

**Municipal Licensing and Standards**  
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City Clerk's Office  
Toronto City Hall  
100 Queen Street West  
Toronto, Ontario M5H 2N2

## **Response to Administrative Inquiry**

### **Re: By-law Enforcement for Uber and UberX**

#### **1. When was Uber provided notice to comply with the bylaw?**

City staff met with Uber representatives on October 14, 2015. At that time, they were advised of the changes to the by-law, the requirement for Uber to become licensed to continue taxi brokerage service, and to cease the operations of UberX. They were advised that if they did not comply by October 19, 2015, that the City would undertake necessary enforcement action.

#### **2. What response has the City received from Uber?**

The City is engaged in ongoing communications with representatives from Uber Canada regarding the taxicab broker application process.

#### **3. What enforcement actions are being undertaken?**

ML&S staff are actively conducting investigations pursuant to offences related to the Toronto Municipal Code, Chapter 545, Licensing, as amended. As these actions are currently underway, specifics related to the manner in which these activities are being undertaken, will not be disclosed so as to not jeopardize the investigative process and future prosecutions.

#### **4. How many charges have been laid against UberX drivers?**

As a result of earlier enforcement efforts, 102 UberX drivers have been charged and the charges are working their way through the Provincial Courts.

#### **5. How many charges have been prosecuted to date? Are we using alternative dispute resolution mechanisms?**

The 204 charges laid against the 102 UberX drivers as indicated above, are in various stages of the court process, as set out in the Provincial Offences Act (POA). There are no alternative dispute mechanisms under the POA.

**6. What has been communicated to the general public and the industry about the by-law and enforcement?**

The City has posted the following statement on the ML&S website:

"The City is concerned that the UberX service may pose a serious safety risk to the public, including those who are signing on as drivers. The City is concerned that the drivers do not hold a city-issued licence, which ensures the adequacy of the background screening, nor have the drivers taken the required training as mandated by the City, which would also include safety awareness training for the driver. The vehicles may not be equipped with the same security provisions as licensed taxis, such as cameras, nor have they undergone City mandated mechanical inspection and may be inadequately insured. The individuals who are participating as drivers for UberX may wish to seek legal advice regarding their participation."

Further, as ML&S is responding to media inquiries, statements informing the public regarding their risks as either a driver or a passenger are also communicated.

**7. What is our legal strategy for addressing continuing non-compliance?**

The City is continuing to exercise its enforcement tools as authorized in the Toronto Municipal Code and the *City of Toronto Act*, as appropriate.

Respectfully submitted,

Tracey Cook, Executive Director  
Municipal Licensing and Standards