



## REPORT FOR ACTION

### Work Plan for the Review of Chapter 546, Vehicles-for-Hire

**Date:** June 4, 2018

**To:** Licensing and Standards Committee

**From:** Executive Director, Municipal Licensing and Standards

**Wards:** All

#### SUMMARY

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This report presents a work plan for the review of Toronto Municipal Code Chapter 546, Licensing of Vehicles-for-Hire. A report on the results of the review is expected at the Licensing and Standards Committee in the second quarter of 2019. Consultations with stakeholders and the public are scheduled for the third and fourth quarter of 2018.

In May 2016, Toronto City Council adopted a series of recommendations to establish new regulations for the vehicle-for-hire industry. The new vehicle-for-hire bylaw regulates taxicabs, limousines and private transportation companies like Uber and Lyft to ensure public safety, consumer protection, and equitable access to accessible vehicles. Since May 2016, staff have focussed on implementing the new regulations. The implementation of the new bylaw has been a large and complex undertaking that required significant business transformation, including creating digital solutions and reducing regulatory burden.

There have been a number of directions from Committees and City Council to review certain issues and regulations affecting the vehicle-for-hire industry. This review will involve comprehensive research and broad stakeholder and public engagement. In addition, the review will respond to outstanding directives from Committee and Council and will include:

- An accessibility strategy and recommendations on how to proceed;
- Results of a Congestion Management Study and a Labour Market Impact Study; and
- Recommendations for addressing new and/or outstanding issues.

To achieve this, staff have developed a four-phase plan beginning in summer 2018. The plan includes:

- Phase One: Public Consultations and Launching Studies - Q3 and Q4 2018
- Phase Two: Executing Studies and Internal Research - Q4 2018 and Q1 2019
- Phase Three: Final Analysis - Q1 2019
- Phase Four: Report to Committee - Q2 2019

## RECOMMENDATIONS

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The Executive Director, Municipal Licensing and Standards recommends that:

1. Licensing and Standards Committee receive this report for information.

## FINANCIAL IMPACT

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There are no financial impacts beyond what has already been approved in the current year's budget for Municipal Licensing and Standards.

The Acting Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## DECISION HISTORY

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On May 22, 2018, City Council referred [MM41.13: Fairness for Toronto Taxicab Licence Holders - by Councillor Janet Davis, seconded by Councillor Kristyn Wong-Tam](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.MM41.13) (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.MM41.13>) to the Licensing and Standards Committee.

On November 29, 2017, the Public Work and Infrastructure Committee referred [PW25.13: Motion to Reduce the Number of "Doorings" in Toronto](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.PW25.13) (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.PW25.13>) to the Executive Director, Municipal Licensing and Standards and requested a report on ways to reduce the number of "doorings" by increasing training and mandating rear-view mirrors on all passenger doors for vehicle-for-hire vehicles.

On May 3, 2016, City Council adopted [LS10.3: A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.LS10.3) (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.LS10.3>), resulting in a series of changes to the vehicle-for-hire industry, including permitting Private Transportation Companies (PTCs) to operate under a licensing regime. Council directed the Executive Director, Municipal Licensing and Standards to report back on a number of items, including rates/fares, congestion management, the City's accessibility strategy, implementation updates and outcomes of the bylaw.

On September 30, 2015, City Council adopted [LS6.1: 2015 Ground Transportation Review: Taxis, Limos, and Uber](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.LS6.1) (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.LS6.1>) which directed the Executive Director, Municipal Licensing and Standards to report back on a number of items, including developing a framework to equitably regulate all ground transportation providers, to update and modernize the municipally-licensed limousine service, and to review accessible ground transportation in Toronto.

On February 19, 2014, City Council adopted [LS26.1: The Taxicab Industry Review - Final Report](http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.LS26.1) (http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.LS26.1) which directed the Executive Director, Municipal Licensing and Standards to report back on a number of items related to accessible taxicab availability, cabstands, hail spots, and insurance.

## COMMENTS

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Toronto Municipal Code Chapter 546, Licensing of Vehicles-for-Hire was enacted in summer 2016. Staff have since worked to implement the new bylaw and monitor its impacts. This report outlines the work plan for responding to outstanding directives and conducting a post-implementation review of the bylaw.

### 2016 Vehicle-for-Hire Review

In 2016, staff reported to the Licensing and Standards Committee with a framework to regulate all ground transportation providers, including taxicabs, limousines and private transportation companies (like Uber and Lyft). These regulations aimed to level the playing field between existing and new entrants and considered the City of Toronto's accessibility objectives in the ground transportation industries.

On May 3, 2016, Toronto City Council adopted a series of recommendations to establish a set of regulations for the vehicle-for-hire industry. The new vehicle-for-hire bylaw balances the need to regulate changing industries while continuing to ensure public safety, consumer protection, and equitable access to accessible vehicles.

The new vehicle-for-hire bylaw was created to:

- Create more opportunities for vehicle-for-hire drivers;
- Establish a set of rules for private transportation companies (PTCs), including rules around safety, insurance, and record keeping;
- Establish a more flexible set of rules for the taxicab and limousine industry by reducing regulatory burden; and
- Provide access to accessible ground transportation.

### Work Currently Underway

#### Literature Review and Jurisdictional Scan

Since implementation, there have been a number of reports and studies regarding ground transportation, both nationally and internationally. Staff have begun conducting a comprehensive literature review and will continue this literature review as part of an ongoing process to determine regulatory best practices.

Staff are building on previous work to update a jurisdictional scan of vehicle-for-hire regulations in other jurisdictions. As many municipalities have undergone reviews of vehicle-for-hire regulations since 2016, this review will assist staff in identifying current trends and best practices.

## **Communications**

Staff have begun developing a broad communications strategy to ensure clear, consistent communications to all stakeholders, Councillors, and the general public. As part of this, staff have begun updating stakeholder lists by identifying interested parties, creating a public consultation website, and developing strategies to maximize engagement.

## **2018-2019 Review Work Plan**

Since 2016, there have been a number of directions from City Council and Committees to review certain issues and bylaw requirements. MLS will undertake a review of the bylaw, reviewing its impact and effectiveness, and responding to outstanding directives to date. Below, staff have provided work plan and timeline for the review, which will include:

- An accessibility strategy and recommendations on how to proceed;
- Results of a Congestion Management Study and a Labour Market Impact Study;
- Recommendations for addressing new and/or outstanding issues.

## **Phase One: Public Consultations and Launching Studies**

Third and fourth quarter of 2018

### **Consultations**

Consultations will be held in summer and fall 2018. Staff will host several consultation sessions, organized by issue area. Issue areas will include accessibility, mandatory equipment (including cameras and passenger rear view mirrors), vehicle requirements, rates and tariffs, and safety measures.

Information about each consultation session will be made available on the [City's Public Consultation webpage](https://www.toronto.ca/community-people/get-involved/public-consultations/) (<https://www.toronto.ca/community-people/get-involved/public-consultations/>). Interested stakeholders will be notified and welcomed to participate in the consultation process.

### **Accessibility Strategy**

Staff are reviewing the City's vehicle for hire accessibility strategy. This process will be informed by information received through the public consultation process, the literature review and jurisdictional scan, analysis of data and trends on accessible vehicle-for-hire services, as well as by engaging subject matter experts and those with lived experiences.

### **Congestion Management Study**

MLS in partnership with Transportation Services and City Planning are developing a congestion management study that will assess the City's vehicle-for-hire industry on congestion.

### **Labour Market Impact Study**

Staff have been directed to assess the impact of the City's vehicle-for-hire industry on the taxicab labour market. MLS is engaging relevant divisions internally to

determine the scope of work required and defining potential deliverables for a third party consultant.

## **Phase Two: Executing Studies and Internal Research**

Fourth quarter of 2018 and first quarter of 2019

### **Internal Research and Executing Studies**

Staff will undertake a comprehensive review of the industry, including research, data analysis and studies. Staff will manage and monitor all deliverables, action items, and timelines of the congestion management study, labour market impact study, and accessibility strategy.

## **Phase Three: Final Analysis**

First quarter of 2019

### **Data Analysis and Review of Directives**

Based on the research, data analysis, and consultation results, staff will develop recommendations as necessary to address issues that have been identified. Staff will begin drafting the final report.

## **Phase Four: Report to Committee**

Second quarter of 2019

### **Finalize Review**

Staff will finalize the review and report to the Licensing and Standards Committee in spring 2019.

## **CONTACT**

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## **SIGNATURE**

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