

Uber Canada supports the City of Toronto's Zero Emissions Grant Program. Uber applauds this positive step towards achieving the goal of net zero emissions by 2030 for Toronto's vehicle-for-hire industry.

Frequency of Payment Disbursement

Specify the intervals at which the grants will be disbursed to eligible drivers, ensuring clarity on the frequency, whether it be weekly, bi-weekly, or monthly, etc.

Grants will be disbursed to eligible PTC drivers who take trips starting in the City of Toronto using a zero emissions vehicle (ZEV) on a monthly basis. Uber will use our existing payments remittance and accounting tools to make the disbursements.

Disbursement Procedure for Suspended or Non-Licensed Drivers

Provide a clear process for ensuring that drivers who are suspended or whose licences are not renewed can still receive any grants they are eligible for during the period they were active.

Uber maintains records of a driver's eligibility to receive the Zero Emissions Grant on the individual trip level - namely for trips beginning in the City of Toronto using a ZEV. If a driver later has their licence paused or suspended, they would still be able to receive payments for amounts earned on past trips. As a result, drivers will receive the grant disbursements regardless of their real-time licence status or ability to access trip requests in the City of Toronto.

Handling Vehicle Changes

Describe the method for managing grant disbursement to drivers who frequently change vehicles, ensuring that each driver's usage of zero-emission vehicles is accurately tracked and compensated.

Uber maintains records of trip level characteristics including a driver's eligibility to receive the Zero Emissions Grant as well as the make and model of the vehicle used by the driver. If a driver changes vehicles, however frequently, the grant will only be disbursed for any trips taken in a ZEV.

Addressing Discrepancies in Grant Amounts

Establish a clear process for addressing and resolving claims from drivers who believe they have not received the correct grant amounts, including a mechanism for review and resolution of such disputes.

Uber has a dedicated team of support staff to field driver disputes through in-app and in-person support channels. We will be using the same support channels to field Zero Emissions Grant inquiries. We will set up our support staff for success by providing them with logical instructions and escalation pathways.

Our support staff will have access to our trip records data, which will show clearly whether a trip taken by a driver is eligible for the grant, i.e. whether a trip is completed by the driver using a ZEV and began within the municipal boundaries of the City of Toronto.