Agenda – Council – December 15, 2022

Report – Standing Policy Committee on Public Works – November 29, 2022

Item No. 3 Vehicles for Hire Industry Annual Report

STANDING COMMITTEE RECOMMENDATION:

On December 7, 2022, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Public Works and submitted the following to Council:

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

2. That the Winnipeg Public Service be directed to continue its annual report to Council on the vehicle for hire industry until December, 2027.

3. That this be the final update provided to Council on the use of diamond lanes by taxis.

4. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the forgoing.

Report – Standing Policy Committee on Public Works – November 29, 2022

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On December 7, 2022, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Public Works and submitted the matter to Council.

STANDING COMMITTEE RECOMMENDATION:

On November 29, 2022, the Standing Policy Committee on Public Works concurred in the recommendation of the Winnipeg Public Service, with the following amendment:

- Add the following new Recommendation 2 and renumber the remaining recommendations accordingly:

    "2. That the Winnipeg Public Service be directed to continue its annual reporting to Council on the vehicle for hire industry until December, 2027."

and submitted the matter to the Executive Policy Committee and Council.

COUNCIL DECISION:

On April 28, 2022, Council adopted the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works which included the following:

4. That the Winnipeg Public Service be directed to develop a safety and violence prevention campaign in consultation with the Vehicle for Hire industry, to promote enhanced awareness around the safety of drivers and passengers, funded from the Safety and Security Surcharge fund to a maximum of $10,000, and incorporate a report back on the campaign into the next annual Vehicles for Hire report.

On December 12, 2019, Council concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works, and adopted the following:

1. That future reports on Taxis in Diamond Lanes be made by the Winnipeg Parking Authority, in consultation with Winnipeg Transit, and included as part of the Vehicles for Hire Annual Report.

Report – Standing Policy Committee on Public Works – November 29, 2022

DECISION MAKING HISTORY (continued):

COUNCIL DECISION (continued):

2. That the Proper Officers of the City be authorized to do all things necessary to implement the forgoing.

On December 13, 2017, Council adopted the recommendation of the Executive Policy Committee, as amended, which included the following:

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

Critical Path: Standing Policy Committee on Public Works – Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
R. Topolniski	J. Berezowsky	N/A	M. Jack

EXECUTIVE SUMMARY

On March 1, 2018, the *Local Vehicles for Hire Act* came into force, thereby dissolving the Manitoba Taxicab Board and requiring the City to assume responsibility for regulation of the vehicle for hire (VFH) industry in Winnipeg through the passage of the VFH By-law.

The VFH By-law has continued to support a more streamlined and modernized VFH industry by increasing the industry's capacity to meet demand by allowing more VFH on the road, adding to the accessible taxi fleet, enabling improvements to both driver and passenger safety, and continuing to engage with the industry to make improvements and ensure its overall sustainability. Since assuming responsibility for VFH regulation, the VFH office has continued to develop collaborative relationships with the industry and stakeholders. With the increase in the number of accessible vehicles, the industry is now positioned to further improve accessible service. This report outlines more steps being taken in that direction.

A separate report will address amendments to the maximum fare schedule, as well as a recommended policy for consideration of future changes.

The VFH office has continued to focus on safety as a priority, working with several stakeholder groups to educate and raise the profile of the work that is being done.

This report will provide an update on current VFH marketplace in Winnipeg, the continued strengthening of safety measures, and measures taken to ensure the industry operates as efficiently as possible while continuing to innovate and modernize. The VFH office aims to address feedback from various stakeholders (including the taxicab industry, personal transportation providers (PTP), accessibility advocates and passengers who use VFH services, and industry partners), and take a proactive approach in making improvements to the overall regulatory and licensing regime.

Highlights of recommendations proposed in this report are:

- An overall update on the VFH industry and it's recovery from the COVID-19 pandemic;
- Reporting on the Winnipeg (WAV) on-demand accessible transportation program (centralized dispatch and incentives);
- An update on the work being done by the City's Task Force related to the MMIWG2S+ Calls for Justice and safe transportation;

- Discussion on providing rebates to vehicle owners and dispatchers related to increased fully-electric vehicle conversion.

This report also includes an update on the use of diamond lanes by taxicabs based on data collected by Winnipeg Transit. There are no recommended changes to the restrictions on the use of diamond lanes at this time. It is recommended that this be the final update regarding the use of taxis in diamond lanes.

The management, licensing, regulatory oversight, and other initiatives for the VFH industry are currently projected to be cost-neutral, even in light of the COVID-19 pandemic, and will have no budgetary impact to the City.

RECOMMENDATIONS

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

2. That this be the final update provided to Council on the use of diamond lanes by taxis.

REASON FOR THE REPORT

This report is the fifth of five annual report required by Council, as per the direction from the December 13, 2017 decision:

> "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."

On December 19, 2019, Council also directed that, in consultation with Winnipeg Transit, future reporting on the use of diamond lanes by taxis should be included the VFH Annual Report.

On December 1, 2021, the Standing Policy Committee on Infrastructure Renewal and Public Works directed the Winnipeg Public Service to provide a written update in 300 days on reducing the vehicle license and dispatch company fees for electric vehicles. That update is incorporated into this annual report.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications to receiving this report as information.

HISTORY/DISCUSSION

On November 9, 2017, the Province of Manitoba passed the *Local Vehicles for Hire Act*, which dissolved the Manitoba Taxicab Board, repealed *The Taxicab Act* and associated regulations, and statutorily transitioned oversight and regulation of Winnipeg's Vehicle for Hire (VFH) industry to the City, effective February 28, 2018.

The City of Winnipeg assumed responsibility for the VFH industry by enacting a new VFH By-law that streamlined and modernized VFH 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 VFH regulation, will continue to resolve these concerns and allow for further improvements in the industry.

The following will make oversight and enforcement more efficient, address feedback from industry stakeholders, and offer improvements to the VFH industry.

VFH By-law amendments

In an attempt to ensure that the VFH By-law remains current, innovative, and reactive to market and industry forces, potential by-law amendments are collected and analyzed throughout the year, captured from a variety of sources. These allow the VFH office to continue to effectively administer and enforce the VFH By-law, and to ensure that the proper tools are in place for regulation, licencing and compliance. Possible amendments could serve to address areas of the By-law that have been identified by the VFH office and through feedback from the VFH industry service providers, accessibility advocates, the VFH Stakeholder Advisory committee, and from passengers using VFH services.

This report is not recommending any further amendments at this time. However, some may be brought forward in the future as work towards the MMIWG2S+ Calls for Justice around safe transportation continues and more discussions with the community and VFH industry occur.

Key achievements and VFH industry update:

The VFH industry faced many challenges throughout the COVID-19 pandemic. However, it played an important role by allowing residents to continue to get around the City, obtain important goods and services, and to ensure they are able to get to work, medical appointments, and continue their lives, as best as possible.

As previously mentioned in past annual update reports, 2020 and early 2021 were significantly challenging for the industry. However, from March 2021 on, the number of trips began to climb, especially as mass-scale vaccinations occurred and other Public Health orders were limited and reduced. This saw the re-opening of restaurants, casinos, and the return of live sports events, including the Jets, Bombers and Goldeyes, as well as concerts and other entertainment venues. Most importantly, a return to travel began to occur, which substantially benefited the VFH industry. The impact of the pandemic was still felt within the limousine and luxury vehicle category, due to the slower return of events where their services are generally most often used.

The end of 2021 saw a near return to pre-pandemic trip numbers. The industry continued this momentum into 2022 and has seen a strong comeback of both vehicles available and the number of trips being provided.

As the demand for transportation has taken off in 2022, there is also a large number of vehicles available to handle the increased numbers of trips. The average number of vehicles available to provide service in 2022 is 1,649 (to the end of August), which is a 314 vehicle average increase over the final average of 1,335 from 2021. The average number of vehicles available is significantly higher than it was pre-pandemic, and is reactive to the increased numbers of trips that are being requested. This also continues to demonstrate the overall resiliency of the industry as well the fact that as the demand for the service increases, there are interested service providers that can meet the needs of customers.

The maximum number of taxis (standard and accessible) available for service in 2022 remains at 600 licences issued, with an average of 584 on the road each month. There has been an average of 1065 personal transportation providers ("PTPs", including accessible, standard passenger and limousine/luxury) available on a monthly basis. A little over 93% of the PTPs available are standard passenger vehicles. These numbers have generally remained constant throughout the year based on the increase in demand. The average number of taxis operating in Winnipeg has remained constant during this period, but can generally fluctuate and be affected by demand as well as vehicle repairs and maintenance.

The PTP category continues to provide scalable capacity and is driving increased competition in the industry. The general overall level of customer service continues to improve, as does the availability of vehicles and accessibility of service. Customers have increased transportation choices, more flexibility regarding the type of service they are able to obtain, and are better able to manage their own transportation choices. Further, customers can integrate various modes of transportation into their overall plans. The PTP segment of the industry also provides an opportunity for residents to earn additional income, especially at a time when other opportunities may not be available, as well as providing flexibility of schedule to accommodate other commitments.

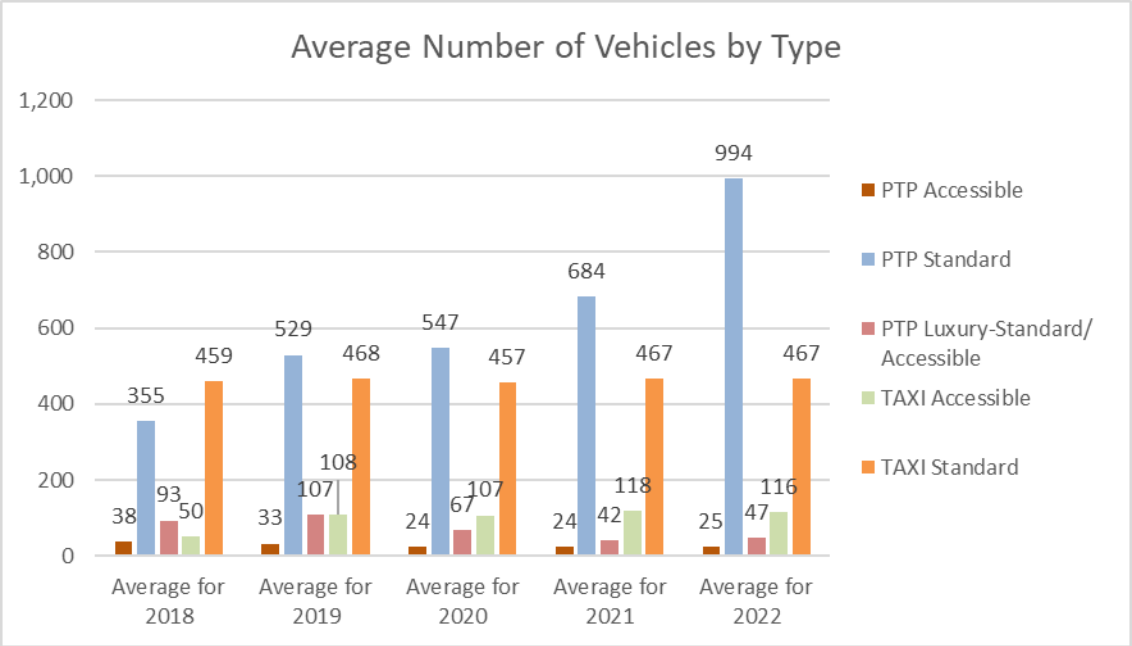


Figure 1

Late 2021 into 2022 saw a significant increase in the standard PTP category, coinciding with the largest number available for service. As shown in Figure 1, the average number of standard PTPs available throughout 2022 is 994, which is an increase over the 2021 average of 684. With increases in the demand for service remaining consistent and surpassing even pre-pandemic levels, companies have scaled up their operations and brought on more drivers to meet the ever-growing needs for transportation. As mentioned in the past, it should be noted that there could be some double-counting of vehicles, albeit this appears to be less and less the case now, as reported data continues to be more refined. To the end of August 2022, taxis have continued to provide a majority of the trips. However, the overall market share has significantly shifted. During 2021, taxis provided 77.6% of the trips while PTPs accounted for 22.4%. Throughout 2022, the entire PTP category has continued to earn a greater share of the market,

averaging 33.4% through the end of August, while taxi companies have provided 66.6% (as shown in Appendix A).

Year-to-date (January to August) in 2022, there have been 4,113,890 trips completed in the VFH industry. This is an average of 514,236 trips per month. The first quarter of 2022 opened in the same fashion as how 2021 ended, and has continued to pick up steam with each seeing a record number of trips. This is an average increase of 143.5% trips per month.

The 2021 year concluded with the industry providing 4,299,260 trips (an average of 358,272 trips/month). Compared to 2020, there were 165,549 more trips provided over the entire year, but was still less than the total overall number of trips provided in 2019.

The impact of the COVID-19 pandemic appears to no longer be playing a role as it relates to the VFH industry as whole. It has affected the recovery of the limousine/luxury vehicle category to some degree, but even this is showing signs of strength. There is no doubt that the industry saw a dramatic loss of trips throughout 2020, and into early 2021. However, as public health orders were removed or adjusted, events returned and as restaurants, bars/lounges, casinos (and other locations where people normally use VFH services) re-opened, there was an uptick in the numbers of reporting trips. By the end of 2021, there had been a return to pre-pandemic levels. This continued into 2022, which has also seen significant increases over previously-reported numbers of trips. This generally indicates not only a return of the consistent numbers of trips that the industry had been providing, but also an expansion of the market with new users requesting more trips and shifting the modes of transportation that they are choosing to use.

The industry worked hard to ensure that they were available to provide service to the residents of Winnipeg throughout the pandemic and took a number of steps to ensure that they could provide service in accordance with public health orders.

The increase in 2022 can be attributed to a few items:

- The full removal of all public health restrictions and a full re-opening of all businesses.
- A full return to air travel throughout the year. This is one of the largest impacts on the VFH industry.
- A return of various music, arts and cultural festivals this year.
- Malls and casinos were open for 2022, with people moving around and attending those locations.
- Non-emergency medical transportation and people getting to appointments.
- Changing behaviours as residents adjusted their modes of transportation. People had more choices regarding the type of transportation they wanted, often integrating both public and private transportation into their decision-making.
- The return of professional sporting events, such as the Winnipeg Blue Bombers and Winnipeg Jets, as well as concerts and performances.

The use of VFH continues to be a much-needed and popular mode of transportation. Residents continue to see the benefits of having choice and competition and access to both taxi and PTP options, and the service providers in each category. VFH continues to see overall improving customer service, and some increased accountability by the dispatch companies, as well as increased availability and access to vehicles, which in turn all benefits residents and transportation users.

Both standard and accessible taxis continue to provide a majority of the overall trips, accounting for 66.6% of all trips (to the end of August 2022), down from 77.6% in 2021 and 90.2% in 2020. Limousine/Luxury PTP vehicle service providers have continued to see impacts to their business and market share where they have provided an average of 0.24% of all trips to the end of August 2022, which is an increase over 2021 in which this category was 0.2%, but a sharp decline over 2020, where it provided 0.37%. The PTP Limousine/Luxury category has consistently provided a small amount of the overall trips.

Rideshare PTPs have seen another significant increase in 2022 to the end of August, increasing the category's share by 11% over 2021, going from 22.2% to 33.2%. As shown in Figure 3, the number of trips being provided by Rideshare PTPs continues to increase.

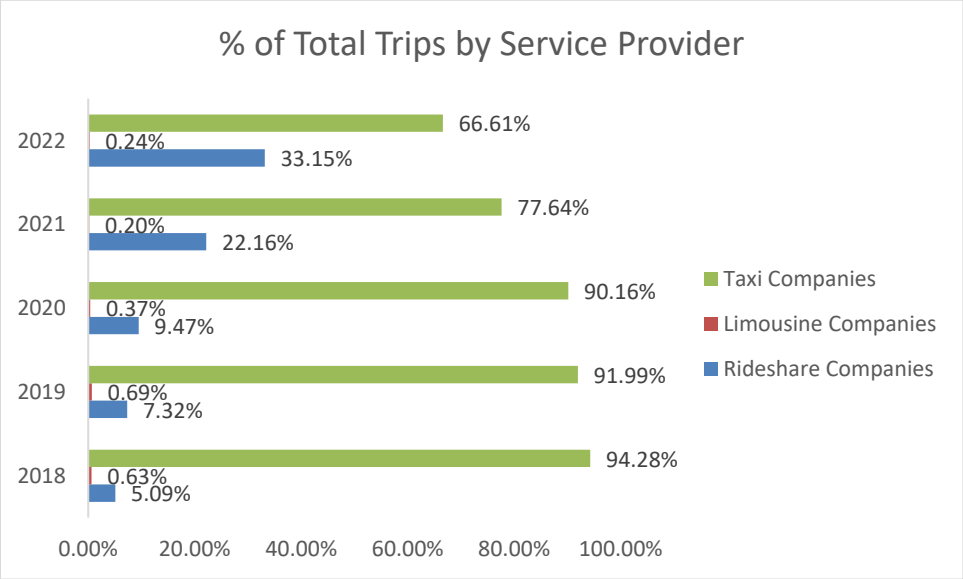


Figure 2

Enforcement and regulatory oversight of the industry continues to be a main focus of the VFH office. The VFH enforcement team continues to provide mobile on-street monitoring of the industry, regularly attending to high-use locations and places where vehicles congregate waiting for trips. In order to ensure that vehicles providing for hire transportation service are compliant with the By-law and are safe for drivers and passengers, vehicle inspections continue to be a major focus of the team.

From January 2022 to the end of August 2022, a total of 8,877 vehicles have been inspected by VFH officers under the VFH By-law. In comparison, there were 14,267 total vehicles inspected in 2021 and 15,824 inspected in 2020. These inspections can be full vehicle inspections that are more in-depth, or more cursory, less involved ones. There has been a focus on inspecting more PTP vehicles throughout 2022. As well, there was a focus on limousine/luxury vehicle inspections, both for newly-licenced vehicles and for those returning to service after being off the road in 2020 and 2021. As well, in previous years, VFH and Manitoba Public Insuarnce (MPI) have partnered on vehicle inspections at the MPI service centre, and that program was not continued in 2022. The enforcement officers continue to focus on overall vehicle safety. Of all the inspections in 2022 to date, officers have placed a vehicle "out of service" only 4.8% of the time, which is above the average of 2021's 2.2%. This can be mainly attributed to the increased numbers of limousine inspections on vehicles that had been sitting and not regularly maintained. As well, the proactive nature of the inspection program continues to demonstrate

the desire of VFH to ensure that vehicles are maintained, and those that are on the road are safe and road-worthy and that those that are not in compliance with accepted standard and the VFH By-law should be taken off the road.

All vehicles for hire are required to meet certain standards in order to pass inspections, and are expected to meet those minimum standards at all times. Roadside or call-in vehicle inspections are used to inspect critical components and systems that may pose imminent safety concerns to the public. As well, the VFH office has continued to strengthen its relationship with MPI's Vehicle Safety Division and has continued to work closely with them to ensure that any vehicles providing service to customers are safe, reliable, and meet the standards of both the VFH By-law and the MPI vehicle inspection and safety certification program. MPI partnered with VFH to have all the VFH Officers be trained on mechanical vehicle inspections. This was done to further support the vehicle safety program. There were no targeted MPI and VFH inspection campaigns this year as there had been in previous years. VFH continues to see that vehicles are much more regularly maintained to ensure they meet standards and remain compliant, which ensure a safer vehicle for all and reduces the overall risk of dangerous vehicles being on the road.

The Public Service continues to review the numbers of vehicles available to provide transportation service. With the scalability of the PTP licence, and how that has reacted to increases in demand, there is no need right now to issue new taxi licences and increase the current maximum cap number. There does not appear to be a shortage of vehicles available to provide service, and in fact it appears, as previously indicated, that the number of vehicles have additional available capacity in order to continue to increase the numbers of trips provided.

As recommended in previous VFH Annual Reports, the Public Service continues to recommend that, when new taxicab licences are issued based on the Council-approved formula, that priority be given to accessible vehicles. This is especially important with VFH moving forward with the accessible on-demand transportation improvements and the Winnipeg Wheelchair Accessible Vehicle (WAV) pilot project. Ensuring that accessible vehicles, which tend to be more versatile, are available for service continues to be important in ensuring that passengers who rely on the service are served.

A subsequent report has been requested by the Standing Policy Committee on Public Works in respect of a possible taxi fare increase. This will be provided separately from this report.

Since the introduction of the VFH By-law, the City of Winnipeg has ensured that ongoing consultations with VFH industry stakeholders and the public have occurred in order to gain valuable insights and to gather input for consideration while developing future recommendations to Council on the regulation. Over the past year, feedback was gathered specifically on accessibility, safety, education and licencing, as well as enforcement.

The VFH Advisory Committee has met as a group in 2022, albeit less frequently. The Advisory Committee continues to consist of 13 residents who represent a cross-section of VFH industry stakeholders, including: taxicab owners, taxicab drivers, PTP industry, limousine industry, safety perspective, poverty reduction community groups, Indigenous organizations, the business community, taxi dependent services, accessibility groups, and citizen members at large with unique perspectives.

There has been some transition of committee membership this year, which provides fresh voices, ideas and points of view. The Committee provides a number of strong voices and

perspectives, and members have a willingness to speak freely, including providing their lived experiences, and to ensure that a balanced approach is discussed. Members of the committee have continued to remain engaged and provide beneficial feedback and insights to the Public Service on the various perspectives of the VFH industry, continuing to assist in the development of programs identifying needs and providing expertise on items. The Advisory Committee has consistently been a "sounding board" for ideas, and has been consulted on concerns and plans, often providing valuable feedback and insight prior to implementation. The Advisory Committee continues to provide valuable insights and feedback in a number of areas, specifically Indigenous relations, accessibility issues and improvements to driver safety and training.

During 2022, the Winnipeg Community Taxi Association (WCTA), which represents the interests of Duffy's Taxi and Unicity Taxi, brought on legal representation. They spoke in delegation in respect of the changes to the VFH By-law that the Public Service was proposing, and felt that they hadn't been adequately consulted. This resulted in a delay to the report moving forward so that further discussions could occur between the WCTA, their lawyers, and the VFH office.

The VFH division and the WCTA, along with their legal and business advisors, met and had very positive discussions and open dialogue on April 22 and May 24. These sessions provided an opportunity for not only discussions related to the specific sections of the bylaw amendments that the WCTA had concerns around, but also on other items that were of concern or needed clarification. Of note, the VFH division has had regular, nearly quarterly meetings with the WCTA since early 2019. However, the April and May 2022 meetings were the first to include the WCTA's legal advisors, and could be characterized as the most productive. The VFH division has worked to ensure open lines of communication with the WCTA's representatives, especially their legal advisors, and ensure there have been on-going discussions to move issues along. This relationship has allowed for more focused discussions and has helped identify specific items that require additional collaboration.

As mentioned, there was significant discussion and time spent at those meetings on the areas of concern in the by-law amendment proposals, including clarification and the reassurance from VFH that investigations leading to enforcement action are to be complaint-driven and any offences issued under the By-law for the sections would be substantiated by evidence. The enforcement and investigation process has been explained and clarified so that the WCTA leadership has a better understanding of it. While there will likely never be complete agreement on some areas of enforcement, ultimately the wider view of public safety, the confidence of the public in the entire VFH industry, and a consistent set of rules and guidelines for industry participants to follow should be considered the over-arching goal.

While there has been consistency within VFH office regarding the administration and enforcement of the By-law, as well as the policies and guidelines that have supported the By-law and the overall industry, there have been numerous changes amongst the representation of those operating within the industry. Frequent changes to Board leadership and management have also brought adjustments to their style of operation, priorities and agendas. This can present a challenge to ensuring that the industry continues to improve its level of engagement, passenger and driver safety, and in implementing positive changes to ensure that the public has confidence in the service providers.

<u>MMIWG2S+ 231 Calls for Justice and National Action Plan Implementation – Safe Transportation</u>

On April 28, 2022, Council directed the Public Service to work with the MMIWG2S+ implementation team, Indigenous governments and territorial organizations, VFH service

providers, and the community, to consult and engage on the lived experiences that passengers have had using vehicles for hire, on what can be done and what needs to change, as well as bringing the groups together to share experiences and learn from each other. While the original motion requested that the Public Service report back in the City's Indigenous Accord Report in 2023, this will serve as an interim update.

Objectives of the Safe Transportation Task force include: Coordinate fulsome engagements with stakeholders to achieve Safe Public Transportation in Winnipeg; Recommended amendments to the VFH By-law that is responsive to the concerns of the Indigenous community; Recommended opportunities for safer spaces and transportation related to Winnipeg Transit; Other additional policy/safety-focused operational changes related to public transportation.

The task force created a timeline beginning in April 2022. Throughout the months of May and June, the task force conducted extensive consultation and outreach regarding engagement sessions before they were scheduled and held. The task force completed significant preparatory work during this phase, including the development of a communications strategy, communications documents, and marketing materials. Further, letters of invitation were sent by the CAO to Indigenous governments and territorial organizations (the Assembly of Manitoba Chiefs, Southern Chiefs Organization, Manitoba Keewatinowi Okimakanak, and the Manitoba Metis Federation), the MMIWG2S+ Implementation team (and Winnipeg Indigenous Accord signatories), and taxi dispatcher stakeholders. The task force also worked to collate a number of handouts available for attendees of the sessions, including brochures (created with Winnipeg Transit), information on the VFH complaint processes, and listings of available community supports. As noted below, engagement sessions began in August and ran through the fall. A report to stakeholders with a further update and opportunity for additional feedback is planned for Q1 2023, with and administrative report presented to Council along with the Winnipeg Indigenous Accord annual report.

The City held an initial engagement session on August 24, 2022, that was centred in Indigenous practices and customs, including opening in a good way by having a traditional fire with fire keepers present throughout the day, a traditional Indigenous healer, and opening the discussion through a sharing circle. This session was developed in a trauma-informed approach considering the guidance provided by the MMIWG2S+ Implementation team. It had 44 participants who spent the time sharing their experiences as well as providing feedback and making suggestions on the issues that have led to passengers feeling unsafe (including while using Winnipeg Transit), and created tension between the Indigenous community and the taxi industry.

Some of the main themes that the City heard included: Create a straighter forward complaint process; Harm-reduction training for all staff (call-takers and drivers); Include community (Indigenous) input to training and complaints; Indigenous culture training mandatory for everyone, more frequently; Current processes are more available (more widely communicated) on buses and in taxis; "Right" to ride more commonly known by drivers and passengers for bus and taxi.

On September 20, 2022, the City held an engagement session with the Taxi Industry. There were 24 participants at this session, which was largely made up of Board Members and management from the two major taxi companies in Winnipeg. Further, there was an "aunty" from the East Indian community who attended and opened the session (having an aunty/female voice is imperative to the overall process which includes Indigenous and Newcomer community). One of the comments that stood out from this session was made by a Board

Member, who stated “After 40 years of driving, this was the first time I have ever sat at the same table with an Indigenous person.”

Some of the main themes heard here were: Drivers feel more safe when they get paid upfront (because then they are only thinking about driving); Need more clarity on destination (it either often changes or is not accurate; Need for a campaign for driver’s rights; Need more gatherings like this, to meet Indigenous people, get to know each other; The City needs to enforce the correct training and the companies will comply; Drivers will be more impacted from stories of lived experiences; Accountability and a system is needed to report other drivers.

There is an additional engagement session planned that will involve newcomer and racialized women and their experiences with VFH service and using Transit.

While these sessions provided a place to start for consultations with the Indigenous community, racialized and newcomer women and the taxi industry, they are not the end of the discussion and engagement. The Public Service set up a dedicated email address and phone number so options are always available for community members to provide confidential experiences, feedback, and ideas to improve safety within public transportation in Winnipeg.

Other key highlights and achievements that have occurred since the VFH By-law was enacted by the City include:

Communications and Service

The VFH office has continued to communicate with, and provide guidance and support to, the VFH industry. Recognizing the changing dynamics of the pandemic, and the need to return to in-person customer service and licencing, the VFH office re-opened in March 2022. While the industry can still receive service virtually, there is also a desire to be able to speak to someone directly. The virtual access remains successful and an effective way to become licenced, but having a variety of options for those in the industry is important. The VFH office continues to endeavour to ensure that it provides a high level of customer service to the industry, and continues to work on adjusting and redeveloping processes and procedures that can be implemented easily both online and in-person.

Innovation

The VFH office is continuing a spirit of innovation and is always looking for ways to become more efficient and provide more flexibility to the VFH industry. The VFH office identified an opportunity to create an online application form, which includes the ability to upload all required forms. The project was developed internally by VFH and IT and, in December 2021, a portal was made available to drivers that enabled them to renew their taxi driver’s licence and upload their documentation to the VFH office. This made the entire licencing process more efficient, and allowed for VFH to more quickly process the applications for renewal. Taxi drivers who took advantage of this were able to complete their renewal process whenever it was convenient for them. Given that the online portal is available 24 hours/day, drivers who may find it challenging to get into the VFH office during normal business hours are able to seamlessly complete the process.

The plan for this online application is a multi-step project. Phase 1 of the project allowed for only existing taxi drivers being able to renew their licences. With VFH taking over Limo/Luxury PTP driver licencing, phase 2 will likely see renewing Limo/Luxury drivers be able to renew using it, and then phase 3 will be opened up to new drivers. Overall, having an online driver

licencing portal provides options for customers, makes applying for licences more accessible to drivers who work varying shifts, as well as reducing paper.

Winnipeg Wheelchair Accessible Vehicle (WAV) On-Demand Accessible Transportation Service

In January 2022, the project contract for dispatching services was awarded to a joint bid proposal from Duffy's Taxi and Unicity Taxi. Over the next several months, the VFH project team worked closely with Duffy's Taxi (who is the main dispatcher in the project) and iCabbi, who is the software/dispatch system provider, to meet the RFP specifications and have the dispatch system customized so that it would fit the expected parameters and be in a position to be implemented. Further, the VFH project team worked hard to inform the accessible vehicle owners and drivers about the system, get them signed up, then train them (in collaboration with Duffy's). Further, the VFH office partnered with the Independent Living Resource Centre, on providing a targeted refresher training course to the drivers regarding proper securement of a wheelchair. This training was paid for as an incentive to drivers through the Winnipeg WAV project.

The VFH office worked with Corporate Communications to develop communications materials, and with Marketing to develop advertising and marketing materials. This included a number of radio spots, as well as a video that can be seen on the Winnipeg WAV website.

On May 11, 2022, the Winnipeg WAV officially launched and the centralized dispatch system for on-demand accessible transportation service in Winnipeg was a reality. There have been some challenges along the way since launching. One of the biggest challenges has been having enough accessible vehicles signed onto the dispatch app throughout the day in order to meet the varying levels of demand for service. This continues to be an area that a large amount of attention and focus is being spent between VFH and the WAV dispatcher in order to work towards making the necessary changes. There have been some challenges amongst the drivers in having them recognize the need to be available to provide the service to the Winnipeg WAV users with their accessible vehicles. As the two proponents of the system, Duffy's and Unicity have been working to instill the need in their drivers to be available to provide the service. Duffy's has been strongly reinforcing this amongst their fleet, and has recently gotten more engagement from Unicity Taxi in this area.

Since the launch of the Winnipeg WAV, there have been 1,348 trips provided, to the end of September 2022. This is in addition to any accessible trips provided by VFH dispatchers in their normal course of business. The numbers of users are growing, and will likely continue to increase as the program becomes more widely known, user satisfaction increases, and as Transit Plus comes online with their overflow trips.

There are a number of ways for the Winnipeg WAV users to provide feedback to the VFH office and Duffy's. Users are able to provide feedback directly through the app if they booked their trip that way. For those who have called the dispatch number (204-986-4WAV), a number of users are called back by Duffy's so that they can obtain some feedback regarding their trip. As well, there is an opportunity for VFH to receive feedback through either 311 or a dedicated email address that is monitored by VFH staff.

For the most part, users have been relatively happy with the service received when they are picked up. There are still times of the day when trips are more difficult to fill, and this results in less than desirable results.

In addition to a centralized dispatch system, the Winnipeg WAV pilot project is set up to provide financial incentives to accessible drivers and accessible vehicle owners who provide service through the system. These incentives are meant to encourage improved customer service and the expanded availability of vehicles and drivers, as well as helping to address the additional costs associated with purchasing and operating an accessible vehicle. From the inception of the Winnipeg WAV, drivers have earned a combined $10,800 in incentives (which includes trip incentives and paid training), and vehicle owners have received $16,200 in incentives. There are still more incentives that will be paid out through 2022 and once year-end reconciling on data and information takes place.

The entire centralized dispatch system and all the incentives are funded through the Accessibility Surcharge, with no cost to taxpayers or the VFH budget. The pilot project is set to continue through the end of 2022 and into 2023 followed by a report to Council.

Relationships

The VFH office has continued to support and develop relationships within the community and industry-affected organizations throughout Winnipeg. Connections have been made within Winnipeg to create opportunities for a number of organizations to provide feedback. The VFH office continues to reach out and strengthen its dialogue and lines of communication with Indigenous organizations in Winnipeg. These groups continue to be a valuable resource and provide insights into how VFH service affects the community as well as assisting in improving customer service and monitoring. The Public Service has also continued to strengthen the relationships it started to build when the City took over in 2018 and has continued expanding its outreach in each year since, with an eye to always being open to consultation and feedback. This positive dialogue and relationship-building initiative continues to bring a number of voices to the table to provide their perspective and input in shaping the industry and how VFH regulates and oversees it.

Bill 40 Consultations and Implementation

Over the past year, the Public Service has been working with members of the Winnipeg Police Service as well as Community Leaders and Advocates on highlighting the areas that vehicles for hire are unwittingly used as part of the criminal element of Winnipeg. Often, the drivers are unaware of their part in the act, but realize after they have been engaged for service and often complete the trip for their own safety. These incidents often go unreported to law enforcement, for fear of repercussions. VFH has been working with the industry to track vehicles, and educate the drivers, as well as tracking specific areas of the City where issues are more rampant, and keep the taxi dispatchers informed.

In late 2020, the VFH office was approached by the Provincial Government in regards to being a part of new legislation related to sexual exploitation and human trafficking that was being crafted. Vehicles for hire often unknowingly provide transportation to those being trafficked and exploited by delivering the victims to hotels, or other locations. After consulting with VFH on the dynamics of the industry, what tools and enforcement were in place, and what more could be done, the Province, working with the VFH office, began consulting with the VFH industry. This led to the Provincial government moving forward with Bill 40 "*The Hospitality Sector Customer Registry Act and Amendments to The Child and Family Services Act and The Child Sexual Exploitation and Human Trafficking Act"*, which strengthens the required reporting of incidents of child sexual exploitation and human trafficking by VFH drivers, and obligates them to report suspected incidents when they have been part of the transportation. The Bill also makes it easier for law enforcement to obtain records.

While there are still some questions on the requirements and mechanisms to ensure they can be compliant, VFH service providers are actively engaged on this topic and wanting to join the VFH office in being part of the solution. New drivers are trained in the area of sexual exploitation and human trafficking, often having guest subject matter experts, such as the Joy Smith Foundation, presenting to the classes. There is more work to be done in this area, especially around education; however, the VFH office continues to discuss and engage with organizations who are willing to provide the training and assist the industry in being part of the overall solution.

Other Regulatory Bodies

VFH continues to strengthen and solidify its relationships with industry regulatory bodies, including MPI, the Winnipeg Airports Authority (especially as air travel returns and the airport sees increases in the VFH service) as well as the Winnipeg Police Service. The Master Information Sharing Agreement that was signed between MPI and the City continues to be beneficial to both parties. It has strengthened communication and the relationship between the City and MPI and made the flow of important vehicle and driver-related information much easier as it pertains to the agreement.

During 2022, VFH and MPI made the decision to not conduct a targeted vehicle inspection blitz. This coordinated effort will likely be planned to occur again and has been undertaken in the past in order to ensure that vehicle safety standards are met on an ongoing basis. This directly impacts the safety of drivers and passengers using vehicles for hire and works to identify vehicles that require repairs and maintenance in order to meet safety standards. VFH continues to maintain a relationship with MPI's vehicle inspection branch, and has on a number of occasions required a VFH to be inspected by MPI to ensure it meets the proper standards. As well, VFH continues to monitor the inspections that are completed, and often consults with MPI when there are questions or concerns related to them. Further, VFH has partnered on a number of initiatives with MPI, regarding insurance, vehicle and accident data and in determining vehicle usage and mechanical garage information.

Complaints

The VFH office continues to receive and actively investigate complaints, holding the dispatch companies accountable to respond to residents when issues arise, as well as holding vehicle owners and drivers in the industry accountable to remain in compliance with the VFH By-law as well as ensuring passengers are safe and receiving improved and consistent customer service through a balanced approach of by-law enforcement, communication and education. The department takes legitimate complaints seriously, investigating them and ensuring follow-up with the complainant. Though the number of serious incident complaints continues to fall, the VFH office is also acutely aware that this number is likely underreported.

Through 2022, there have been 97 complaints filed with the VFH office. The VFH office has added some additional complaints categories in 2022, including drivers reporting fare jumping/unpaid fares, as well as complaints or issues that have arisen from the Winnipeg WAV program. In comparison, throughout 2021, there were 74 complaints lodged through 311 and 51 complaints received in 2020. One of the biggest area of complaints in 2022 has been overcharging of passengers, requesting prepayment when not warranted, and trying to flat rate passengers and not run the meter. There continues to be a large number of service and driver conduct related incidents, totalling nearly 25% of the total in 2022. There have been improvements in this area as the dispatchers have taken more action regarding driver incidents (see Appendix B).

With additional messaging and reinforcing the use of 311 for reporting VFH issues and complaints, VFH enforcement has seen an increase in reported incidents recently.

VFH recognizes that the number of complaints filed may be under-reported, as there continues to be more work that needs to be done to make reporting easier, and to ensure that those experiencing issues with the VFH industry are able to safely have their voices heard. The VFH office continues to work on this area, and has been engaging grassroots community organizations to assist in providing ideas to improve complaint reporting mechanisms.

In May 2022, the new By-law amendments that had been approved by Council in April 2022 were implemented. Since that time, there have been 2 complaints specific to driver conduct which have resulted in investigations by VFH Officers. Both complaints were substantiated through the investigation process and resulted in fines.

Appeals

The VFH Appeal Board has been less active over the last few years, with much of their original work coming in the form of driver's licence reviews related to taxi drivers transitioning to the City from the Manitoba Taxicab Board who did not meet the stricter requirements of the VFH By-law, specifically related to criminal and driving records.

From the time that the VFH By-law took effect in March 2018 to the end of September 2022, there have been 26 appeals heard by the VFH Appeal Board, 19 of which had the original decision overturned by the Board (i.e. the Appellant was successful). Until 2022, all appeals had dealt with either relevant criminal offence convictions or major driving offences for taxicab or PTP drivers. In 2022, one appeal by a driver of his suspension related to a serious incident. In this case, after reviewing the evidence and submissions by both VFH and the appellant, the Appeal Board upheld the decision of the designated employee in full.

The appeal process is open and transparent and provides an opportunity to have a case heard by an impartial tribunal committee of citizens that considers the facts of the situation, the character of the appellant, and any relevant or mitigating factors as they weigh the risks and render a decision. There continues to be a number of disciplinary hearings conducted by the designated employee under the authority of the VFH By-law. Decisions from these hearings are not public, but there have been a range of outcomes, from reprimands and training/re-training, to fines, and up to licence suspensions or cancellation.

The International Association of Transportation Regulators

Since 2018, when the City began regulating the VFH industry, the VFH office has been a member of the International Association of Transportation Regulators (IATR). This worldwide regulatory association includes a strong Canadian Regulators Committee, and schedules regular conference calls to discuss insights, lessons learned, best practices, as well as issues of oversight and regulation. Membership in IATR was especially important throughout 2020 and 2021, as regulators across Canada and the USA were able to discuss and connect on COVID-19 pandemic issues, including support for the industry, measures taken at various times to implement precautions, guidance and regulation to protect drivers and passengers as best as possible.

IATR provides a significant opportunity to learn from other jurisdictions, and to have a network of other regulators to pose questions of, get advice and provide feedback. In addition to sitting on the Canadian Regulators committee, the VFH office continues to sit on the IATR Accessibility Committee and Safety Committee. These committees provide opportunities for the Public

Service to hear insights, experiences, and concerns from other regulators and stakeholders in North America in relation to improving safety and accessibility within the VFH industry.

While the 2020 and 2021 IATR conferences were moved to a virtual platform, allowing many key staff members to participate, and providing an opportunity to more fully engage in the event, the 2022 conference was back to a live in-person setting. While the VFH office was unable to attend this year, it is looking forward to attending again in 2023.

The conferences usually include panel discussions related to the VFH industry and have begun to focus on overall mobility and multi-modal opportunities, as well as regulatory information, policy setting, enforcement, technology, accessibility, training, and industry changes.

There continues to be more discussion on electric/green vehicles, micro-mobility options (such as e-scooters) and multi-modal transportation integration. These are areas that will be explored further in the future. The VFH office continues to reap the benefits of being a member of IATR and would like to make attending this conference a yearly opportunity as it provides substantial benefits to the Public Service and the local VFH industry.

Taxis in Diamond Lanes

Since March 1, 2018, taxis have been authorized to use transit diamond lanes in order to improve the service they provide during peak traffic hours. In June 2019, Council authorized the use by taxis to become permanent, with ongoing and continued review by the Transit Department and the Winnipeg Parking Authority. From a VFH industry perspective, this remains a favourable opportunity for taxis and their passengers. This allows for taxis to use these lanes in order to expedite their travel during the rush hours. When needed, the Public Service works with the taxi industry to remind them of their responsibility and the proper use of diamond lanes. Drivers continue to be reminded of their responsibilities in using the lanes correctly, and to ensure that they are mindful of both bus and cyclist use.

This additional use of the transit diamond lanes continues to appear to be working as intended, with limited reported impact to Transit operators. Transit is aware that they can bring issue areas to the attention of the VFH office, which has performed targeted enforcement in those problem areas. There continues to be collaboration between Transit and WPA in monitoring diamond lane usage and ensure there continues to be no significant impacts to Transit operations and that the proper authorized use and the Highway Traffic Act continue to be obeyed by taxi drivers.

Until the end of September 2021, there have been four incidents reported involving taxi drivers not using diamond lanes properly. During all of 2020, there were 14 reported incidents, and 13 incidences in 2019 when the ability to use diamond lanes was authorized permanently by Council. In 2020, 57% of the reported complaints occurred in one specific block. In late 2020, VFH undertook a targeted enforcement campaign in that area, through increased patrols, as well as providing educational information to the drivers to remind them of their responsibilities, and reinforcing this with the taxi dispatchers. Overall, while Transit indicates that there are likely more concerns throughout the City, they often go unreported by Operators, as they do not cause a major impediment to their schedule or operations.

The Public Service is recommending that this be the final update provided to Council on the use of diamond lanes by taxis, as it appears the numbers of incidents of improper use have decreased significantly, and that the work being done by the VFH office with the Taxi dispatchers has been successful in ensuring the messaging around proper use has been

received. Transit and the VFH office will continue to monitor, and should there be an increase in issues, then the appropriate actions will be taken.

Taxis in Diamond Lanes				
	2019	2020	2021	YTD 2022
Issues reported by Transit Operators	13	14	4	2

Table 1

Pre-Payment

The Mandatory Pre-Payment Pilot project ended in April 2020, and little was discussed on this topic during 2021. During early 2022, there have been discussions on this topic, as fare jumping continues to be an issue for the taxi industry. While there are reasons that a driver could ask for a fare or pre-payment amount in advance, there are also many restrictions on this practice. The VFH office and the taxi industry have been in discussion on how to implement a non-discriminatory pre-payment policy. To date, however, nothing has been finalized or approved. The VFH office has asked the taxi dispatchers for their proposal, but no proposals have been received so far. There continues to be no time of the day or day of the week when a taxi driver may ask for pre-payment without prior knowledge of a specific issue with the specific fare.

Documentation Verification & Auditing

As part of its ongoing enforcement of the industry, PTP driver and vehicle documentation audits continued to be conducted by the VFH office throughout 2021 and 2022. The VFH division undertakes this work in an ongoing effort to ensure that the PTP dispatchers are complying with their responsibility under the By-law. The VFH office continues to see issues with ongoing documentation vetting and compliance of drivers and vehicles in the PTP category. While some dispatch companies have done well in obtaining, and reviewing the documentation submitted by prospective drivers, there are still deficiencies.

Through these audits, the VFH office has identified fewer drivers and vehicles that are not qualified for registration under the By-law. A By-law amendment was approved by Council in 2022 that transferred the licencing responsibility of limousine/luxury vehicles and drivers to the City from the dispatcher. The main reason for this was that a majority of limo PTP dispatcher were struggling to remain in compliance with their responsibility to ensure that vehicles and drivers were properly licenced and had provided the right paperwork.

The transfer of responsibility for licencing in this area was completed in the summer of 2022, and saw 55 vehicles and 51 drivers come in to be licenced by VFH. As well, there have been 10 drivers who have purchased the new multi taxi/limousine licence which provides them additional options and can ease hiring across platforms. The requirements to be renewed for licencing under this new amendment were considerate of the fact that many of these vehicles and drivers were already licenced in the industry, and that they were treated as renewing licensee's vs new ones. As this was the first year for licencing, all licensees had to attend the VFH office. However in the spirit of efficiency, the Public Service will be looking at implementing limousine/luxury driver's licencing renewals as part of the online platform to ease their process and provide more flexibility.

The Public Service also continues to educate the PTP companies on their responsibility regarding the registration of drivers and collection of their paperwork. The audit process has identified that documentation continues to be an area that requires specific attention from the VFH office. Dispatch companies who fail to properly vet drivers and vehicles present a risk to both the industry and passengers. The VFH office will continue to monitor to see if further amendments to licencing responsibilities need to be proposed in the future.

Budgets

The VFH office operates on a budget-neutral mandate generating all revenues needed to sustain its operations through licence revenue, fine revenue, and per trip surcharges. All activities performed by the division are within budgeted amounts. There continue to be synergies with the existing WPA systems, and through the support provided within the department. The VFH office manages its finances closely, adjusting its operations as revenue moves. Throughout the pandemic, while revenues were lower, the VFH office looked for ways to reduce its expenses in order to remain budget-neutral. During 2021, as the industry recovered from the pandemic and VFH revenues adjusted, the VFH office continued to look for ways to stay budget-neutral. This was a challenging endeavour, but one that VFH took seriously, ensuring that costs were controlled.

The industry is in full recovery-mode in 2022, and VFH has returned to full operations, with the office re-opening in spring 2022. There have been some savings from efficiencies put in place, which have allowed the VFH office to maintain their budget-neutral basis and ensure that operations expenses meet actual revenues (see Appendix C).

Medium to Long-Range Plans for the VFH Industry

The VFH office continues to engage the community, stakeholders and the industry to look for ways to improve the safety for both passengers and drivers, streamline and improve compliance and enforcement, expand the capacity of the industry, and assist in providing an improved level of customer service. In order to do so, some of the plans that the VFH office has for the medium to longer term include the following.

Innovation

The Public Service continues to look for opportunities to innovate and streamline processes in order to provide improved service for the industry. A few of the projects that have been undertaken, that will show benefits in the years to come, include:

- Creation of an online vehicle inspection reporting program (IRP). This will allow VFH officers to more effectively and efficiently complete vehicle inspection reports using the technology they already possess. This virtual inspection program is to reduce the time required to fill out a paper inspection report, as well as the manual process of inputting this into the database and sending it to any affected parties. The new IRP will reduce a number of the manual processes involved in this presently, and allow for more efficient completion of the report, better communication and a reduction in potential errors. This will also improve the experience of the owner or driver who has the vehicle during the inspection. Due to IT resource constraints, project completion has been delayed but is still planned for 2023.

The VFH office is always considering opportunities to find innovative ways for continued process improvements to licencing, enforcement and reporting.

Prepayment

The VFH office has continued to engage the taxi industry on ways to implement pre-payment in the future in order to reduce disputes, fare jumping, improve the reliability of driver income, and improve safety. Discussions have begun to bear some fruit, but there are still challenges to wide-spread implementation that will ensure fairness and reduce the instances of discrimination.

Professional Driver Refresher Training

Roll-out of the professional driver refresher training program originally identified in the VFH Safety and Security report which Council approved in February 2019. This was originally intended to be rolled out in 2020; however, the COVID-19 pandemic necessitated a delay. While the majority of the content has been created, further work with an Indigenous lens is being completed, so as to best bridge the divide that exists between the VFH industry and the Indigenous community. This has resulted from additional feedback from community stakeholders. Once this is complete, the program will be ready for delivery to test groups to determine how it's received and whether any minor adjustments need to be made. As well, the plan is to develop a number of ways to deliver this training to ensure that it's available to all drivers within the VFH industry. Based on a phased-in approach, it is estimated that it could take approximately three to four years to have all drivers complete this training. The VFH office will endeavour to provide this training at minimal or no cost to drivers who are completing it for the first time.

Incentives for Fully Electric Vehicles in the VFH Industry

On June 10, 2021, the Public Service was directed to report back regarding a 50% reduction to the annual Vehicle License Fee for taxi owners and a $400-per-vehicle reduction to the annual Dispatch Company Fee for PTP dispatchers that transition to fully-electric vehicles. The VFH office undertook extensive research, including consultations and survey with taxi owners and other stakeholders to determine whether providing incentives at the VFH licencing level would be enough to incentive owners to convert their taxis from hybrid vehicles to fully electric vehicles, and to have PTP dispatchers bring additional fully-electric vehicles onto their platforms. It was determined that the incentives currently being proposed would not provide the appropriate incentive to have more fully-electric vehicles.

On December 1, 2021, the Public Service was directed to provide an update on this matter. The Public Service has determined that, without both additional electric vehicle charging infrastructure and significantly higher vehicle purchase incentives, the City has limited ability to incentivise the VFH industry to transition to electrification more quickly.

Reserve Fund

The Public Service will explore the feasibility of creating a reserve fund within the VFH office in order to have funds available for initiatives to support the industry. Further research of options, including reserve usage, funding sources, and limitations will be undertaken in order to provide recommendations related to this.

Manitoba Public Insurance

Ongoing development and expansion of the VFH office's relationship with MPI, including their vehicle inspection division to ensure that safe vehicles are on the road and available to provide service, as well as assisting with claims related to the VFH industry.

Ongoing administration of the VFH industry and By-law:

The Public Service believes that the administration, oversight, and regulation of the VFH industry and By-law has been generally successful since implementation and should continue to reside within the Winnipeg Parking Authority. The Public Service continues to work with the industry, its partners, and stakeholders to evolve and improve all facets of the VFH network, especially in the areas of safety and improving accessible service.

This the final and final annual report on the VFH industry, since the industry transitioned to the City including any required By-law amendments. Any future reports would be on an as-needed or directed basis.

FINANCIAL IMPACT

Financial Impact Statement **Date:** October 20, 2022

Project Name:

Annual Update on the Vehicle for Hire Industry

COMMENTS:

There are no financial implications from recommendations in this report.

Lioubov Gavrilova-Crozier, Oct 20, 2022
Lioubov Gavrilova-Crozier, CPA, CA
Manager of Finance, Winnipeg Parking Authority

CONSULTATION

This Report has been prepared in consultation with:

- Indigenous Relations Division
- Winnipeg Transit (as to taxis operating in diamond lanes)

OURWINNIPEG POLICY ALIGNMENT

The VFH industry is aligned with the OurWinnipeg 2045 framework by supporting the key objectives of Environmental Resilience and Economic Prosperity. This is done by prioritizing sustainable transportation as the mobility options of choice and prioritizing sustainable transportation connectivity.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

The VFH industry supports the climate change action plan strategic opportunity #3, which is to advance sustainable transportation and shift to zero emission vehicles (page vi of the plan). The ability to access taxicabs and personal transportation providers (limousines and ridesharing) allows greater flexibility for residents to shift out of single occupancy vehicles and provides improved access to other mobility options such as transit and active

transportation. For example, in other jurisdictions ridesharing has been used successfully as part of an integrated multi-modal trip planning tool for residents where vehicles for hire are used for a portion of a trip and transit is used for the remainder of the trip.

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

The VFH industry supports the reduction of poverty by playing a role in ensuring that all residents and community members are treated fairly, and are able to access transportation. This supports Goal 5 of Winnipeg's Poverty Reduction Strategy, that "Transportation system equity is enhanced."

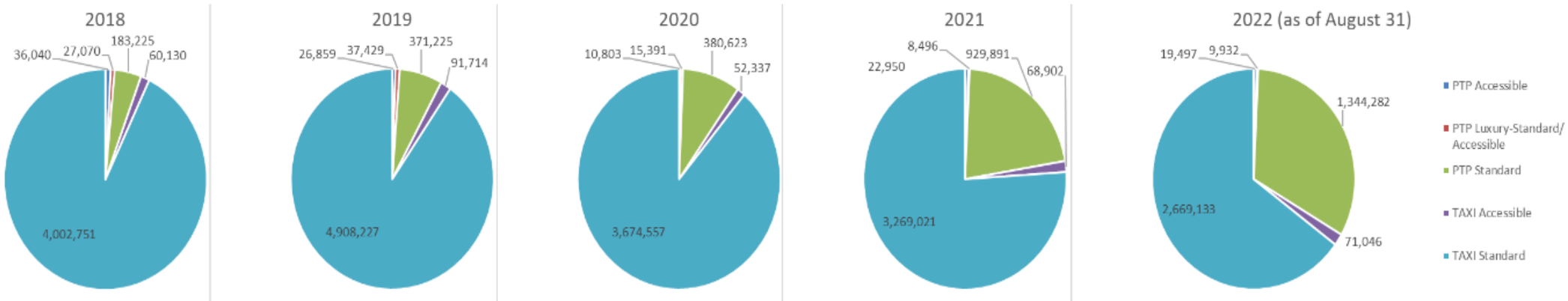
SUBMITTED BY

Department: Public Works
Division: Winnipeg Parking Authority SOA
Prepared by: G. Heather
Date: October 24, 2022
File No: WPA-022-2022

Attachements:

Appendix A: Vehicle for Hire Marketshare by Category
Appendix B: Vehicle for Hire Complaints
Appendix C: Vehicle for Hire Office Revenue and Expenditures

Appendix A: Vehicle for Hire Marketshare by Category



Appendix B: Vehicle for Hire Complaints

	Complaints										
	Service - Refusal/ Poor	**Driver - Conduct/ Road Habits**	**Taxi Condition**	**Articles lost/ Damaged/ Collateral**	**Overcharge/Pre-payment/ Meter not on**	**Illegal Operator**	**Assault/ Harassment**	**Driver Reported - Fares not paid by passenger***	**WAV / Accessible Complaints***	**Other**	**Total**
2022	7	17	3	4	15	2	2	23	11	13	97
2021	10	31	-	5	7	-	1	-	-	20	74
2020	15	15	3	2	7	3	-	-	-	6	51

* New Category in 2022

Appendix C: Vehicle for Hire Office Revenue and Expenditures

	2019		2020		2021		2022
	Budget	Actual	Budget	Actual	Budget	Actual	Budget
Revenue	1,519,000	1,472,676	1,545,600	1,284,270	1,107,387	1,323,611	1,213,651
Expenditures	1,519,000	1,472,676	1,545,600	1,284,270	1,566,043	1,323,611	1,593,354
Surplus/(Deficit)	-	-	-	-	(458,656)	-	(379,703)