hire vehicle drivers need training to change their attitude away from aggressive driving	9/28/2018 8:44 AM
25	Current regulations allow taxi drivers to operate essentially anonymously, which encourages dishonest behaviour. Complaints about drivers submitted to employers are rarely acted upon, and it is in the employers best interest not to take any action. Personal transport options operate in the exact opposite manner. Each driver is explicitly named and known for every ride. Passengers can easily submit any complaints against the driver and know that they are received.	9/28/2018 8:41 AM
26	I do like knowing the drivers have been vetted and have some accountability to a company for safety. Additional training in cultural and gender sensitivity could be helpful.	9/28/2018 8:38 AM
27	My safety concern is mostly to do with cab drivers lack of driving skills, driving in an unsafe manner, and/or distracted driving.	9/28/2018 7:59 AM
28	No	9/28/2018 7:27 AM
29	no	9/28/2018 7:20 AM
30	When you cannot understand your driver there are issues. When they cannot understand you those issue increase.	9/28/2018 7:13 AM
31	no, except te cabs in this town are terrible.	9/28/2018 6:52 AM
32	No I do not.	9/28/2018 5:36 AM
33	No, but thank you.	9/28/2018 5:10 AM
34	The taxi industry taking accountability for their struggles instead of trying to blame modern ride sharing for their problems. They have been protecting dangerous and abusive employees and now there is competition and that’s going to make us a lot safer in my opinion. Fines for taxi companies that AstroTurf and fear monger online, and a way for young women and men who are assaulted by drivers to hold the driver accountable when the dispatchers won’t help identify them. Apps have rating systems, taxis don’t because all the ratings would be bad!	9/28/2018 3:46 AM
35	Any and all vehicle for hire persons should have to get a mandatory police records check and child abuse check before being hired.	9/28/2018 12:07 AM
36	When possible, training should include involvement of persons teamed with service animals such as guide dogs; count me in for a couple of free rides.	9/27/2018 9:33 PM
37	No	9/27/2018 9:16 PM
38	I would like more security when using a for hire service. Maybe a system where we know who our driver is before they arrive and their approximate arrival time.	9/27/2018 9:11 PM
39	It's a disgrace that we don't yet have Uber.	9/27/2018 9:10 PM
40	I have read a number of stories where females have been assaulted or felt unsafe. However, I have not read of the outcomes of any investigations into these stories. I feel unable to make informed judgments regarding public safety in taxis.	9/27/2018 8:24 PM
41	All vehicles for hire cars should have cameras. These cameras should be controlled and regulated by the city.	9/27/2018 8:21 PM
42	Cab drivers get away with too much. More needs to be done to protect riders.	9/27/2018 7:59 PM
43	no	9/27/2018 7:49 PM

44	All companies should have to provide equal standard of service and not find loop holes. I'm specifically talking about PTP finding loopholes around taxi regulation. Not fair to industry and not fair to public who should get equal service standards and safety.	9/27/2018 6:29 PM
45	please do not spend one single dime on silly name changes.	9/27/2018 6:24 PM
46	Accessibility ought to be a priority.	9/27/2018 6:12 PM
47	Some of the programs and facilitation for drivers has placed the driver at the fore and resulted in Manitoba being recognized for poor understanding of customers needs. The safety shields are an embarrassment needing to be explained to almost every visitor. Surely other jurisdictions (Toronto? Vancouver?) have no worse issue to deal with for drivers yet we persist in making our visitors uncomfortable with shields and vehicles that are far below the standards of those in almost every other community in which I've used taxis.	9/27/2018 6:11 PM
48	This is not rocket science, safety training and the needs of those that are disabled is nothing new. Learn from past mistake and move forward.	9/27/2018 6:07 PM
49	I know of many unsafe incidents in taxis..including both woman and men.something has to change. I will not take a taxi at all in Winnipeg.	9/27/2018 5:53 PM
50	enough with the cab monopoly. Let there be competition. Maybe then the cabbies will step up and clean up.	9/27/2018 5:49 PM
51	I've used Uber and Left in large metropolitan areas in US and Canada. I don't feel that given our size of city that this type of service here will be any safer than a taxi. Taxis here are the most dirty and disgusting of any canadian city taxi I have used and the drivers make this middle aged woman feel extremely unsafe let alone how they are for young women. There has to be serious considerations for safety for all types of vehicles for hire whether it be an Uber-type or a taxi. I also feel that taxi drivers here will simply move over to other style (i.e. uber) and the lack of safety is still there. Just an FYI, I took a taxi recently to the airport where the driver drove 80kms down Kenaston (where it is 50) and went through red lights even when I said what are you doing? In fact I saw other taxis also going through red lights. Just because it's 3am doesn't mean you can do that. So anything you can do to make the industry safer including better background checks and driving records on drivers is welcome.	9/27/2018 5:45 PM
52	No	9/27/2018 5:40 PM
53	no	9/27/2018 5:16 PM
54	I have only felt unsafe in a taxi	9/27/2018 5:05 PM
55	I feel much safer with an Uber style than cabs as I have taken many cabs where I realized too late I was overcharged but was distracted by the drivers reckless driving	9/27/2018 4:34 PM
56	That the only way to truly make accessibility a reality is to TRULY MAKE ACCESSIBILITY A REALITY.	9/27/2018 4:29 PM
57	Single woman, disabled, is highly vulnerable. Safety is of utmost importance.	9/27/2018 4:00 PM
58	Careful selection of the driver and pre-payment requirements on the part of the passenger are key.	9/27/2018 3:50 PM
59	How safe are these?	9/27/2018 3:44 PM
60	I would like the ability to order a vehicle for hire with a car seat. I would also like that ALL vehicles for hire have the proper child safety latches for my own child's car seat if the vehicle does not have one. I prefer not to use taxis as they often do not have the correct safety latches. Almost all ride-share cars do.	9/27/2018 3:43 PM
61	I used Lyft several times recently in San Francisco. All were very good experiences.	9/27/2018 3:37 PM
62	Taxis shouldn't be able to use the diamond lanes. This is not safe for cyclists.	9/27/2018 3:33 PM
63	I identify as female and do not take taxis if I'm alone, because I have felt in danger more than once, including threats/lewd remarks, refusal to take me to the exact address where I want to go or follow the route I requested, and describing me/sharing information about me on their phone/walkie-talkie system without my consent (e.g. my approximate age, where they think I come from, etc)	9/27/2018 1:45 PM
64	Dispatch company make sure their driver should be secured by some insurance so if any thing happened they feed their family	9/27/2018 12:38 PM
65	Nono	9/27/2018 8:41 AM

66	No	9/26/2018 6:50 PM
67	n/a	9/26/2018 5:22 PM
68	No	9/26/2018 4:22 PM
69	No	9/26/2018 12:21 PM
70	Improvment in Driver Safety. Everyday happening is people throwing rocks on cabs.Minors everyday break windows and lights of vehicle for hire.	9/26/2018 12:04 PM
71	I do not feel safe taking a VFH taxicab but would feel safe using an VFH vehicle.	9/26/2018 11:34 AM
72	N/A	9/26/2018 10:39 AM
73	hi. just wanted to say that we need better vans & buses also could i say that we need better sidewalks & curbs The sidewalks & curbs are not safe for some Manual wheelchairs anybody could tip over or worse	9/25/2018 9:08 AM
74	Most of our regular Taxi and most of our drivers have handicap licence so why not use the too?	9/24/2018 1:54 AM
75	None	9/22/2018 3:52 PM
76	Regarding Safty, taxi driving job is the most risky job, tons of times I saw random passengers carry weapons. Therefore: either the driver should allowed carry some self defence weapon eg. spray or police should give special protection etc . Or something must be considered to protect the Safty of driver.	9/22/2018 11:10 AM
77	More competition will allow public to vote and use services of better and safer service providers	9/22/2018 7:33 AM
78	All cabs should have the back seat inaccessible to the front seat. Trips should all be pre-paid. Mileage to and from can be easily calculated. Fares could be credit/bank card only.	9/22/2018 5:48 AM
79	I think any vehicle for hire regardless of class be it ride sharing should be equipped with same safety measures.cause it’s about safety of Winnipegers.if this is everyone s objective.	9/21/2018 5:45 PM
80	Not for now	9/21/2018 3:01 PM
81	It is good	9/21/2018 2:00 PM
82	Non payment of fare triggers argument leading either driver being targeted or the passenger being vulnerable to being dropped midway. Better fare options be looked for possibilities towards improvement.	9/20/2018 2:27 PM
83	I am happy to see these are priorities for the future of this industry.	9/17/2018 1:53 PM
84	When police is called due to a safety concern. The police need to be more quick to respond and not take a long time.	9/14/2018 5:31 PM
85	Winnipeg should establish a goal of having 100% of vehicles for hire (taxis and PTPs) be accessible to everyone, by a reasonable date in the future (maybe 2030).	9/14/2018 12:55 PM
86	We need more vehicle chair accessible van or convert the some regular taxi plate to accessible like Toronto because some people don’t like to sit on van like front of the club and bar pls think about that one thing is very appreciated Vehicle for hire give us discount in insurance it help us lot so I am very thankful	9/14/2018 11:56 AM
87	We should consider more taxi on the road. Its will be a postive completion same time . Taxi business will not have chance to give hard time to there cuatomer . If we have more company right now only duffys and unicity have control on the city it shoud be divided.	9/14/2018 11:32 AM
88	Safety check and regulations should be in place and the drivers should be able to provide some proof of safety certification to passangers	9/14/2018 8:16 AM

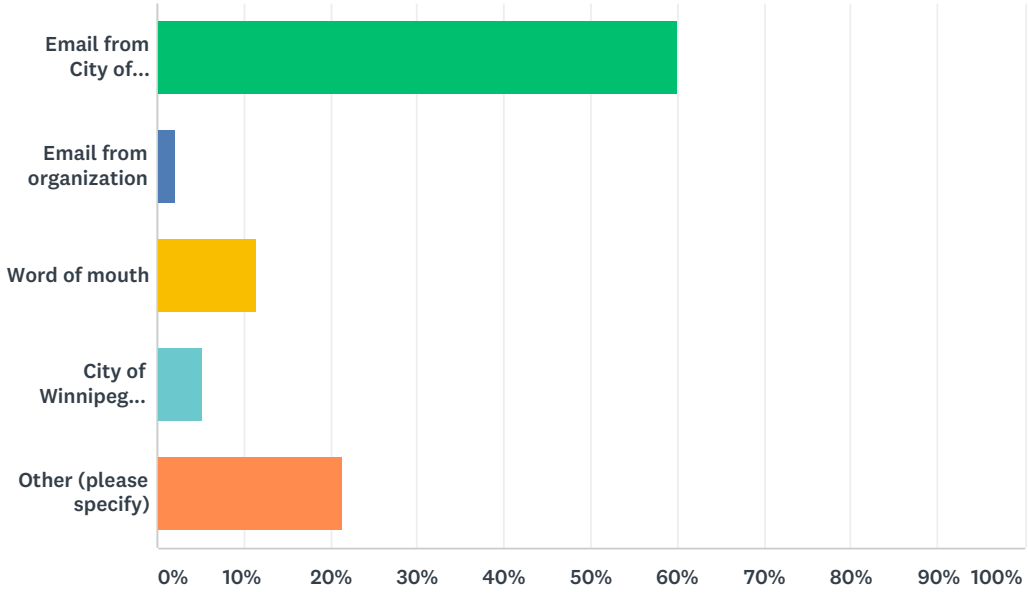
Q58 If you are representing an organization, please provide the name of the organization to we know who we are hearing from (optional):

Answered: 22 Skipped: 438

#	RESPONSES	DATE
1	Physical Access NOW!	10/7/2018 4:09 PM
2	No	10/5/2018 10:05 AM
3	Manitoba Association of Senior Centres	10/3/2018 12:47 PM
4	N/A	9/28/2018 9:01 PM
5	CNIB	9/28/2018 9:56 AM
6	Taxi company	9/28/2018 7:27 AM
7	Type “to we know” in question text. Not representing an org.	9/28/2018 3:46 AM
8	No	9/27/2018 9:16 PM
9	I am a private citizen	9/27/2018 4:29 PM
10	*so, not to	9/27/2018 4:10 PM
11	none	9/27/2018 4:00 PM
12	Taxi company	9/27/2018 12:38 PM
13	n/a	9/26/2018 5:22 PM
14	Taxi company	9/26/2018 4:22 PM
15	Taxi company	9/24/2018 1:54 AM
16	Taxi company N/A	9/22/2018 3:52 PM
17	N/A	9/21/2018 4:36 PM
18	N/A	9/21/2018 3:01 PM
19	n/a	9/20/2018 2:27 PM
20	Taxi company	9/17/2018 10:46 PM
21	Reaching E-Quality Employment Services	9/17/2018 7:45 AM
22	Taxi company	9/14/2018 11:56 AM

Q59 How did you hear about this survey? Please check all that apply.

Answered: 285 Skipped: 175



ANSWER CHOICES	RESPONSES	
Email from City of Winnipeg	60.00%	171
Email from organization	2.11%	6
Word of mouth	11.58%	33
City of Winnipeg website	5.26%	15
Other (please specify)	21.40%	61
Total Respondents: 285		

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter	10/7/2018 9:38 PM
2	Social media	10/7/2018 9:08 PM
3	City of Winnipeg Facebook	10/7/2018 6:53 PM
4	Facebook	10/7/2018 6:39 PM
5	Twitter-City of Winnipeg	10/7/2018 5:06 PM
6	Social media post	10/7/2018 3:29 PM
7	Twitter	10/7/2018 1:10 PM
8	Facebook	10/7/2018 1:08 PM
9	Facebook	10/7/2018 11:54 AM
10	facebook	10/7/2018 9:47 AM
11	Facebook	10/7/2018 8:31 AM
12	Reddit	9/30/2018 11:07 PM
13	Reddit	9/28/2018 1:39 PM
14	reddit	9/28/2018 11:40 AM
15	Reddit. R/Winnipeg	9/28/2018 11:39 AM
16	Reddit	9/28/2018 11:34 AM
17	Reddit	9/28/2018 10:01 AM
18	public forum	9/28/2018 9:30 AM
19	Reddit /r/winnipeg	9/28/2018 8:49 AM
20	emailed to me	9/28/2018 7:13 AM
21	r/winnipeg the subreddit, a helpful user posted it there.	9/28/2018 5:10 AM
22	Reddit	9/27/2018 10:25 PM
23	reddit	9/27/2018 10:02 PM
24	Reddit	9/27/2018 9:16 PM
25	Reddit	9/27/2018 9:11 PM
26	Link was posted on social media.	9/27/2018 9:11 PM
27	Reddit	9/27/2018 8:56 PM
28	Reddit	9/27/2018 8:50 PM
29	Reddit	9/27/2018 8:32 PM
30	Reddit	9/27/2018 8:11 PM
31	Facebook link	9/27/2018 7:59 PM

32	Reddit	9/27/2018 7:52 PM
33	Reddit	9/27/2018 7:45 PM
34	Winnpeg subreddit	9/27/2018 7:27 PM
35	Facebook	9/27/2018 7:06 PM
36	Reddit	9/27/2018 6:52 PM
37	reddit	9/27/2018 6:33 PM
38	The Interwebs, duh!	9/27/2018 6:24 PM
39	Reddit/winnipeg	9/27/2018 5:19 PM
40	Reddit	9/27/2018 5:13 PM
41	Online	9/27/2018 5:12 PM
42	reddit	9/27/2018 5:05 PM
43	Barrier free	9/27/2018 4:53 PM
44	Shared on Facebook.	9/27/2018 1:45 PM
45	Facebook	9/26/2018 11:56 PM
46	Taxicab board	9/26/2018 6:50 PM
47	Facebook	9/26/2018 11:34 AM
48	Ilrc	9/26/2018 10:27 AM
49	Duffy taxi driver email	9/22/2018 5:41 PM
50	Social media	9/22/2018 9:46 AM
51	Facebook	9/22/2018 7:33 AM
52	Facebook	9/22/2018 5:48 AM
53	N/A	9/21/2018 4:36 PM
54	Twitter	9/21/2018 4:06 PM
55	Facebook	9/21/2018 4:01 PM
56	Social Media	9/21/2018 3:27 PM
57	Social media	9/21/2018 3:11 PM
58	Twitter	9/21/2018 3:08 PM
59	forward from participant	9/17/2018 7:45 AM
60	Twitter	9/16/2018 9:35 AM
61	Twitter	9/15/2018 3:07 AM

Appendix D – Advisory Committee Notes

Winnipeg Parking Authority Vehicles for Hire
Direction du stationnement de Winnipeg

Vehicles for Hire Advisory Committee Notes on Accessibility and Safety

Vehicles for Hire – Stakeholder Advisory Committee Meeting	**Date**	**July 18, 2018**
Buchwald Meeting Room, 2nd Floor Millennium Library, 251 Donald St.	**Time**	**1 P.M. – 3 P.M.**

Safety and Security – lively discussion regarding safety and security. Discussion raised a variety of factors that may influence the level of safety for both drivers and passengers including the current state and potential concerns and misconceptions of participants.

a. Driver safety surcharge – 3 cent surcharge levied on all trips provided by non-taxis. Council has requested a report on how and where this money can effectively be used to further safety within the industry for all participants.

- Round table discussion around current driver training program and what is included with regards to overall safety. Currently no requirement for refresher or update of training. Discussion revolved around potential for updated or enhanced training which may include areas such as cultural, gender, and social diversity, which have changed and evolved in recent times.

- Raised the idea of potentially providing internet training and certification. Further discussion on this item including the opportunity to post videos on the internet for passengers to view as well. The point was raised that drivers already bear a significant cost to training and that time in the classroom could mean time away from work and loss of income.

- Noted their organization has a community taxi usage guide which includes safety tips and was willing to provide for wider distribution. City is also working on driver and passenger bill of rights. Previous Taxi Cab Board had code of conduct/bill of rights.

- Winnipeg Police Service provide discussion on areas of safety concerns including gangs, and crime trends. Could possibly incorporate this into existing training. Transport Canada has online courses that could be considered.

- Need to have accountability with any training done.

- Industry support and involvement in shaping training is critical.

- Company has recently attaching survey to credit card receipt which provides customer service questions and driver and vehicle info along with incentive for discount off of future services. This allows for passengers to easily identify their driver and provide relevant feedback on a variety of topics including safety.

- Suggestion to update code of conduct to ensure that definitions and descriptions are consistent with

current legal terminology.

- Committee members were asked what they might like to see for an enhanced training model and potential delivery of programs for next meeting.

Accessibility Surcharge – Highlighted that the by-law defines accessibility in terms related specifically to mobility however a broader definition can be applied in industry expectations.

- City currently collects 7 cents per trip from all dispatch companies when less than 10% of their fleet are accessible. This surcharge is intended to be used to improve accessibility.

- Noted that July Taxi Licence lottery will award 60 accessible taxi licences to be effective December 1, 2018.

- Discussion identified that service levels and prevailing attitudes are the biggest hurdles.

- Comments on what can be done to incentivize the industry and to assist in bringing up service levels. Group was asked to consider various ideas and options on what could be done to offset costs of accessible vehicles, offset costs of fares, and encourage drivers and companies to prioritize accessible fares.

- It was noted that a central dispatch service is in place for accessible fares in some cities (eg. Chicago). It was noted that this type of dispatching is used in other situations. Further work to research this idea will be undertaken.

Future Topics – Accessibility and safety survey provided to committee members. Asked the group to consider whether we are asking the right questions in the right way and we are looking at getting solutions. Feedback to be provided to Winnipeg Parking Authority by August 3, 2018 to allow for revision and stakeholder distribution.

Subject	Vehicles for Hire – Stakeholder Advisory Committee Meeting	Date	August 15, 2018
Location	Buchwald Meeting Room, 2nd Floor Millennium Library, 251 Donald St.	Time	1:00 P.M. – 3:00 P.M.

Minutes

Topic	Input	Action and Follow up
Safety and Security	1. Accessibility and safety survey review -Once finalized, the survey will be online within the VFH website. -Ricky mentioned the length of survey to be concerning. -S uggested removing numbers (1 through 5) and using boxes indicating supportive or not supportive. Rebutted with questioning who would be opposed to increasing the safety of a driver or passenger? City mentioned cost may impact ones decision for non-support.	Suggested shortening or dividing the survey into sections. The suggestion of creating business cards was encouraged for passenger participation. The survey link may be encouraged on dispatching websites, vehicles, etc. Review survey, make adjustments and send to committee members.
	2. Pre-Payment Requirement -To avoid profiling of drivers and /or passengers, it was suggested to make pre-payment a requirement.	Should pre-payment become a requirement rather than a regulation? Suggested providing statistics of non-payment to possibly proceed in making pre-payment a requirement.
	3. Mentioned safety measures/pre-payment requirements only being in place for Taxis and is not direct towards PTP or Limousines.	Suggested creating a company policy regarding bookings, deposits, pre-payment, etc. Advised that the city will support the industry as long as by-law,

	4. Inquiry on why PTP vehicles are not required to have identification numbers. This brings concern for driver's safety and passenger complaints.	human rights, etc. are followed. Advised that the City of Winnipeg is currently in the process of creating a regulation for signage for PTP's. This may be something to consider in the future
Discussion on future agenda items	1. Campaign for Public -Make the public aware of their rights as well as the rights of drivers through brochures, commercials, etc.	Bill of rights for drivers and passengers will be posted in every car.

Subject	Vehicles for Hire – Stakeholder Advisory Committee Meeting	Date	September 13, 2018
Location	Room 200 of the Admin Building, Winnipeg James Armstrong Richardson International Airport, 2000 Wellington Ave.	Time	10:00 A.M. – 12:00 P.M.

Minutes

Topic	Input	Action and Follow up
	Meeting called to order at 10:10am	
Survey	1. The survey will be open September 14 – October 7, 2018 at the following link: https://www.surveymonkey.com/r/TJSJH5F 2. Once the data is received, it will be shared with the Advisory Committee.	Link to all Advisory Committee members.
Round Table/Future Agenda Items	Brought forward that they are receiving complaints regarding accessible door to door service vs. curb to curb service.	Enforcement will send an email to all accessible companies regarding the difference of the two services.

Subject	Vehicles for Hire – Stakeholder Advisory Committee Meeting	Date	October 17, 2018
Location	Conference Room 3 of the Administration Building, 510 Main St.	Time	1:00 P.M. – 3:00 P.M.

Minutes

Topic	Input	Action and Follow up
	Meeting called to order at 1:08pm	
Training of Drivers	1. Presentation A 90 Minute presentation will be created towards a 3-4 hour refresher class for dispatchers, owners and drivers. Topics Included: a.) Indigenous awareness b.) Inclusive language c.) Body Language d.) Females need to feel safe e.) Music in vehicle f.) Go to phrases that are acceptable g.) Challenges 2. Discussion of topics Additional topics brought forward were seniors/aging population, being under the influence, and mental health. Training will also include by-law and regulation changes. Discussed how a lot of the topics within the presentation are already included in the initial training, however not all taxi drivers have received this training. The training will be time sensitive and offered at various venues. The cost to drivers will be approximately $25.00 and will be part presentation, part video. Suggested using the safety surcharge to help offset the cost of training and lost wages to drivers. As the surcharge is so minimal, this would not be an option. Suggested looking into a Respectful Workplace Seminar to possibly have pieces of information be included in training.	Separate group will discuss the drafting and introduction of training.

		Handbook to bring to next meeting.
Survey Results	The Vehicles for Hire Safety and Accessibility survey was open from September 14 to October 7, 2018. Public engagement opportunities were promoted using the following methods: • City of Winnipeg website – updated on September 14, 2018; • News release - September 14, 2018; • Facebook posts with over 16,500 followers - posts from September 14 to October 7, 2018; • Twitter posts with over 78,000 followers - posts from September 14 to October 7, 2018; • City of Winnipeg public engagement newsletter with over 5,300 recipients - September 27, 2018, and; • Stakeholder email - September 14, 2018 The first page of the survey was completed by 460 participants. The full survey was completed by 290 participants. Of those who completed the survey, most respondents were passengers (72%). The main concern for vehicle for hire stakeholders and the public is safety. Of those who require accessible service, 35% were not satisfied with the service they have received. Improving wait times for individuals who require accessible service was the highest ranked objective of an accessibility program. Members of the VFH advisory committee believe that the survey did not reach a large enough audience. Suggested calling households in future surveys to reach a larger audience. Suggested handing out paper surveys to passengers of City buses.	
Accessibility Surcharge	The City of Chicago uses the surcharge as a centralized wheelchair taxicab dispatch service. Council in Calgary has approved a 30 cent increase to every taxi fare to fund a two-year pilot of a centralized dispatch service to accessible taxis. In order for this to occur in Winnipeg, the fare structure would need to be adjusted.	