Minute No. 183
Report – Standing Policy Committee on Infrastructure Renewal and Public Works – February 5, 2019

Item No. 1 Vehicles for Hire – Annual Report

COUNCIL DECISION:

Council concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works, as amended by the Executive Policy Committee, and adopted the following:

1. That the update provided on the vehicles for hire industry be received as information.

2. That one permanent full time equivalent (FTE) be added to the Winnipeg Parking Authority's FTE complement in the 2019 year as a Licensing Coordinator, and one additional permanent FTE as Licensing Clerk, be added beginning in the 2020 year to enable administration and enforcement of the By-law.

3. That one half permanent full time equivalent (FTE) be removed from the Winnipeg Parking Authority FTE complement in the 2020 for a Programmer Analyst position previously approved, but no longer deemed required.

4. That the 2019 maximum fares for taxis be approved as set out in Appendix A, whereby:

    A. The premium fare for door to door accessible service is removed from the current maximum fare schedule; and

    B. The wait time calculation is changed from charging 13 cents per 15 seconds of wait time to charging 16 cents per 18.4 seconds of wait time.

5. That the current fee to appeal a decision made by the designated employee be increased from $250 to $500 for matters considered by the Vehicles for Hire Appeal Board.

6. That additional amendments to the Vehicle for Hire By-law (draft amending By-law set out in Appendix B) be enacted, subject to the following:

    A. That section 11 of the draft by-law be deleted and referred back to the Winnipeg Public Service for further review and report back to the Executive Policy Committee in up to 180 days.

7. That the Proper Officers of the City be authorized to do all things necessary to implement the foregoing.

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – February 5, 2019

DECISION MAKING HISTORY:

Moved by Councillor Allard,

That the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works, as amended by the Executive Policy Committee, be adopted.

Carried

Councillor Klein asked to be recorded as having voted in opposition to the item, in accordance with Rule 47(7) of the Procedure By-law.

Patrick Stewart, on behalf of the Independent Living Resource Centre filed a brief with the City Clerk.

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On February 19, 2019, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works, subject to the following amendment:

- That the following be added to the end of Recommendation 6:

  "subject to the following:

  A. That section 11 of the draft by-law being deleted and referred back to the Winnipeg Public Service for further review and report back to the Executive Policy Committee in up to 180 days."

and submitted the matter to Council.

Paul Sandhu, President, Unicity Taxi Ltd., submitted a communication (undated) with respect to the matter.

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – February 5, 2019

DECISION MAKING HISTORY (continued):

STANDING COMMITTEE RECOMMENDATION:

On February 5, 2019, the Standing Policy Committee on Infrastructure Renewal and Public Works concurred in the recommendation of the Winnipeg Public Service and submitted the matter to the Executive Policy Committee and Council.

The Standing Policy Committee on Infrastructure Renewal and Public Works received submissions with respect to the matter from the following:

- David Martin submitted a communication dated February 4, 2019
- Ram Vallaru, General Manager, Duffy's Taxi, and Baldinjer Singh, Duffy's Taxi, submitted a communication dated February 5, 2019.

On January 8, 2019, the Standing Policy Committee on Infrastructure Renewal and Public Works granted an extension of time of up to 60 days for the Winnipeg Public Service to report back with an annual report on the vehicle for hire industry under the new By-law and to request approval for any By-law revisions deemed necessary.

COUNCIL DECISION:

On December 13, 2017, Council concurred in the recommendation of the Executive Policy Committee, as amended, and adopted the report on the Transition of the Regulation of Vehicles for Hire from the Province of Manitoba to the City of Winnipeg, which included the following recommendation:

13. That the Public Service be required to report back every 12 months for the first 5 years with an update on the vehicle for hire industry under the new By-law and to request approval for any By-law revisions deemed necessary.

ADMINISTRATIVE REPORT

Title: Annual update on the Vehicle for Hire industry and amendments to the Vehicle for Hire By-law

Critical Path: Standing Policy Committee on Infrastructure Renewal and Public Works - Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO
G. Heather	R. Topolniski COO	M. Ruta	D. McNeil

EXECUTIVE SUMMARY

On March 1, 2018 the City of Winnipeg was statutorily required to assume responsibility for the Vehicle for Hire industry as part of the dissolution of the provincial Taxicab Board. As part of this new responsibility, a Vehicle for Hire By-law was approved by Council in order to regulate and provide licensing oversight of the industry which consists of taxis, limousines and luxury vehicles, and personal transportation providers (PTPs).

The new By-law has streamlined and modernized the vehicle for hire industry by reducing the regulatory burden on taxis, increasing the number of vehicles for hire on the road by over 400 vehicles, adding to the accessible taxi fleet by increasing the number of accessible taxi vehicle licenses by 9% and implementing improvements to both driver and passenger safety.

Recommendations in this report are intended to maintain the positive momentum already generated and to continue to address feedback from various stakeholders, including the taxicab industry, personal transportation providers, accessibility advocates and passengers who utilize vehicle for hire services.

Highlights of recommendations proposed in this report are:

- Removing the $12.65 per trip fare charged by taxi cab vehicles for door to door accessible service, with the expectation that this service will continue to be offered to passengers with accessibility requirements.
- Increasing the cost to appeal a decision made by the designated employee or enforcement officer, such as suspension of a license, from $250 to $500 as the current fee is not operating on a cost recovery basis.
- Allowing the Vehicles for Hire Appeal Board flexibility in considering factors such as the amount of time that has passed since a criminal offence, when making a decision being appealed.

- Introducing new fines for offences such as tampering with safety equipment and not responding to passenger complaints.
- Requiring taxi cabs to issue receipts upon request and allowing for multiple payment options, including credit cards, at no additional cost to passengers.

The management, licensing, regulatory oversight and other initiatives for the Vehicle for Hire industry are currently projected to be cost neutral and have no budgetary impact to the City.

RECOMMENDATIONS

1. That the update provided on the vehicles for hire industry be received as information.

2. That one permanent full time equivalent (FTE) be added to the Winnipeg Parking Authority's FTE complement in the 2019 year as a Licensing Coordinator, and one additional permanent FTE as Licensing Clerk, be added beginning in the 2020 year to enable administration and enforcement of the By-law.

3. That one half permanent full time equivalent (FTE) be removed from the Winnipeg Parking Authority FTE complement in the 2020 for a Programmer Analyst position previously approved, but no longer deemed required.

4. That the 2019 maximum fares for taxis be approved as set out in Appendix A, whereby:

    i) The premium fare for door to door accessible service is removed from the current maximum fare schedule; and
    ii) The wait time calculation is changed from charging 13 cents per 15 seconds of wait time to charging 16 cents per 18.4 seconds of wait time.

5. That the current fee to appeal a decision made by the designated employee be increased from $250 to $500 for matters considered by the Vehicles for Hire Appeal Board.

6. That additional amendments to the Vehicle for Hire By-law (draft amending By-law set out in Appendix B) be enacted.

7. That the Proper Officers of the City be authorized to do all things necessary to implement the foregoing.

REASON FOR THE REPORT

This report is the first of five annual reports required by Council, as per the motion of the December 13, 2017 report approved by Council, related to the Vehicle for Hire by-law as follows:

> "That the Public Service be required to report back every 12 months for the first 5 years with an update on the vehicle for hire industry under the new By-law and to request approval for any By-law revisions deemed necessary."

Only Council has the authority to approve recommendations brought forward in this report.

IMPLICATIONS OF THE RECOMMENDATIONS

The report proposes the addition of two net new permanent positions to ensure there are no delays to industry stakeholders, particularly as it relates to processing licenses. The 2019 operating budget has sufficient funds to support the additional staffing requested.

The report also proposes a number of regulatory changes that are intended to improve the overall safety and customer experience of the vehicle for hire industry, from both a passenger and industry perspective.

HISTORY/DISCUSSION

On November 9, 2017, The Province of Manitoba passed The Local Vehicles for Hire Act, which dissolved the Taxicab Board, the Taxicab Act and associated regulations, and statutorily transitioned oversight and regulation of the vehicle for hire industry to the City of Winnipeg, effective February 28, 2018.

The City of Winnipeg assumed responsibility for the vehicles for hire industry by enacting a new Vehicle for Hire By-law that streamlined and modernized vehicle for hire regulations, with an emphasis on passenger and driver safety, as well as an aim to increase accessible service and options for passengers. This report's recommendations, combined with recent achievements made since the City was assigned responsibility for the vehicle hire industry, will further continue to resolve these concerns and allow for continual improvements in the industry.

Recommendations in this report offer improvements to the vehicle for hire industry as follows:

<u>Reduce delays in issuing licenses by increasing staffing</u>

Two positions are proposed to be added in the 2019 and 2020 years to ensure adequate management and coverage of front facing customer service delivery supporting the vehicle for hire industry. Without them, it is anticipated that there could be delays to issuing and processing licenses that support that vehicle for hire industry.

Funds for the new FTEs are available however approval to add the two net new FTEs is still required.

The recommendation to remove half of an FTE for the Programmer Analyst position is proposed as it is no longer deemed necessary. For the 2020 years forward this results in a net increase of one and a half permanent FTEs added to the staffing levels supporting the By-law administration.

Should the FTE recommendations in this report be approved, there will be a total of 10 permanent FTEs dedicated to managing the Vehicle for Hire By-law, compared to 8.5 permanent FTEs originally approved by Council in December of 2017. It should be noted that at the inception of transitioning the vehicle for hire oversight to the City there were a total of 10.5 FTEs, 7 permanent and 3.5 temporary, that were involved in managing the By-law.

Regulatory changes that support improved safety and customer service

Recommendations four through six of this report are regulatory in nature and the implications of each of these recommendations are described below.

Recommendation #4: 2019 Maximum Fares for Taxis

The maximum fare schedule, as approved by Council, sets out the maximum fare to be charged by taxi vehicles.
This report is recommending two changes to the fare schedule as follows:

i) Remove the door- to-door accessible fare premium from the maximum fare schedule. A review of other major Canadian cities, as set out in Appendix C, identified that there are no other jurisdictions where the taxi/vehicle for hire industry is approved to charge a higher tariff for providing this service. The Public Service and stakeholders concur that it is unfair to charge a premium fare for a service that is necessary for many passengers with accessibility requirements. These passengers are entitled to an equivalent level of service to those without accessibility issues and should not have to pay more to receive it. While taxi cab drivers would no longer be able to charge this premium fee, the City's expectation of the industry is that taxi drivers would provide a high level of customer service, including providing door to door service for passengers who request it, just as drivers are expected to assist passengers with their luggage upon request. The City of Winnipeg will work with the industry to ensure that level of customer service will continue to be achieved, without the additional surcharge.

   The premium fare currently being charged for the "door to door" accessible service is $12.65 per trip.

ii) The calculation for the amount to be charged for wait time to be adjusted from charging 13 cents per 15 seconds to 16 cents per 18.4 seconds of wait time. This is proposed in order to accommodate older model taxi meters that require both distance travelled charge and the wait time charge to be equal. In order to ensure that all meters are updated, this will require a recalibration of affected taxi meters. It is proposed that this recalibration will take place within six months of this report approval by a date determined by the Designated Employee. This change will take effect when the Designated Employee declares the change to be in effect in a written document that he or she has signed and filed with the City Clerk as posts on the City's website.

Recommendation #5- Increase to the Appeal Board fee

In order for a matter to be considered by the Appeal Board established under this By-law, a vehicle for hire license holder must pay a fee to appeal the decision of the designated employee

or an enforcement officer, such as suspension of a license in circumstances where a criminal offence not permissible by the By-law exists. The current fee of $250 does not adequately cover the expenses the City incurs to have the Appeal Board sit and the matter heard. As such, this report is proposing that the Appeal Board fee be increased to $500.

Recommendation #6- By-law Amendments as set out in Appendix B

By-law amendments, as set out in Appendix B, are being proposed to more effectively administer and enforce the By-law and are also being proposed to address feedback from the taxi cab industry, personal transportation providers (PTP), accessibility advocates and passengers utilizing vehicle for hire services.

Proposed amendments to the By-law and their associated implications are summarized below:

i) There are several offences under the By-law for which no set fines are established, with the result that they must be enforced under The Provincial Offences Act (POA) by way of an Information. Adding a set fine for the following offences and identifying them as enforceable under The Municipal By-law Enforcement Act (MBEA) will allow for more expeditious enforcement:

- There is no set fine for a vehicle for hire driver caught operating while prohibited due to being listed on the child abuse registry. The proposed fine amount is $1,000 in order to be consistent with other MBEA offences similar to this.
- The set fine for a dispatcher who fails to comply with an approved complaints process is proposed to be $500. The By-law will continue to require dispatchers to have the designated employee approve the complaints process prior to being issued a license.

ii) New offences

- The By-law requires cameras and meters to be installed in taxi cab vehicles. A taxi cab licence can be refused if a camera is not operating properly and the taxi would be put out of service in order to remedy the situation. However, there is no offence or associated fine that can be imposed when the camera has been tampered with, such as covering a camera lens or attempting to conceal a non-working camera. It is proposed to add an offence with the fine amount set at $500.
- The By-law is proposed to be updated to include a provision that prescribes the proper securement of a wheelchair or mobility aid and passengers who use wheelchairs and mobility aids in accordance with the Highway Traffic Act for accessible vehicles. Because City by-law enforcement officers are not authorized to enforce The Highway Traffic Act it is proposed to make this a by-law offence as it pertains to Vehicles For Hire. The proposed fine amount is $500.
- In order to ensure that taxis and PTPs are driven by licenced drivers, an amendment is required to the By-law to require that all drivers carry their Provincial driver's licences with them and provide it to enforcement officers upon request. Adding an offence for failing to provide a Provincial driver's licence to an enforcement officer upon request will allow for better enforcement of taxi and PTP drivers operating

without Provincial driver's licences in the City boundaries. The proposed fine amount is $500.

iii) Regulating large capacity (11+ passenger) limousines

The By-law regulates limousines that are 10 passengers or less but does not regulate vehicles that are regulated by the Provincial Motor Transport Board, including vehicles with 11 passengers or more. It is proposed that that the By-law be amended to extend the City's regulatory oversight to large capacity limousines with 11+ passengers as well. In this category there are approximately 20 vehicles, all with companies who have dispatchers already licensed through the City. Large capacity limousines are only subject to annual inspections through the Motor Transport Board, a requirement which would not be changed. This recommendation proposes that in order to operate within Winnipeg, these vehicles would need to operate with a licenced PTP dispatcher, and remain compliant with the VFH By-law. This would provide consistent oversight to service providers in the limousine and luxury vehicle category. This will be a benefit to limousine companies as there will now be one main regulatory body for this category of vehicle.

Further investigation, research and consultation is required to identify whether the By-law would be further expanded to regulate other large capacity vehicles in the future, such as Party Buses and Charter vehicles.

iv) Exemption certificates for non-profit ride organizations operating on donations

The By-law exempts any rides that are given without compensation. This includes non-profit organizations that operate solely on the basis of voluntary donations. The key is that a ride is provided whether or not a donation is made. The proposed amendment would continue to exempt these organizations but would allow the designated employee to issue a certificate to confirm that this is in fact how they operate. The certificate would not be mandatory but would confirm their exempt status for the public.

v) Methods of payments in taxi cab vehicles

The By-law currently permits but does not require that taxis offer the ability for a passenger to pay by cash or credit card. The proposed by-law amendment will make this mandatory as a customer service improvement, as well as a safety and security improvement. This is proposed to be implemented by March 1, 2020.

The industry has identified an ongoing cost to implement this and has requested an increase of 25 cents per trip to be added as an initial start fee to the tariff rate. At this point, while recognizing that there is likely a cost to the companies to provide this service, the Public Service is not recommending this additional fee as further information related to this would need to be collected in order to establish a cost, subsequent starting rate and to ensuring Payment Card Industry (PCI) compliance. The Public Service will consult with the industry and will study any costs associated with this, and will bring forward a recommendation in the future if an increase is warranted.

vi) Issuance of receipts

The proposed By-law will add a provision requiring all taxi vehicles to provide a receipt to a passenger upon request. Currently not all taxi cabs offer this service and there have been complaints received from customers that drivers have not provided receipts when requested. This is a particular problem for out of town guests and business travelers. The proposed fine amount for this offence is $100.

vii) External taxi cab and PTP operators

The Local Vehicle for Hire Act states that the City's by-law only applies to vehicle for hire trips that originate in Winnipeg, while trips that terminate in Winnipeg but originate outside Winnipeg are not subject to the By-law. However, until such time that reciprocal agreements can be made between municipalities in Manitoba with respect to inter-municipal vehicle for hire trips, it is proposed to also exempt from the City's By-law all trips that originate in Winnipeg so long as they end outside the city, subject to the following conditions:

- The ride will terminate outside of City of Winnipeg boundary;
- Vehicles are registered to owners with addresses outside of Winnipeg; and
- Hold valid vehicle for hire insurance for the times they are operating.

viii) Regulate availability of taxi cabs

The By-law currently requires any taxi dispatcher with more than 50 vehicles to have at least one taxi available for service 24/7. This has been determined to be inadequate for a City the size of Winnipeg and is particularly problematic for passengers who require accessible taxis.

A By-law amendment is proposed to improve customer service for all passengers and will now require any taxi dispatcher with more than 50 vehicles to have 10% of their current standard taxi vehicles and at least one accessible taxi vehicle available 24/7.

This would require larger operators, who typically provide service at all times, to ensure that they have several vehicles, including an accessible vehicle, on the road at all times.

ix) Accessible taxi requirement technical amendment

Subsection 38(2) of the By-law currently exempts accessible taxis from the requirement that they have an operating in-vehicle camera. This is incorrect. This provision should exempt accessible vehicles from the obligation to have a strobe light on the roof of the vehicle.

x) License suspensions and cancellations

Section 75(3) requires that the designated employee hold a hearing prior to cancelling a vehicle for hire driver's license if the driver is convicted of a relevant criminal offence or a major driving offence or is registered on the child abuse registry, despite the fact that the

designated employee is required by the By-law to cancel the licence and has no discretion in this matter. It is proposed that it should not be necessary for the designated employee to hold a hearing; it is enough to give the licence holder a chance to show why the information given to the designated employee is incorrect.

xi) Appeal Board flexibility

Allowing the Appeal Board flexibility in considering other factors they deem relevant to a license cancellation or suspension is recommended. At present, s. 68(3) of the by-law provides that the Appeal Board must consider whether the "nature of the criminal offence, the major driving offence or the actions that resulted in the registration on the child abuse registry justify denying the license or the registration, as the case may be." Limiting the appeal board to considering only the nature of the offence or action excludes other factors, such as the time that has passed since the violation and the conduct of the appellant since the offence or action occurred, or any other factors that the Appeal Board may consider to be relevant in rendering a decision. The proposed amendment would allow the Appeal Board more flexibility to consider the time since the offence or action and other factors that they feel are important.

Key achievements made to the vehicle for hire industry since March 1, 2018:

The total number of vehicles for hire available to the general public has increased by over 400 vehicles since the City took over regulation of the vehicle for hire industry, mainly due to the increase in personal transportation providers (PTPs) that did not exist prior to the City regulating the industry. The average number of taxis operating in Winnipeg has remained relatively constant during this period.

The addition of personal transportation providers has increased capacity and competition in the industry, along with beginning to improve the overall level of customer service, the availability and accessibility of service and providing an opportunity for citizens to boost both their social and economic situations and contribute to the overall transportation network.

Vehicle Availability: Taxi Cab Board Compared to City of Winnipeg Vehicle For Hire								
Regulating Entity	**Personal Transportation Provider**				**Taxi Cabs**			
	Accessible	**Standard**	**Luxury-Standard/ Accessible**	**Total PTP**	**Accessible**	**Standard**	**Total Taxi**	**Total**
Taxi Cab Board	0	0	104	104	56*	410	557	661
City- Vehicle For Hire	35	414	89	538	56	468	524	1,062
Increase (Decrease)	35	414	-15	434	0	58	-33	401

* There were 91 handi-cab vans and 5 accessible specialty buses that were licenced by the TCB, however are not all regulated under the Vehicles for Hire By-law 129/2017, and these vehicles are not included in the total number of accessible taxi cab category regulated under the TCB. A portion of those vehicles have become accessible PTPs while the remaining ones continue to operate outside of the framework of the By-law.

The regulatory oversight of the vehicle for hire industry has also increased the overall number of inspections, more than doubling the amount of inspections, compared to when taxis were regulated under the Taxicab Board. Over thirteen thousand (13,000) inspections on both taxi cabs and personal transportation providers have taken place from March 1, 2018 to September 30, 2018 under the Vehicle for Hire By-law, compared to just under five thousand (5,000) inspections under the Taxicab Board for the year ending March 31, 2016.

2018 Vehicle For Hire Inspection and Ticket Issuance								
Month	**Taxi**	**PTP**	**MPI**	**Change of Vehicle**	**New Taxi License**	**Total Inspections**	**Out of Service**	**# Of Tickets Issued**
March	75	-	17	1	-	93	6	-
April	424	2	9	1	39	475	50	-
May	1,722	19	10	-	2	1,753	63	2
June	2,013	90	10	1	2	2,116	78	1
July	2,599	40	16	1	1	2,657	72	16
Aug	2,594	35	16	-	-	2,645	79	43
Sept	1,937	61	18	11	1	2,028	78	53
Oct	1,937	143	20	16	-	2,116	78	52
Total	**13,301**	**390**	**116**	**31**	**45**	**13,883**	**504**	**167**

The majority of penalty notices, 139 of the 167, were for failing to display a taxi driver license as required under the Vehicles for Hire By-law.

Prior to transitioning the Vehicle For Hire industry to the City, the Taxicab Board oversaw approximately 2,600 licensed drivers, 661 business licenses (for both taxi and accessible vehicle types), and an additional 120 seasonal taxicab licenses. When the Vehicle for Hire By-law was enacted, Council approved permanently issuing the 120 taxi cab licenses that were historically issued as seasonal licenses in order to bring the available licences up to the approved population to taxi ratio.

The City issued those licenses by holding two lotteries, whereby applicants were selected through a randomized draw. The first 60 licenses were issued through a draw held in February 2018, with licences active March 1, 2018. The remaining 60 licenses were issued through a draw held in July 2018. After consultation and engagement with the stakeholders, and in an effort to increase the number of taxicabs that are equipped to provide transportation for passengers with accessibility requirements, the lottery held in July 2018 mandated the issuance of only accessible taxicab licenses. These 60 new accessible licences will be active effective December 1, 2018 and will increase the number of accessible taxicab vehicle licenses in Winnipeg by 9%. This is a concerted effort to improve the availability and level of service offered to these passengers. This decision was made after reviewing the levels of available vehicles, the additional need for increased service and through consultation with stakeholders.

Since the introduction of the Vehicles for Hire By-law, the City of Winnipeg has 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. Specific feedback was gathered on safety and accessibility. After the By-law was first introduced, the Public Service

partnered with several accessibility organizations to hold an information session to inform the public about the changes to accessibility in the industry with the introduction of the By-law.

A Vehicle for Hire Advisory Committee was formed following an application process in June. The advisory committee brings a group of stakeholders with different perspectives on the vehicles for hire industry together to discuss issues and provide advice and knowledge to the Public Service. The Advisory Committee was consulted early on to gather initial feedback on safety and accessibility and for their input on the draft survey. The Committee was also consulted after the survey was closed to gather input on recommendations. The general public provided input through the online survey.

Date(s)	Activity	Details
April 23, 2018	Accessibility and Vehicles for Hire information session	40 community members attended. Hosted with the Manitoba League of Persons with Disabilities and Barrier Free Manitoba. The intention was to present information and answer questions, rather than collect feedback.
July 8, 2018 August 15, 2018 September 15, 2018 October 17, 2018 November 21, 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. The survey results do not provide a scientific sample, but rather, provides a general sense of feedback.

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.
- Respondents (161 of 460) were neutral or unsure if vehicles for hire in Winnipeg offer adequate accessible service.
- Of those who require accessible service (23), eight were not satisfied with the service.
- Most drivers who responded to the survey 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
- Education campaign to provide information on the rights of drivers and passengers and the consequences of violence was the most popular safety and security measure.
- “Reduce the financial impact on accessible vehicle for hire owners” was the most popular objective of an accessibility program
- Incentive grant program for accessible vehicle owners was the most popular measure for improving accessibility.

A summary of the safety and accessibility engagement and how input was incorporated into recommendations can be found in Appendix D.

Other key highlights that have occurred since the Vehicle for Hire By-law was enacted by the City include:

- The creation and appointment of a Stakeholder Advisory Committee consisting of a member of the Public Service and 13 citizens who represent industry participants or organizations that have a vested interest in seeing improvements to the industry.
- Ongoing cultivation of relationships with industry regulatory bodies.
- The development of a complaints reporting process, along with investigation and follow up of more serious complaints.
- A call for applications for citizen members of the VFH Appeals Board occurred in early 2018. Recommendations of members were made and the Board was appointed by Council. There have been nine appeals heard from March to October 31, 2018.
- While the TCB required taxicabs to have video cameras, they simply recorded video. As an improvement to overall driver and passenger safety, along with providing better evidence for investigations, audio recording has been mandated. Additionally, the required storage capacity of the memory cards was increased in order to ensure that a longer video and audio recording period was retained.
- Joining the International Association of Transportation Regulators (IATR). This regulatory association includes a strong Canadian contingent and allows for regular conference calls to discuss insights, lessons learned, best practices, along with issues in oversight and regulation.
- As approved by Council, on March 1, 2018 taxis were authorized to, and began utilizing Transit diamond lanes in order to improve the service that they could provide. From an industry perspective, there have been favourable comments related to this improvement. This additional use of the Transit diamond lanes appears to be working as intended but will continue to be monitored to ensure there are no significant impacts to Transit operations and to work with the taxi industry to ensure that they remain compliant.

Ongoing administration of the Vehicle for Hire By-law:

The Public Service deems that Vehicle for Hire By-law administration, oversight and regulation should be considered generally successful to date. As such a report will be submitted for Council's consideration in the second quarter of 2019 that will recommend the Winnipeg Parking Authority permanently administer the Vehicle for Hire By-law. This will require an update to the Winnipeg Parking Authority SOA Operating Charter. A separate report is being planned as there have been other structural changes to the WPA, such as the administration of the Municipal By-law Enforcement Act, that will also require changes to the WPA's Operating Charter. By bringing a stand-alone report forward to Council this will allow for all changes to be more fully explained and considered by Council in their totality.

The next annual reporting on the Vehicle for Hire industry updates, including any required By-law amendments, will be submitted to Council in January of 2020.

FINANCIAL IMPACT

Financial Impact Statement

Date: December 7, 2018

Project Name:

First Year of Program 2019

Annual update on the Vehicle for Hire industry and amendments to the Vehicle for Hire By-law

	2019	2020	2021	2022	2023
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 88,136	$ 114,448	$ 114,689	$ 116,786	$ 118,922
Less: Incremental Revenue/Recovery					
Net Cost/(Benefit)	$ 88,136	$ 114,448	$ 114,689	$ 116,786	$ 118,922
Less: Existing Budget Amounts	88,136	114,448	114,689	116,786	118,922
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: Direct costs above are estimated financial impact from **Recommendation #2 and #3**. Those amounts represent salary and benefits cost due to addition of two new FTEs, Licensing Coordinator WAPSO 2, starting in 2019 and Licensing Clerk - CUPE Clerk B, starting 2020, which is offset by deletion of previously approved Analyst Programmer 2 CUPE position in 2020. Both new positions are estimated at the top step for each category. Increase in salary and benefits dollars will be managed within existing VFH budget.

There is a potential impact from **Recommendation #5**, however it is difficult to predict amount of appeals each year, therefore it is impossible to estimate incremental revenue from increase in appeal fees, if any.

There is a potential finance impact from **Recommendation # 6**, as, should it be approved, there might be increase in revenues. However, at this point there is not enough historical information to predict what increase in revenue WPA might realize, if any. Therefore there is nothing noted in FIS statement.

original signed by

Lioubov Gavrilova-Crozier, CPA, CA
A/Manager of Finance

CONSULTATION

This Report has been prepared in consultation with:
Legal Services (as to legal matters)
Winnipeg Transit (as to taxis operating in diamond lanes)
Office of Public Engagement (as to public engagement activities)

OURWINNIPEG POLICY ALIGNMENT

These changes are aligned with the key goals of the City of Winnipeg 2011 Transportation Master Plan (a part of the OurWinnipeg framework):

"A key underlying goal of the transportation plan is to expand the range of travel options that are available to residents, workers and visitors, and to ensure that people are not dependent on one single mode. Expanded travel choice creates countless community benefits."

SUBMITTED BY

Department: Winnipeg Parking Authority SOA
Division: Vehicles for Hire
Prepared by: G.Heather/A.Williams
Date: December 7, 2018
File No: WPA-039-2018

Attachments:

Appendix A- Maximum Fare Schedule for Taxis

Appendix B- Vehicle for Hire By-law Amendments

Appendix C- Canadian Taxi Fares

Appendix D- Public Engagement Report